

Community participation in an integrated development planning process life cycle: The case of Matlosana Local Municipality

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DECLARATION OF OWN WORK

I, Neo Baholo, student number 26642085, hereby declare that the mini-dissertation entitled: *Community participation in an Integrated Development Planning process life cycle: The case of Matlosana Local Municipality* submitted in partial fulfilment of the requirements for the degree, Master of Public Administration at the North-West University, is my own work and has never been submitted by me to any university before. I also declare that all sources used have been acknowledged by means of complete references.

I understand that copies of this dissertation submitted for examination will remain the property of the North-West University.

Signature

Date_____

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ABSTRACT

In democratic governments such as South Africa, Integrated Development Planning (IDP) is the bedrock of community development. In 1996, the South African Government implemented the IDP technique, which finds solace in the principles of the Constitution of the Republic of South Africa, 1996. According to Section 153 of the Constitution, a municipality must organise and manage its administration, budgeting, and planning procedures to prioritise the community's fundamental requirements and to promote the community's social and economic growth.

This study analysed the IDP processes in Matlosana Local Municipality (MLM). Using the social contract and stakeholder theories as theoretical lenses, this qualitative study gathered data using semi-structured interviews. Thematic analysis was employed in the analysis of the data. The results showed that MLM and its surrounding communities face development challenges that are associated with the implementation of IDP throughout its entire life cycle. Lack of wide consultation and poor attendance to IDP consultative meetings characterised the IDP cycle. Additionally, conflict and poor communication strategies negated the effectiveness of IDP initiatives. The study recommended the inclusion of community-based interest groups and the use of communication methods that can be easily accessed by the community. In addition, the MLM should improve strategies for community engagement and in particular, receiving and giving feedback, alongside conflict resolution.

KEYWORDS: Community Participation, Integrated Development Planning, Life cycle, Municipality, Democracy, Local Government.

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LIST OF ACRONYMS

DPLG	Department of Provincial and Local Government
IDP	Integrated Development Planning
LG	Local Government
LGTA	Local Government Transition Act
MFMA	Local Government: Municipal Finance Management Act (Act 56 of 2003)
MLM	Matlosana Local Municipality
MSA	Local Government Municipal Systems Act (Act 32 of 2000; Chapter 2, section 4)
NDP	National Development Plan
NGO	Non-Governmental Organisations
NPM	New Public Management
PAIA	Promotion of Access to Information Act (Act 2 of 2000)
RDP	Reconstruction and Development Program
RSA	Republic of South Africa
SADC	Southern African Development Community
SDBIP	Service Delivery and Budget Implementation Plan
WB	World Bank
WoM	Word-of-Mouth

CHAPTER 1: ORIENTATION AND INTRODUCTION TO THE STUDY

1.1 INTRODUCTION AND ORIENTATION

In terms of the Constitution of the Republic of South Africa, 1996 and the Local Government: Municipal Systems Act (Act 32 of 2000, Chapter 2, section 4) (hereafter referred to as the MSA) (Republic of South Africa [RSA], 2000), local government (LG) is commonly regarded to be closest to the people (Asha & Makalela, 2020:3). One of the mandates of LG is to promote the participation of the community and community organisations in development planning (Avis, 2016:4). Specifically, participatory democracy within local communities can be promoted by involving communities in the preparation, implementation and review of Integrated Development Planning (IDP) (Adonis & Van der Walt, 2017:45).

Municipalities are required by the MSA to prioritise service delivery and should, for this purpose, undertake IDPs (Constitution of Republic of the South Africa, 1996). An IDP can be regarded as municipalities' primary planning tool to outline development priorities as well as available resources to support communities (Avis, 2016:2). Furthermore, the objectives of LG provide a yardstick by which LG actions must be measured. As such, any measurement of the performance of local municipalities must meet the requirements of sustainable service delivery and community participation in matters of LG (Constitution of Republic of the South Africa, 1996). The participation of citizens in LG is the cornerstone of democracy as it ensures the legitimacy of government and the ownership of decisions (Kloppers, 2017:54).

Community participation can be regarded as an integral part of local democracy (Adonis & Van der Walt, 2017:40). Therefore, municipalities are implored to ensure that communities and community organisations participate in municipal planning (Mathebula, 2018:5). In this regard, municipalities' IDP becomes the focal point and primacy for community participation (Mamokhere & Meyer, 2022:3); and members of the community need to form part of decision-making processes of the municipality. This includes public decisions regarding community needs identification processes

and the approval of the IDP and the municipal budget (Adonis & Van der Walt, 2017:40).

Asha and KMakalela (2020:3) state that there are disparities between what policy provides and actual local governance practices. The success of community participation does not only depend on the regulation of the municipality but through innovative and creative local policies and legislation (Adonis & Van der Walt, 2017:40). For instance, the issue of community participation is to be driven through ward committees, who at times may not represent the interests of the ward due to political affiliations (Mamokhere & Meyer, 2022:3).

In this regard, Zwane and Zwelakhe (2020:6) argue that the success of community participation is not just through the MSA framework but from the creativity displayed by the municipalities in their policies and by-laws regarding the promotion of community participation. South African communities are active in community participation, a culture inherited from their historical resistance against the colonial regime (Mathebula & Mokoko, 2019:115). However, their participation in community development, post-independence, has remained unproductive (Munzhedzi, 2021: 5).

Participation from all sectors of a municipal community (such as youth, women, the disabled and entrepreneurs, among others) in the IDP is important for the success of community development initiatives (Munzhedzi, 2021:6). Municipalities are expected to encourage community participation through proactive approaches such as taking on board the views of the communities, and including them in all stage of the IDP life cycle (Mamokhere, Musitha & Netshidzivhani, 2021:4). Naidoo and Ramphal (2018:85) highlight that the non-participation of communities in IDP reflects a discordant relationship between ward councillors, ward committee members and community members. Therefore, the focus of this study is to assess the current state of the integrated community participation process (IDP) in Matlosana Local Municipality (MLM) in order to offer findings and recommendations.

1.2 BACKGROUND TO THE RESEARCH PROBLEM

During the late 1800s, South Africa's Klerksdorp area was originally established and developed as a regional service centre between the gold mining areas in the Rand and the diamond mining fields in the Cape (Munzhedzi, 2021:6). Matlosana Local Municipality is a Category B Municipality located in Dr Kenneth Kaunda District Municipality in the North-West Province (Municipalities of South Africa, 2021:1). It is one of the four local municipalities in this district (Municipalities of South Africa, 2021:1). The major towns are Klerksdorp, Orkney, Stilfontein, and Hartbeesfontein (Municipalities of South Africa, 2021:1). The City of Matlosana was previously known as Klerksdorp (KOSH area).

Matlosana Local Municipality previously known as City Council of Klerksdorp) has a population growth rate of 1.14%, and a total population of 438 921 people, of whom 399 418 (91%) are urbanised and 39 503 (9%) are rural (mining villages and farming areas form part of the rural areas) (Statistics South Africa, 2017). The largest population concentrations are in the Jouberton area (33%) (Municipalities of South Africa, 2021:1). The City of Matlosana has a population density of 122 persons per km² (MLM IDP, 2019:2).

Chapter 10 of the Constitution of the Republic of South Africa (1996:107-111) sets out the basic values and principles governing public administration. It takes a people-centred approach to how the public service interacts with citizens (Ndou, 2019:15). This section also sets the tone for further legislation in the form of the *Batho Pele* principles (Department of Public Service and Administration (DPSA), 1997).

The nature and extent of an integrated development was launched in terms of the Development Facilitation Act 67 of 1995. Later, during the LG transition, IDP (a plan) was made a legal requirement for municipalities (Mamokhere & Meyer, 2022:3; Munzhedzi, 2021:6). Asha and Makalela (2020:12) highlight that the IDP is a mechanism to promote a participatory and integrated approach in which all concerned stakeholders are consulted. In addition, the role of IDP is to assist local municipalities in managing their new developmental responsibility (Mamokhere & Meyer, 2022:3).

IDP supports the municipalities' development priorities as well as utilise available resources to support development (Matlosana Local Municipality Annual Report, 2018:110). Therefore, each municipality in South Africa must have a local development strategy based on the challenges and opportunities confronting it.

The main constructs of community participation are dialogue, empowerment, beliefs, attitudes, and social norms. Participation entails allowing communities or beneficiaries of a development initiative to be active participants in all phases and aspects of the development initiative (Kloppers, 2017:7). These communities ought to play a major part in decision-making and communication, and they ought to choose the information to convey about their own progress. Despite the presence of mechanisms to involve communities in development planning initiatives, Matlosana Local Municipality communities are passive participants in municipal IDP consultative frameworks; most simply 'participate' by being informed about what is going to happen or has already happened, thus feedback is minimal (Munzhedzi, 2020a:8).

As earlier indicated by the constitution of the Republic of South Africa, the relationship between community participation and democracy is important for the success of IDP. A community must be actively involved in decision-making processes, the establishment of policies and service delivery in local government for a democratic government to exist (Naidoo & Rohith, 2018:11). The foundation of good governance is inclusive community participation which expands beyond traditional benefits, such as forums for the exchange of ideas, learning, informed community, and representative decision-making processes (Kloppers, 2017:7).

1.3 PROBLEM STATEMENT

Community participation has become an integral part of democratic practices in recent years within South Africa. Munzhedzi (2020b:90) contends that the post-apartheid Constitution provides for community participation in the creation, implementation and evaluation of IDP at the local government sphere of the developing South Africa. Despite the presence of a legal framework that guides municipalities on how they

should involve communities in development initiatives, MLM has been experiencing a range of challenges that include poor service delivery, poor budget allocation, and poor project delivery (Langa, 2017:85). These failures have been linked to a lack of genuine community participation in IDP in the municipality (Munzhedzi, 2020b:5). In recent years, there has been an increase in service-delivery protests in MLM (Ndou, 2019:14). These protests present a case for this study to assess the current state of community participation in IDPs as a way of including them at the conceptual stages of the developmental processes in MLM.

Molaba (2016:6) suggests a lack of community participation in municipal IDP as one of the major shortcomings across South African municipalities. The absence of community participation, particularly in decision-making in IDP is caused by a lack of necessary information, knowledge, expertise and capacity (Zwane & Zwelakhe, 2020:23). Government departments and development practitioners, as well as political and legal structures, do not encourage community participation in government IDP (Naidoo & Rohith, 2018:11). This is because community development programmes are identified by the government. Communities are only involved at the implementation level, and as a result, most of the programmes fail because departments and municipal officials do not meet community expectations and needs (Molaba, 2016:6).

If the existing participatory disconnection between LG and communities is not addressed, the post-apartheid government's development objectives may not be fulfilled. As mentioned, the study assesses the current state of IDP by obtaining the perceptions of MLM stakeholders that include employees, ward councillors and community members, and scrutinises mechanisms used by MLM to promote community participation in IDP.

1.4 RESEARCH OBJECTIVES

This study addresses the following primary objective:

- To assess the state of IDP processes in and by Matlosana Local Municipality

Additionally, the research study attempts to answer the following secondary objectives:

- To present theory to assess the integrated development process cycle in and by Matlosana Local Municipality;
- To provide a documented or tabled role that is played by the local community in the development planning process cycles of Matlosana Local Municipality;
- To identify major obstacles to community participation in development planning processes from the community's perspective; and
- To present recommendations on how community participation could be strengthened in the development planning process cycles of Matlosana Local Municipality.

1.5 RESEARCH QUESTIONS

This research attempted to answer the following primary research question:

- What is the state of IDP in and by Matlosana Local Municipality?

This research study attempts to answer the following secondary questions:

- Based on theory, what is the state of the integrated development process cycle in MLM?
- To what extent are communities involved in MLM's development planning process cycle?
- What are the major obstacles to community participation in the development planning process cycle?
- How can community participation be strengthened in MLM's development planning process cycle?

1.6 CENTRAL THEORETICAL STATEMENTS

As indicated earlier, South Africa's constitution underscores the importance of democracy in the running of municipalities, this study was underpinned by the social contract and stakeholder theories. A social contract refers to a situation whereby an individual, people or institution derive their legitimate mandate to govern from the consent of the governed (Abizadeh, 2010:121). The governed voluntarily make an agreement with the government on defining and limiting the rights and duties of each (Freeman, 2007). The social contract theory helps to understand how municipalities work within the broader context of the constitution and subsidiary laws (Verschoor, 2014). For this study, the key legislations include the Constitution of the Republic of South Africa (1996) and the Local Government: Municipal Systems Act MSA (2000), which became the basic laws of the society and LG. Citizens willingly give up their rights and agree with those governing them on the fulfilment of duties, liberties and responsibilities contained in the Constitution.

Stakeholder theory is interested in identifying what and who corporations represent, or to whom they owe a duty (Harrison, Freeman & Cavalcanti Sá de Abreu, 2015:858). To that end, local government such as MLM has a duty to deliver services to the community by involving them in decision-making as stakeholders. The stakeholder theory aims to establish the best interests of different stakeholder groups within a particular entity, for instance, MLM (Harrison *et al.*, 2015:858). The theory can assist municipalities to develop practical, efficient, inclusive and ethical ways to manage their affairs. The theory was used in the study to show how managers understand and fulfil the interests of stakeholders when making decisions. As the stakeholder theory emphasises the inclusion of community stakeholders in IDP, the study assess the extent to which these stakeholders are included in IDP in MLM

1.7 RESEARCH METHODOLOGY

According to Creswell and Poth (2018:25), research methodology is defined as “a broad approach to scientific inquiry with general reference for certain types of design, sampling, logic and analytic strategy”. In addition, Braun and Clarke (2019:590) states that research methodology refers to the process and procedure wherein the researcher describes, explains and predicts occurrences. Jackson, Drummond, and Sakile (2017:21) argue that qualitative research methods allow the researcher to generate information about a phenomenon and then present it in a way that is worth investigating.

There are three research approaches namely; qualitative, quantitative and mixed method research. Qualitative research is defined as a research process in which non-numerical data is collected, analysed, and interpreted (Aspers & Corte, 2019:139). To establish truth or reality, qualitative research takes an interpretative method (Flemming, 2017:207). When the researcher seeks to investigate social reality, this technique is acceptable. On the other hand, quantitative research investigates an identifiable phenomenon in which reality is comprehended via the testing of a theory, statistics, and statistical procedures (Shorten & Smith, 2017:74). Quantitative research is primarily used to identify correlations between variables, forecast outcomes, and generalize findings to a broader population (Braun & Clark, 2019:590)

The mixed method research methodology was developed to address the shortcomings of both the qualitative and quantitative research methodologies (Aspers & Coerte, 2019:139). A mixed methods technique incorporates both qualitative and quantitative data into a single study (Shorten & Smith, 2017:74). This strategy enables the researcher to make more comprehensive and synergistic use of data (Shorten & Smith, 2017:74).

This study utilised the qualitative approach based in its advantages. The method allowed for the grasp of reality via the subjective experiences of selected community stakeholders in MLM (Creswell & Poth, 2018:25). In addition, the qualitative approach

helped in identifying and exploring the people of the Matlosana community's lived experiences and perspectives regarding community participation in an IDP life cycle.

1.8 LITERATURE REVIEW

Extant literature has explored the subject of community participation in development processes in the South African LG. A study by Thanyani and Maloka (2014:73) explored the concept of community participation as an important aspect of effective local governance and service delivery. The research also examined the limitations to community participation at the planning and implementation stages of IDP in local municipalities. The study was only focused on limitations, thus pointing to area that needed to be improved in the IDP. This study departs from just focussing the limitation of the IDP to an assessment of the processes, thus drawing both the positive and negative aspects of the process. In addition, Thanyani and Maloka's (2014) study was generally concerned with two key stages of IPDs, namely planning and implementation; they omitted other aspects of the IDP life cycle such as consultations, communication, implementation and feedback with stakeholders.

Another related study was conducted by Mbelengwa (2016:30). The study explored community participation in IDP of the City of Johannesburg Municipality, focusing on the Alexandra community. The study explored the nature and extent of community participation in the IDP process and how the community perceived their role in the process. However, the study's findings were context-specific to Johannesburg and may not be fully replicated at MLM.

Research by Andani (2017:83) explored different formal and informal approaches to community participation, focusing on Langa Municipality in Cape Town. The research focused on the approaches to residents' participation in planning which were tested during the 'interregnum' – the time when ward municipality committees are in abeyance as a result of elections. Andani's (2017) study was limited to abeyance, a situation that occurs once in an electoral term of five years. The study shares similarities with this study on the concept of community participation in the IDP.

However, by focusing on a Cape Town setting, the findings of the study cannot be universally applied to this proposed study.

A preliminary random search at the North-West University's Ferdinand Postma library was conducted and adequate material and literature were available to research this topic. The following databases were consulted to ascertain the availability of materials, understand concepts, methodologies and arguments for this research:

- Database of theses and dissertations in the field of study;
- Internet;
- Legislative and regulatory documents;
- Books;
- Journal articles; and
- Other useful information related to the topic from Internet publications;

The literature on the current statutory and regulatory framework pertaining to community participation and IDP were consulted. The relevant legislation included:

- The Constitution;
- MSA; and
- Local Government: Municipal Structures Act 117 of 1998.

1.9 EMPIRICAL INVESTIGATION

Empirical research primarily deals with the means of data collection and the use of data. The empirical investigation consisted of the research design, sampling methods, the research instrument(s), method of data collection and the procedures for data analysis.

1.9.1 Research approach

According to Sileyew (2019:4), the research approach is a plan and procedure that includes clear steps that are taken in carrying out a study. For Shamil (2021:3), a research approach is the most important part of research which outlines the processes that will be taken during the research. These processes include the research questions, data collection, data interpretation, analysis and discussion (Sileyew, 2019, Cresswell & Poth, 2018). For this study, a qualitative research approach was used, as it allowed for an open, flexible and unstructured approach to the enquiry with the objective to explore diversity rather than quantify it (Braun & Clarke, 2019:589). A qualitative approach allowed the researcher to assess the existing integrated development process cycle from the experiences of the community members. According to Creswell and Poth (2018), a qualitative research approach helps the researcher to understand reality from the subjective experiences of the participants in natural settings. As such, to effectively understand the state of the MLM IDP cycle and the nature of community involvement, the voices of community members were regarded as ideal to strengthen the reliability of findings and the quality of recommendations.

1.9.2 Research design

A research design is a plan or protocol for conducting a research study or a scientific experience (Sileyew, 2019:2). An explanatory research design was used for the study. Shamil (2021:5) defines explanatory research as an attempt to establish relationships between different ideas from different people and circumstances to fully establish why a phenomenon occurs, and what the related effects are. This explanatory research was chosen for the proposed study as the most ideal in exploring and understanding why community participation in the development planning process life cycle in MLM is either failing or registering success (Subedi, 2016:577). In line with the qualitative approach chosen for the study, an explanatory design will help the researcher to establish why integrated planning processes in MLM are in their current state.

1.9.3 Study population

Andrade (2021:102) defines a study population as a body of people or any other collection of items under consideration for the research. According to Crossman (2020:1), it is crucial that from the target population, key stakeholders are selected in line with the research objectives. The target population for the study were employees, ward councillors and community members of MLM, Jouberton Township. All-in-all, the population of ward councillors was three and six employees, respectively, with 21 ward committee members. The rationale for choosing MLM, Jouberton Township employees was that they had expert knowledge about the mandate of the municipality regarding IDPs in line with the MSA (Municipalities of South Africa, 2021:1). The ward councillors are the link between the communities and the municipality; hence, their views represent these communities.

1.9.4 Sample size

Sampling is defined as the procedure in which a sample is selected from an individual or a group of people of a certain kind for research purposes. In sampling, the population is further narrowed down to a sample size, which is the number of participants in a study (Andrade, 2021:3). The sample size for the study was 28 participants from three wards, namely: Wards 5, 7 and 8 in Jouberton Township, the largest township in MLM, 3 Ward Councillors, one IDP Manager and 6 municipal officers. The IDP manager and Municipal officers provides the administrative perspective regarding the implementation of IDPs. The 21 ward committee members seven from each ward and ward Councillors are important for the study as they interact with the MLM community members on IDPs and any other issues regarding municipal affairs. Therefore, they are understood to have a deeper understanding of community concerns about IDPs.

1.9.5 Sampling method

The researcher employed purposive sampling to identify research participants. Benoot, Hannes and Bilsen (2016:2) recommend purposive sampling, where

participants needed for the study should have specific knowledge about the research phenomenon. In this case, the researcher made a deliberate search for the IDP manager, public participation officers and ward councillors from MLM, Jouberton Township. Employees, councillors and people who did not represent MLM, Jouberton Township were excluded from the study.

1.9.6 Data-collection instrument

Creswell and Creswell (2017) postulate that data collection brings about the operational phase of the research. The data collection process begins by organising the setting to collect research data and also provides clarity on the purpose and outcomes of the study to the participant. Data for the study have been gathered using semi-structured interviews. A semi-structured interview is an attempt to explore the world from the subjects' point of view, to unravel the meaning of peoples' experiences and uncover their lived world before scientific explanations (Dejonckheere & Vaughn, 2019:3). One of the advantages of semi-structured interviews is that the way questions are arranged and written by the interviewer is designed to best fit the interviewee and interview context.

1.10 DATA ANALYSIS

Thematic content analysis was used to analyse data gathered from semi-structured interviews. The choice of the data analysis method was motivated by the advantages and ability of thematic content analysis. Braun and Clarke (2019:589) argue that thematic analysis helps to understand a phenomenon through systematic coding and interpretation of data. For the study, the researcher analyses key themes and ideas from the primary content. To understand the community's perceptions of their role in IDP, collected data was broken down into particular themes. By exploring meaning across a dataset, the thematic content analysis offers the researcher an opportunity to see and make sense of collective or shared meanings and experiences (Aspers & Corte, 2019:3).

1.11 ETHICAL CONSIDERATIONS

There is a range of different ethical concerns commonly arising from the research process if the relationship between the researcher and participants is breached (Flemming, 2017:210). Therefore, it is of paramount importance that the researcher considers important ethical issues while carrying out qualitative research. These include confidentiality, consent, anonymity and avoiding misinterpretations of data (Jackson et al., 2017:22). Ethical behaviour is imperative in conducting an investigation, as in any other field of human activity. This study adheres to the following ethical aspects:

- The researcher ensures that the privacy of respondents is guaranteed and maintained at all times; all gathered data collected were handled in a confidential manner that ensures the identity of the participants is safeguarded;
- The researcher ensures that participants of the study willingly consented to participate in the investigation;
- The community stakeholders selected for the study were informed of the purpose of the study;
- Following the interviews, the researcher provided the participants with a copy of the individual interview responses to ensure the participants verified the accuracy of the data;
- The researcher debriefed (as far as possible) the participants and has undertaken to share the results of the study with them; and
- The researcher has taken necessary measures to ensure that the participants were not exposed to any harm as a result of this study.

1.12 LIMITATIONS AND DELIMITATIONS OF THE STUDY

This study attempts to contribute to the existing body of knowledge on community participation in IDP. The following limitations have been experienced:

- Respondents are based in MLM and therefore the sample does not represent the broader South African LG landscape;
- This study only focuses on three wards in Jouberton Township, which poses limitations to generalising the findings to other contexts;
- The selected sample is only a small fraction of the municipality and their views combined may not sufficiently represent the views of the entire community.
- In terms of delimitations, the study was focused on Matlosana Local Municipality. In addition, the data collection focused on drawing participants' views relating to IDP within the municipality.

1.13 THE SIGNIFICANCE OF THE STUDY

Based on the literature review conducted, the study is worth undertaking, particularly because community participation in IDP processes is legislated and must be implemented. There is limited research that has been done thus far to assess the impact of community participation in the IDP process life cycle in MLM. The study is timeous as it addresses a research gap. The findings of the study may also assist government, LG and policy-makers on ways to improve community participation, not only in the Matlosana community but in other municipalities across South Africa. Participants in the research (especially stakeholders) may also learn about their rights to participate in the affairs of the municipality, a fundamental principle of democracy. In addition, the study makes an academic contribution by broadening the knowledge relating to IDP in South Africa, the challenges faced and the ways to address these challenges.

1.14 CHAPTER LAYOUT

This paper has been set out in five chapters. The chapter layout is described in the paragraphs below.

Chapter 1, Introduction and problem statement, provides a broad background and orientation to the problem statement, including outlining the research questions and

the research methodology. In addition, ethical considerations and the delimitation of the study are presented.

Chapter 2, Community participation in IDP processes: A theoretical exposition, focuses on reviewing the available literature on community participation and IDP with the exposition of key concepts, legislative framework and their relevance in the municipality.

Chapter 3, Legislative and regulatory requirements of community participation in IDP processes, explores existing legislative and regulatory frameworks that address community participation in South Africa. The challenges and opportunities in the implementation of the law will also be discussed.

Chapter 4, Empirical findings: Community participation in IDP processes of MLM, has a two-fold purpose. Firstly, it discusses the research methodology, in general, and the research techniques, sampling, the research instruments and the presentation and analysis of data. Secondly, the chapter discusses the data analysis and research findings.

Chapter 5, Recommendations and conclusions, provides a summary of findings and recommendations from the study.

1.15 CHAPTER CONCLUSION

This introductory chapter provided the background literature related to the study and the motivation thereof. In addition, key methodological processes were highlighted. The introduction, orientation and background to the research problem were presented and several studies that have explored the concept of IDP were engaged. From this literature, the researcher identified gaps in the literature. Research objectives and research questions were presented. To base the study on a theoretical foundation, the social contract and stakeholder theories were discussed, showing how they link with practice. The methodological choices that were taken in the study were outlined and the justifications given. Thereafter, the researcher outlined the ethical issues related

to this study and measures taken to ensure the study was in line with ethical practice. The chapter provided the study's significance before closing with a layout of the study.

CHAPTER 2: LITERATURE REVIEW: COMMUNITY PARTICIPATION IN IDP PROCESSES: A THEORETICAL EXPOSITION

2.1 INTRODUCTION

This chapter discusses relevant literature on community participation and how it has become an important democratic practice. The chapter opens by providing definitions of community participation and then conceptualised it for this study. A discussion on the background to community participation in South Africa I provided. The theory that inform this study, the stakeholder theory and the social contract theory are discussed and linked to the practice in IDP. The chapter discussed the philosophy of community participation then the regional and South African experiences of IDP. The chapter lastly discuss the challenges associated with community participation, drawing examples from international and local examples.

2.2 CONCEPTUALISING COMMUNITY PARTICIPATION

The involvement of citizens in a wide range of administrative policy-making activities (including the determination of levels of service, budget priorities, and the acceptability of physical construction projects) encourages a sense of cohesiveness within society (Gumede, 2019:22). For Naidoo and Ramphal (2018), community participation is a process through which the community influences and shares control over development initiatives, decisions and resources which affect them. The Local Government: Municipal Systems Act (Act 32 of 2000) Chapter 4, section 16(1)(a), compels local government to facilitate community participation. The Local Government: Municipal Systems Act (Act 32 of 2000) Act requires MLM to develop a culture that promotes participatory governance and encourages and creates conditions for the local community to participate in the affairs of the municipality, including the IDP performance management system, performance monitoring, budget preparation and strategic decisions.

Looking at the role of local government outlined by the constitution, it can be indicated that community participation is an organised process, where local communities drive

the IDP agenda and focus on development. Research indicates that local communities in South Africa are only given an opportunity to take part in the initial phases of the IDP, such as needs identification (Munzhedzi, 2021:6; Naidoo, 2017:24). To that end municipalities fail to offer a sufficient participatory environment to the communities.

According to Mamokhere and Meyer (2022:3), for community participation to succeed, a working relationship between all stakeholders in LG should be established. According to Ndou (2019), a participatory culture should be inculcated and appropriate; relevant mechanisms, processes and procedures should be developed. Max (2019) argues that top-down processes, such as formalised mandatory consultation processes, coexist with bottom-up grassroots initiatives that enhance or even supplant traditional participatory processes.

In many communities of the global south, residents are not aware of their role as citizens of the municipality or that community participation in municipal affairs is lacking (Zwane & Zwelakhe, 2020:23; Khatibi, Dedekorkut-Howes, Howes & Torabi, 2021). However, Mamokhere and Meyer (2022:4) argue that the factors that cause poor community participation are related to a lack of effective communication, unfair gender representation, power struggles and the social background of community members. According to Naidoo and Rohith (2018:11), despite its inherent good intentions, the IDP process has introduced exceptional challenges for LG in service delivery. The authors state that most municipalities do not conduct IDP processes as required by legislation.

Furthermore, state that in practice, it has become evident that rendering services such as clean water, proper sanitation, electricity and health facilities has remained a major challenge for municipalities across South Africa. Naidoo and Ramphal (2018:5) also states that residents have not been trained on when, why and how they should participate in IDP processes, which has also negatively impacted the process and as a result, they do not hold municipal officials accountable for their actions or failure to act. Mamokhere & Meyer (2022:3) further emphasise that for the majority of local municipalities, the IDP process has become business as usual rather than an enabling instrument and process.

2.3 BACKGROUND TO COMMUNITY PARTICIPATION IN SOUTH AFRICA

South Africa was declared a constitutional democracy after the 1st general elections in 1994. In a Constitutional democratic society, individuals have rights; amongst those rights is the right to express their views on matters that affect their wellbeing (Asha & KMakalela, 2020:2).

According to Fourie and Van der Walddt (2021:7), in terms of the provisioning of government services, citizens are both consumers and customers and have the right to influence such services provided alongside other aspects of grievance by participating in the policy-making process. Therefore, the government has developed mechanisms to foster community participation in local governance systems in the country. According to sections 152 and 153 of the Constitution, LG should be in charge of the process of development in municipalities and municipal planning. The constitutional mandate of municipalities to relate their management, budgeting and planning functions to their objectives reflects the intended purpose of municipal IDP. The MSA defines IDP as one of the core functions of a municipality in the context of its developmental orientation. The Constitution also demands that LG must improve intergovernmental coordination and cooperation to ensure integrated development across all three spheres of government.

The White Paper on Local Government (1998) gives municipalities the responsibility to work with communities and groups within communities to find sustainable ways to meet their social, economic and material needs and improve their quality of life. The Municipal Systems Act requires the IDP process to be strategic and inclusive. The IDP process should link, integrate and coordinate other plans while taking development proposals into account. It should be aligned with the municipality's resources and capacity while forming a policy framework on which annual budgets are based. The IDP process must, therefore, be compatible with national and provincial development plans and planning requirements.

2.4 THEORETICAL FRAMEWORK OF THE STUDY

The social contract and stakeholder theories were used as theoretical lenses for the study. This section discusses the theories and shows how implementation and achievement of IDPs is made possible.

2.4.1 Social Contract Theory

Proponents of the doctrine of the social contract included Thomas Hobbes (1712-1788), John Locke (1632-1704)¹⁷⁵ and Jean-Jacques Rousseau (1712-1778). The social contract hypothesis is founded on the idea that in the beginning, man lived in a natural condition (Seabright, Stieglitz & Van der Straeten, 2021). The style of leadership that made the social contract necessary was marked by suffering and persecution. As a result, individuals engaged in contracts with members of society to safeguard their lives and possessions (Francés-Gómez, 2020).

In the natural condition, there was no government or rule to oversee people's behaviour. To defend their lives and property, people relied on the security provided by the legal documents: the *pactum unionis* and the *pactum subjectionis* (Francés-Gómez, 2020). The authority or state government arose because of people's desire to escape the state of nature (Verschoor, 2014). The core of the social contract theory is that it focuses on people's free agreement to the establishment of a government (Verschoor, 2014). Secondly, the idea proposes that there is an implicit consensus inside a state regarding the state's rights and obligations (regarding the government and its citizens).

The political structure that allows the public to engage in governance is essential to people's lives. Citizens are empowered by the Constitution (RSA, 1996) and the MSA when applying the social contract theory to LG (RSA, 2000). These laws enable them to vote for the representative of their choosing. By choosing them, voters knowingly give up their rights and agree with those who rule them on the fulfilment of constitutional obligations, liberties, and responsibilities. The ideology advocates for

local democracy, which holds that the role of LG is to serve individuals in communities (Modise, 2017).

2.4.2 Stakeholder Theory

This study is also informed by the Stakeholder theory. The theory helps to understand the role of different stakeholders in IDP (Harrison *et al.*, 2015). According to the theory, stakeholders orbit LG environments, acting alone or in groups to exert pressure on their decision-making processes (Menezes, Vieira & Oliveira (2022:10).

The key stakeholders in MLM are the local community who participate in electing councillors into office, politicians whose representatives are the elected councillors, municipality employees, and non-governmental and community pressure groups. The role of these stakeholders is to influence the local authority in decision-making (Harrison *et al.*, 2015). They influence through regulation, collaboration, agenda-setting, legitimisation, and control. There is no doubt about the importance of stakeholder influences on a municipality's behaviour and performance (Van der Walddt, 2018:21). Therefore, the implementation of an IDP that excludes key stakeholders is most likely to result in stalled development programs. The stakeholder theory helps to understand community participation in IDP. For instance, to understand the purpose of the municipality and the responsibility of all stakeholders. Based on the stakeholder view, community participation thrives in an environment where managers have been able to develop relationships, inspire their stakeholders, and create communities where everyone strives to give their best to deliver the value the firm promises (Khazaei, Elliot & Joppe, 2015:1050).

2.5 THE PHILOSOPHY OF COMMUNITY PARTICIPATION

The philosophical outlook of the concept of community participation has always been a large drill of intellectual stimulation among scholars, particularly those within the spaces of community development and policy (Wood, D. J., Mitchell, Agle & Bryan, 2018:8). Thus, scholars of different intellectual orientations and ideological

persuasions continue the search for critical approaches to development and policy within the context of community participation (Chaudary, 2020:4).

Masiya, Davids and Mazenda (2019:30) argue that new approaches to rural development need to be investigated as a result of the significant and ongoing changes taking place in rural areas. Therefore, community participation has long been the subject of active political, administrative, and community-based discussion.

Community participation can be considered as an action that incorporates citizens' demands and values into public administration service. Naidoo and Ramphal (2018:84) argue that participation in this regard involves encouraging participants to take initiatives and actions that are stimulated by their thinking and deliberation and that they can exercise effective control over. According to Passos and Spers (2019:171), community participation in Brazil, despite the multiracial nature of the society, the district administration manage to galvanise this community in a participatory budgeting process in which community members themselves decided how to spend part of the ward's annual budget allocated to the community. There were positive indications of citizen engagement as the community were overwhelmingly involved in this process. Several studies have investigated the extent to which participatory communication is employed in South African municipalities (Molale, 2019:56; Naidoo & Ramphal, 2018:82; Ndou, 2019: 22). These studies concluded that community members were seen to be largely playing a passive role in IDP.

Asha and Makalela (2020:2) argue that different people may have different preferences in the same community but may not necessarily want to participate in development projects. People decide, act and reflect upon their actions as conscious subjects within community participation processes.

The common belief is that the involvement of citizens in and empowerment of rural programs has the potential to boost their livelihoods and foster development (Chaudary, 2020:3). South Africa began with the post-1994 integrated planning approach as a means of directly involving marginalised municipalities in service delivery planning, restructuring post-democratic institutions and building new ones. It

was hoped to assist in “identifying and prioritising short-and long-term impact strategic development interventions” (Adonis & Van der Walt, 2017). Additionally, Naidoo and Ramphal, (2018:83) consider IDP as a vital tool for service delivery through which the economic and social development framework implemented in a given municipality promotes social equality by encouraging participation, empowerment and social transformation.

Gumede (2019:26), evaluated the impact of community participation in the Sihlanzimvelo Stream Cleaning Project (CSP) conducted in three communities in KwaZulu Natal, namely Inanda, Ntuzuma, and KwaMashu. The study emphasised importance of community participation for the SCP in supporting the socio-economic wellbeing of the community, empowerment of knowledge and skills and generation of trust and partnership with the community (Gumede, 2019:120).

The main objective of the IDP is to assist municipalities in fulfilling their developmental mandates whilst guiding the institutional activities or agencies operating within the municipality in question (Mathebula, Nkuna, & Sebola, 2016). Mathebula (2016) posits that IDPs are mainly strategic planning tools that play a major role in local municipalities’ entire planning, budgeting, management and decision-making. In post-apartheid South Africa, the approach to development is pivoted toward integrated governance, which plays a significant role in facilitating the efficiency of service delivery in previously disadvantaged and conflicting communities (Gumede, 2019:66). It is in this context that this study of community participation in MLM cannot be satisfactorily understood without reference to IDPs.

It is also important to understand the concept of community participation through the lenses of democratic participation. The democratic right to participate in policy-making is incorporated in the Constitution’s Bill of Rights. Equality, freedom of expression, association, and political rights are all guaranteed by the Bill of Rights. This means that the general public has the right to express their opinions on a policy issue, as well as to support or oppose the proposed course of action (Constitution of the Republic of South Africa, 1996). Molale (2019) claims that these values are important for democracy. Furthermore, section 195(1)(e) of the Constitution states that the public’s

demands must be met and that the public must be encouraged to take part in policy-making.

The Constitution of South Africa, 1996 establishes the right to participate in policy-making in Local Government, thus allowing all stakeholders in municipalities to participate in development initiatives. Sections 152(1)(a) and (e), respectively state that LG must provide democratic and accountable government to the people and encourage public participation in LG matters.

LG legislation in South Africa mandates that the government create circumstances for public engagement, particularly in the budgeting process. Mechanisms, protocols, and procedures for such engagement must be established by the LG (Fourie & Van der Waldt, 2021:4) in order to necessitate public participation in policy development. According to Kloppers (2017:55), the public should be informed about how municipalities operate. The MSA's section 18(2) requires that this information be communicated in the local language and local media circulating in the region (Mamokhere & Meyer, 2022:7). Importantly, Mathebula and Mokoko (2019: 115) highlight the value of accurate and sufficient information throughout participation.

2.6 LOCAL DEMOCRACY

Local Government is understood as the third level of government which is specifically created to connect government with the grass-roots population; this allows for the participation in the political processes that control their daily lives (Van der Waldt, 2018:11). Democracy entails a political system in which the eligible people can freely participate in deciding who governs them as well as shaping the policy output of their government (Modise, 2017:5). With regards to local democracy, Molale (2019:60) believe that there are specific democratic tenets that should guide LG management and development. The LG democratic elements are as follows:

- The use of resources must fulfil the collective needs of individuals (Van der Waldt, 2014). Local democracy assumes that the role of the LG is to serve individuals in communities (Van der Waldt, 2018:11).

- Citizen participation is key in LG decision-making and is experienced in the form of ratepayer associations, meetings with local communities, political groups and social associations (Naidoo & Ramphal (2018:85).
- Responsibility and accountability as a democratic principle expand to local democracy. LG representatives such as councillors must be sensitive to public problems and needs, feel duty-bound to fulfil/solve those needs and problems and realise their accountability to the public. This calls for frequent interaction between councillors and the electorate;
- Taking responsibility for the management of programme effectiveness to ensure that needs are satisfied efficiently and effectively; and
- Within the context of grassroots democracy, social equity is key (Van der Walddt, 2018:12). Thus, local authorities should enhance social equity. One of the ways in which social equity is achieved is through the maintenance of high ethical and moral standards.

The above elements of local democracy reflect that grassroots democracy is sustained when organised in such a way that it will allow mutual deliberation and consultation to attain the objectives of democracy (Modise, 2017). At all times, caution should be exercised to ensure that the interests of one group are not unduly prejudiced or that the interests of another are not unfairly favoured. Furthermore, there should be no concealment in the management of municipal governments. Citizens who are watching or investigating a specific action should have the right and freedom to express their opinions about it (Van der Walddt, 2018:11). In the presence of these democratic values, local democracy may thrive.

According to research by Bulmer (2017:15), local democracy, for instance, in MLM, can be seen through the intensified participation of residents in IDP, effective dialogue between different interest groups, political education, which is necessary for the “conscious” participation of citizens; control over the government’s actions by citizens and high-quality implementation of good governance and social welfare. The outcomes of the IDP where communities are given a voice, are owned by all stakeholders regardless of success or failure.

The next section discusses the application of local democracy in the region. This will assist the researcher to establish the similarities and differences in community participation in South Africa.

2.7 REGIONAL EXPERIENCES IN COMMUNITY PARTICIPATION

Most governments around the world, including the United Nations' agencies and non-governmental organisations (NGOs), are currently using community participation as a key to program planning and a way of eradicating poverty (Mankenda, 2020). It is important to look at community participation within Southern African Development Community (SADC) member states to fully understand community participation in South Africa. Ileka (2019) explored the root cause of protests and complaints regarding service delivery in Windhoek City in Namibia by investigating the level of community participation and public consultations by local authorities and found that there are weak community participation strategies in place. One of the identified weaknesses was communication bottlenecks between community members and authorities. The study recommended transparency in governance as one of the ways in which citizen-driven development can be achieved. The role of community members in development initiatives has also been found beneficial in World Health Organisation-related development programs (Kloppers, 2017:54). These programs were seen as a way of achieving prosperity and addresses socio-economic inequalities, as the poor were particularly discussed when there was community participation (Ileka (2019).

Angola, like South Africa and Namibia, emerged from a colonial government in 1975 but development has been lagging because of several constraints. One of the biggest challenges to development that confronted Angola post-independence was a 17-year civil war that ended in 2002. A study conducted by Mankenda (2020) investigated why communities and administrators in Angola have failed to reap the benefits of administrative decentralisation in the context of development. The study explored the perceptions of leaders and followers in public administration regarding the lack of impact of administrative decentralisation in Northern Angola and explored how public administration education can be conducted to reverse the trend. In the study,

Mankenda (2020) found that while communities are receptive to engagement initiatives, there is uncertainty and scepticism towards administrative decentralisation, particularly from those in political authority. Failure to engage citizens and incorporate them in development initiatives may delay developmental goals. As Fourie & Van der Waladt, (2021:7) opine, it can be appreciated that beneficiaries have the right to be a part of any preparation that has to do with decisions that would affect their lives. Thus, preparation would be relevant, as it will consider and plan for the needs and desires of the parties concerned. Organisations such as the World Bank (WB) are strongly in favour of community participation and have reasons to pursue both equity and sustainable goals (Mathebula, 2016). The WB has stipulated reasons why community participation is so important (WB, 2021):

- People within the community are well experienced in matters concerning the community, they know what is/is not going to work for them and why;
- The engagement of people in planning projects within the community makes them feel part of a whole, and their dedication to the project grows; and
- Allowing local people to plan will help them develop technical and managerial skills and increase their job prospects. Local people's participation facilitates 'social learning' for those who plan and those who will benefit. Social learning means forming a relationship between professionals and locals, where each community learns from the other.

Applied to MLM, community participation is strongly linked to Freire (1972:23) statement who pointed out that real community participatory entails the 'bottom-up' work of citizens to build 'critical communities' that can enter political deliberations as 'conscious and empowered forces'. Community involvement also includes "direct methods through which residents exert influence and control over local governance." According to MLM stakeholders, such as regular members, MLM officers, and local political leaders, community participation builds collective action between government authorities and citizens, it raises awareness of development responsibilities by civil society, and it fosters involvement in public policy design (De Weger, Van Vooren, Luijckx & Baan Drewes, 2018:3; Fourie & Van der Waladt, 2021).

The reviewed literature indicates that democracy is compatible with citizen engagement and local authorities who genuinely engage their communities increase transparency, gain the confidence of the community and are likely to easily fulfil set development objectives. The next section discusses the challenges associated with community participation, which gave rise to the initial undertaking of this study.

2.8. THE IDP LIFE CYCLE

The IDP is a consultative process where appropriate forums are necessary for residents, government representatives, NGOs, civil society and specialists in the external sector to come together to analyse problems or issues that hinder the provision of services (Mathebula, 2016). In the consultative forums, parties also prioritise issues of great importance, formulate project proposals relevant to their needs and develop an implementation plan (Mathebula, 2016). Wood *et al.*, (2018:2) argue that consultative processes with the community and stakeholders are key for a developmental agenda that all-important stakeholders can own.

Afesis-corplan (2017:4) identified five phases of drafting IDPs. These include:

- Phase 1: Analysis. This involves analysing the current context of the municipal areas and identifying priority issues of the municipality;
- Phase 2: Strategies. This is the stage of the IDP where strategies to meet the priority issues identified in Phase 1 are designed. During this stage, objectives and the vision of the municipality are established;
- Phase 3: Projects. This stage involves identifying and designing actual projects that will be carried out by municipalities in response to the problems identified. These projects are accompanied by budget figures and ‘business plans’ that explain how they will be done. Project task teams are key at this stage. Proposals from experts and ‘relevant stakeholders’ are expected at this stage of the IDP process;
- Phase 4: Integration. This involves the consolidation of all “project proposals” by local and district municipalities and

- Phase 5: Approval. During the approval stage of the IDP, the Council takes into account and integrates submissions that have been made concerning the draft IDP.

Once the comments are integrated into the draft IDP, the Council endorses the IDP. Van Der Waladt (2018:8) points out that many obstacles and challenges which may impede community participation in policy-making processes still exist. These are described below.

2.9 CHALLENGES ASSOCIATED WITH COMMUNITY PARTICIPATION

The IDP attempts to marry inclusiveness and participation with largely technocratic leadership and top-down control with bottom-up processes. In the end, it may not prove satisfactory concerning any particular objective, although it may justifiably be regarded as offering a reasonable balance or trade-off between objectives (Zwane & Zwelakhe, 2020:22). As an instrument of modernised and efficient administration, the IDP had ambiguous outcomes such as New Public Management (NPM), a management philosophy used by governments since the 1980s to modernise the public sector.

South Africa's new system of LG is full of paradoxes and unexpected outcomes (Naidoo & Ramphal, 2018:82). One of the aims of the NPM is to increase the flexibility and independence of senior managers. However, performance management contracts have given politicians far greater control over senior officials (Phago & Molosi-France, 2018: 750).

For planning to result in effective implementation, it is necessary to have the relevant organisational structuring of the resources available to the municipality. This requires the proper organisation of both internal and external resources (Van der Waladt, 2018). The IDP is a plan undertaken by the municipality to deal with all the plans, projects and programs that serve as a legal requirement of local councils as informed by the 1996 Second Amendment Local Government Transition Act (LGTA) and again in the

MSA. It is also seen as a guide to the activities of any institution or agency functioning in MLM.

IDP in an LG structure begins by highlighting and defining a municipality's vision, highlighting key municipal development goals; and proposing strategies for achieving those goals, eventually translating those strategies into budget-allocated programs and projects that lead to implementation and monitoring (Malatji, 2019:21). The IDP is considered a contemporary way of planning by introducing a policy instrument that gives rise to the transformation of LG (Mamokhere & Meyer, 2022:4). However, its implementation has also suffered major challenges. Some of the identified challenges to the design and implementation of IDPs are the limited financial support, corruption, mismanagement and shortage of skilled individuals in LG stations across the country.

2.9.1 Lack of resources

Members of the community are required to have access to the necessary tools to play an active role in the decision-making process. According to Mathebula and Mokoko (2019:114), the lack of financial resources to support the implementation of IDP limits the participation of LG and also hinders the effective functioning of the communities. The lack of adequate resources impedes the community's ability to be a part of the planning process, effectively. As Masiya et al., (2019:30), opine, having insufficient resources also adversely impacts the capacity of rural communities to effectively influence and implement policies in the policy-making process relative to other positions.

2.9.2 Lack of information-sharing

Many community members, especially from rural areas, believe there is a lack of access to information about government programs and services. Modise (2017:7) mentions that third-world rural areas face difficulties in accessing information. This is compounded by the use of technical words, and often unfamiliar language which makes it complicated to understand the written information. Van der Waldt (2018:22)

asserts that the use of English language for community engagement communication in South Africa inconveniences too many of the community members because English is not their first language. This absence of information sharing has also been witnessed in Canada. A study by Nadeau, Gaulin, Johnson-Lafleur, Levesque & Fraser (2022:4) explored the challenges associated with knowledge translation in rural communities in Canada. The findings of the study revealed that rural Canadians consider information on policy, government programs and services to be very difficult to access and make sense of.

Another aspect which leads to a lack of access to information could also be the digital divide problem. Many institutions introduce vast volumes of information online and even advertise on DStv platforms to which rural areas do not have access. This observation is supported by Setokoe and Ramukumba (2020:15) who postulate that most government information is being made available online at this point. It can be seen as a way to get rid of printing costs and distribute the information as easily as possible.

2.9.3 Reliance on volunteers

Volunteer dependency may be due to a lack of financial resources to resolve the rural communities' problems and concerns. It could also be due to low populations in rural areas, which can lead to the availability of only a limited number of volunteers to carry out all the required activities requested by their community organisations (Rajaa, Sahu & Thulasingham, 2022:3). This situation can lead to reluctance to get involved in the dynamic phase of policy-making. It is much more difficult to identify individuals with the expertise, abilities and motivation to promote and support the advancement of rural policy within rural communities (Setokoe & Ramukumba (2020:15). In addition, the lack of programs for preparing, encouraging and empowering new leaders and volunteers leads some community leaders and volunteers to face the stress that affects their effectiveness and success in the community (Phago & Molosi-France, 2018:740). Similarly, Mathebula (2016) identifies the lack of budget allocation to the community participation cycles as a handicap to effective participation and shows that

a variety of resources required to ensure effective participation include places to meet, publicity, secretarial and administrative support, transportation and travel expenses, information and education. Rajaa et al., (2022:4) consider difficulties associated with the recognition, selection or election of representatives of the community. It has been observed that it is difficult to evaluate the appropriate representation of the community without establishing strategic mechanisms for doing so.

Naidoo and Ramphal (2018) provide critique, suggesting that while there is a theoretical and practical acceptance that citizens must be more involved in public decision-making, many elected officials are, at best, ambivalent about such involvement or, at worst, find it problematic. Two of the reasons provided by Naidoo and Ramphal (2018) are that, firstly, participation causes delays and raises red tape and, secondly, the general public is not trained or adequately informed to provide the technical guidance provided by a large part of policy decision-making and public administration.

South Africa's Reconstruction and Development Program (RDP) document puts forth the notion of people's participation in democratic governance at all levels of governance. This was stressed as key in achieving developmental goals and addressing social and economic inequalities affecting black communities.

2.9.4 Exclusion of communities

Policy-making during the apartheid period excluded many ordinary citizens, and a minority viewpoint was adopted by public policy. David, Guilbert, Hino, Leibbrandt, Potgieter and Shifa (2018:4) acknowledge that apartheid policies have robbed our country's history of effective public participation in policy-making and implementation. Hundenborn, Leibbrandt and Woolard (2017:5) further point out that "Black South African citizens who make up the majority of the population of South Africa have not been allowed to participate in general elections or to contribute to the creation and implementation of the policies that have affected them". This resulted in most black communities remaining undeveloped and resource-deprived.

Naidoo and Ramphal (2018:83) claim that Black communities had no say in governance matters even after the introduction of the first Black municipalities in 1980; they were unable to elect their municipal representatives. Blacks united to confront the opposition in efforts to transform the apartheid government and ensure that the voices of the ordinary people were heard. Black South Africans who were eager to participate in public affairs perceived the system as undemocratic and these perceptions resulted in anger and frustration that manifested itself in boycotts and protests against public policies (Setokoe & Ramukumba (2020:15).

By using boycotts and protests, the community had demonstrated its rejection of the system imposed from above, one in which they had no say. This view is supported by Andani (2018:84), whose found that the lack of genuine community participation opportunities in the decision-making processes of the City of Cape Town excludes the public from municipal processes. As a result of this disenfranchisement, the community invent their own spaces and participation, in the form of public protests. Protests are thus used as mechanisms for mobilising support and confronting forces which were perceived as unacceptable.

These circumstances show that the role of LG now needs to extend to address social and economic development beyond the traditional function associated with infrastructure development. Therefore, municipalities are expected to adopt programs that will not only enhance the development of infrastructure but also strive to bring about social upliftment and contribute positively to people's lives.

Amartya Sen contends that development can only be achieved when humans are being for themselves when they possess their own decision-making powers free of oppressive and dehumanising circumstances (David et al., 2018:4). One of the things that will allow a municipality to respond to its people's needs is working closely with its community. This implies that communities should play a role in the planning and functioning of local municipalities so that they have a voice in decisions that affect them.

2.10 CHAPTER CONCLUSION

This chapter reviewed the literature on community participation focusing on the South African context, and regional and international environments. The researcher identified and discussed the theories that inform the study. Various studies on community participation and the challenges faced by communities in participation published in recent years have been reviewed. The next chapter analyses the legal framework that supports community participation in South Africa.

CHAPTER 3: LEGISLATIVE AND REGULATORY FRAMEWORK OF COMMUNITY PARTICIPATION

3.1 INTRODUCTION

In South Africa, there is plenty of legislation and regulation which informs the concept of community participation. Numerous pieces of policy, legislation and guidelines developed at the national level informed the basis for the IDP. Therefore, the legislative background guiding and supporting the participation of the community in IDP processes will be discussed in this chapter.

3.2 LEGISLATIVE FRAMEWORK

There are several legislative frameworks for public participation. These are discussed below.

3.2.1 Constitution of The Republic of South Africa (1996)

Section 42 of the Constitution upholds the idea of developmental LG. LG has bestowed the responsibility of development and planning processes within municipalities. Section 152(1)(e) specifies that one of the objectives of LG is to encourage the involvement of communities and community organisations in matters of LG.

In terms of section 195(e) people's needs must be responded to, and the public must be encouraged to participate in policy-making. Furthermore, section 160(4) stipulates that through regular elections, councillors are elected both inwards and on party lists to represent the residents of the municipality.

MLM is therefore required by law to elect ward councillors, ward committees, community development workers and other stakeholders to enable the communities to participate in municipal IDP, as well as to be involved in decision-making processes (Government: Municipal Structures Act (Act 117 Of 1998)).

3.2.2 Local Government: Municipal Structures Act (Act 117 Of 1998)

In terms of section 19(2) of the Local Government: Municipal Structures Act 117 of 1998, a municipal council must annually review:

- The needs of the community;
- Its priorities to meet those needs;
- Its processes for involving the community; and
- Its organisational and delivery mechanisms for meeting the needs of the community.

The MLM council is required to review IDP targets and priorities annually in consultation with all community members and other stakeholders. The municipality is also required to involve community members to develop mechanisms on how to implement the IDP. Furthermore, section 19 requires all municipalities to develop systems that enhance effective community participation in LG. It further stipulates that ward committees should be established to strengthen public participation at the LG level. The purpose of a ward committee is to promote participatory democracy by assisting communities and community organisations in municipal processes, such as the municipal budget, IDP and review process, municipal performance management system, by-laws and provision of municipal services.

In terms of subsection 3 of the Local Government: Municipal Structures Act (Act 117 of 1998), the MLM council should develop mechanisms to consult the community and community organisations in performing its functions and exercising its powers. Additionally, the Act's section 23(1) stipulates the enhancement of participatory democracy in LG by ward committees.

3.2.3 Local Government: Municipal Systems Act (Act 32 of 2000)

In terms of section 16(1)(a) of the MSA, a municipality is required to develop a culture of municipal governance that complements formal representative government with a system of participatory democracy. Chapter 5 of the Act stipulates that it is required that community members of a particular municipality, MLM included, participate in the

preparation, implementation and review of the IDP. In terms of section 17(2) of the Act, community members with special needs such as the disabled, women and the youth should be taken into account to allow them to participate meaningfully in the IDP process. In terms of section 32 of the Act, MLM (through appropriate mechanisms, processes and procedures) should involve the local community in the development, implementation and review of the municipality's performance management system, and in particular, allow the community to participate in the setting of appropriate key performance indicators and performance targets (The Constitution of the Republic of South Africa, 1996).

MLM is required to develop participatory measures; these include notifying members of local communities in good time about meetings, through appropriate communication measures. MLM should also arrange for comments, consultation sessions, report-back sessions and public hearings to enhance participation processes.

3.2.4 Promotion of Access to Information Act (Act 2 of 2000)

The Promotion of Access to Information Act (Act 2 of 2000) (referred to as PAIA) promotes a culture of transparency, accountability and access to information through the people. PAIA is aimed at promoting community participation and it gives people the right to have access to any information from the municipality (The Constitution of the Republic of South Africa, 1996). This Act is linked to community participation in the sense that it fosters the provision of information as a key principle of community participation. Effective community engagement can be facilitated by provision of information relating to IDP. This in turn generates trust between all stakeholders involved in the IDP (Fourie & Van der Walddt, 2021:5).

3.2.5 Local Government Municipal Finance Management Act (Act 56 of 2003)

The Local Government: Municipal Finance Management Act (Act 56 of 2003) (hereafter the MFMA) demonstrates ways in which the community can participate and be informed of the financial situation of a municipality. Whilst the Municipal Budget and Reporting Regulation of 2009 provides for the formalisation of norms and

standards to improve the credibility, sustainability, transparency, accuracy and reliability of the municipal budget, the MFMA emphasises that municipalities ensure their budget is open for all community members. It is not only meant for municipal councillors or office bearers' eyes (Municipal Finance Management Act of 2003).

3.3 REGULATORY FRAMEWORK OF PUBLIC PARTICIPATION

The regulatory framework of public participation includes several pieces of legislation. These are discussed in the subsections below.

3.3.1 White Paper on Local Government (1998)

The White Paper on Local Government (1998) states that the role of the local sphere of government is to build local democracy. It also states that the LG allows citizens as individuals or interest groups to have input into local politics. The White Paper introduced the concept of 'developmental LG', allocating the central responsibility of municipalities to work together with local communities to find sustainable mechanisms to meet the needs of the community and improve community members' quality of life (The White Paper on Local Government, 1998).

For that reason, MLM is required to involve the people, businesses and community groups in a participatory manner in matters of governance. This could be done by creating ways and opportunities for the public to participate in local policy-making structures. The White Paper also suggests that MLM is required to develop mechanisms to ensure citizen participation in policy initiation and formulation, and the monitoring and evaluation of decision-making and implementation (The White Paper on Local Government, 1998). As alluded to, the concept of IDP is introduced by the White Paper and can be described as a strategic framework to assist a municipality to fulfil its developmental mandate and engage with stakeholder groups and local communities (The White Paper on Local Government, 1998). Inter-related aspects of democratising development are also identified by facilitating and encouraging the fullest possible participation of citizens.

The approaches are aimed to achieve participatory budgeting initiatives, linking community priorities to capital investment programmes and focus group participatory action research conducted in partnership with NGOs and community based-organisations to generate detailed information about a wide range of specific needs and values. The White Paper outlines policy principles that IDP is required to follow; it also develops broad guidelines which treat IDP as a form of strategic, medium-term planning encouraging a facet approach to development. In this regard, MLM is required to develop an IDP and an aligned budget plan over three to five years (The White Paper on Local Government, 1998).

3.3.2 Reconstruction and Development Program

According to Corder (1997), the RDP is an integrated, coherent socio-economic policy framework. The key objective of RDP is to meet basic needs and improve people's socio-economic situation. The RDP was designed as an attempt to programme metrics aimed at developing a people-centered society, with progress measured by the amount to which each citizen's liberty, wealth, and happiness has been achieved. It is also said to be an integrated and cohesive socioeconomic policy framework aimed at eradicating apartheid's poverty and misery (Mamokhere & Meyer, 2022:4). The programme combines growth, development, reconstruction, and redistribution into a single plan. In line with the RDP, there has been a commitment by municipalities in South Africa, including MLM, to grassroots, bottom-up development owned and driven by communities and representative organisations (Asha & KMakalela, 2020:5). Municipalities understand they have a duty encouraged to develop a culture of LG administration and is required to ensure maximum participation by civil society and communities in the decision-making and developmental initiatives of the municipality.

3.3.3 National Development Plan

The National Development Plan (NDP) strives toward Vision 2030. One of the objectives of the NDP is the elimination of poverty and the reduction of disparity through citizens being active in their development, strengthening democracy and

holding government accountable. Therefore, MLM is expected to involve community members from the inception of the development of the IDP and also during the implementation phase. Most development procedures, on the other hand, neglect the value of public participation, resulting in the failure of initiatives and programmes.

Various institutional reforms have been implemented in South Africa since the country's transition to democracy (Mamokhere et al., 2021:5). The authorities and the people have realised that in order to promote democracy, the local government sector must play a central role in its promotion. The administration has pushed all municipalities to develop participatory units to this goal. These participatory entities must encourage public participation in budgeting and development planning concerns (Mphahlele, 2013:34).

3.3.4 National Policy Framework for Public Participation 2005

The constitution of the Republic of South Africa (1996) Sections 59, 72 and 118 respectively, provide for facilitation of public involvement in the legislative and other processes of the legislatures and their committees. The respective Houses or committees must conduct their business in an open manner. The National Policy Framework for Public Participation (2005) builds on the obligation of the government to deepen democracy, which is entrenched in the Constitution and above all in the concept of LG as involving the municipality and the community. Therefore, MLM should be committed to a form of participation which is genuinely empowering, and not token consultation or manipulation (The Constitution of the Republic of South Africa, 1996). Participation in MLM must involve a range of activities including creating democratic representative structures (ward committees), assisting structures to plan at a community level (community-based planning), implementing and monitoring plans using a range of working groups, supporting community-based services, and supporting these local structures through community development workers.

3.3.5 White Paper on the Transformation of Public Service Delivery (1997)

The White Paper on Public Service Transformation (1995) (WPTPS) is designed to serve as a guide in the introduction and implementation of new policies and legislation aimed at restructuring the South African public service. WPTPS makes it clear that its primary goal is derived from the Constitution of the Republic of South Africa (1996). Section 195 (1) of the Constitution (1996) states that public administration shall follow the democratic norms and principles entrenched in the constitution. White Paper on the Transformation of Public Service Delivery (1997) informs public servants that citizens need to be consulted about the level and quality of the public service they receive and, wherever possible, community members are required to be consulted. Therefore, MLM is expected to consult community members about the available services in the municipality so that the community members can choose what works for them. The provision of section 195 (1) thus envisages a reformed public service within the broader context of transformation as intended by the constitution (Constitution of the Republic of South Africa, 1996). Despite the constitutional guarantee for public participation in service delivery, most South African municipalities fail to effectively engage with communities they serve (Mamokhere & Meyer, 2022:4).

3.3.6 The White Paper on Developmental Local Government

The White Paper on Developmental Local Government stipulates a vision of a developmental LG that centres on working with local communities to find sustainable ways to meet the basic needs of the community and improve the quality of life of community members. Hence, MLM is required to inform all community members and stakeholders concerning any development within the municipality.

The South African White Paper on Local Government compels municipalities to adopt methods to enable citizen engagement in policy initiation and formulation, as well as monitoring and assessment of decision-making and implementation (The White Paper on Local Government, 1998). This is typically accomplished by allowing residents to provide feedback that informs local municipalities' IDPs. The difficulty is that officials

do this after making decisions on IDPs (Zwane & Zwelakhe, 2020: 12). Furthermore, they do not return to provide homeowners with feedback on final prioritisation.

3.4 CHAPTER CONCLUSION

The purpose of the chapter was to provide an overview of the legislative and regulatory framework that informs the operations of municipalities as well as their communities. Firstly, the chapter presented the legislative framework that supports community participation in South Africa. The sections that were discussed include: Constitution of The Republic of South Africa (1996), Local Government: Municipal Structures Act (Act 117 Of 1998), Local Government: Municipal Systems Act (Act 32 of 2000), Promotion of Access to Information Act (Act 2 of 2000) and Local Government Municipal Finance Management Act (Act 56 of 2003). Secondly, the chapter presented the regulatory framework of public participation, with a focus on the White Paper on Local Government (1998), Reconstruction and Development Program, National Development Plan, National Policy Framework for Public Participation 2005, White Paper on the Transformation of Public Service Delivery (1997) and The White Paper on Developmental Local Government. The purpose of the legal framework was to understand the context in which IDP operates. The analysis of the legal framework highlighted the capabilities and limits of the legal framework in IDP processes. The next chapter discusses the research methodology that underpins this study, as well as the results of the empirical research.

CHAPTER 4: COMMUNITY PARTICIPATION IN AN INTEGRATED DEVELOPMENT PLANNING PROCESS LIFE CYCLE

4.1 INTRODUCTION

In this chapter, data gathered for the study is analysed in line with the objectives of the study. The key thematic concerns raised in this chapter indicate the nature of community engagement in MLM and its effectiveness, the role of the community in IDPs, the channels of communication employed by MLM (and their limitations) and the lack of implementation of ideas raised by the communities.

4.2 DEMOGRAPHIC INFORMATION OF PARTICIPANTS

For this qualitative study, a population of 60 that comprised three ward councillors and seven employees, 18 community members a sample of 28 participants was purposively selected for interviews. Out of these, one was the IDP manager, six were municipal officers and 18 were community members. The interviews were semi-structured. Their demographic information is presented in the tables below.

Table 1: Participants' age and years of experience

Participant	Designation	Experience in LG	Gender	Age
• 1	Community Member	8 Years	Female	50 or above
• 2	Community Member	4 Years	Male	31-35
• 3	Community Member	10 Years	Female	50 or above
• 4	Community Member	6 Years	Male	50 or above
• 5	Community Member	7 Years	Female	45-50
• 6	Community Member	3 Years	Male	31-40
• 7	Community Member	10 Years	Female	50 or above
• 8	Community Member	3 years	Male	25-30
• 9	Community Member	5 years	Male	31-40

• 10	Community Member	3 years	Female	25-30
• 11	Community Member	10 years	Female	50 or above
• 12	Community Member	4 years	Male	31-40
• 13	Community Member	8 years	Male	50 or above
• 14	Community Member	3 years	Female	25-30
• 15	Community Member	10 years	Female	50 or above
• 16	Community Member	8 years	Male	45-50
• 17	Community Member	10 years	Female	45-50
• 18	Community Member	3 years	Male	25-30

Table 1 indicates that 9 (50%) of the participants were female and nine (50%) were male. This indicates a gender balance in selection of participants for the study. In addition, the data shows that majority of the community members n=10 (55.56%) had 6-10 years' experience in local government, while n=8 (44.44%) had between 3 and 5 years' experience. All the groups have satisfactory knowledge of local government. As such, their views are based on experience in local government. In terms of age of participants, the data shows that the participants were a youthful population, mostly between 25-30 years (4) and 30-40 (4). Participants between 45 and 50 years were 5, while those above 50 years were 5. Generally, the youthful sample indicates that given an opportunity, the young population is willing to take part in community development programmes.

Table 2: Career demographics of participants

Participant	Designation	Experience in LG	Gender	Age
Manager	IDP Manager	14 Years	Female	41-45
• 1	Municipal officer	10 Years	Male	31-35
• 2	Municipal officer	8 Years	Male	36-40
• 3	Municipal officer	8 Years	Male	41-45
• 4	Municipal officer	8 years	Male	36-40
• 5	Municipal officer	10 years	Male	36-40
• 6	Municipal officer	15 years	Male	36-40

The data in tale 2 shows that all of the municipal officers selected for the study were male, reflecting a gender imbalance in the MLM which could have an impact on attracting the participation of women in IDP. Most of the participants were youthful, with those between 36 and 40 years n=4 (57.14%) representing the majority, while 28.57% were between 41 and 45. Only n=1 914.29) was between 31 and 25 years. With South Africa' population being largely youthful, the youthful sample of employees can have an impact in attracting the youth for IDP process.

4.3 EMERGING THEMES

As indicated earlier, thematic analysis was employed to analyse data. Firstly, the data was transcribed and proofread to check for errors. In conducting the data analysis, a preliminary reading of the data was done from which initial codes were identified. A close reading of the data was then done, from which recurrent code were identified. Relationships between the codes assisted in drawing the key themes that emerged from the data.

4.3.1 Theme 1: Community engagement

The role of the local community remains very important in development planning process cycles. All the participants, the IDP manager, community members and public participation officers shared similar sentiments and confirmed that engagement meetings have been conducted during the IDP cycle. The IDP manager expressed that engagement with the community is conducted as per schedule. The manager indicated that throughout the IDP cycle, there are two meetings between the municipality and communities. The manager commented thus:

Members are engaged twice in the IDP cycle. First engagement is during the Analysis Phase where all their needs are discussed and then analysed. Second engagement is during the Project Phase where a Draft Project list (comprising of projects the community identified in the initial consultation) is presented for community input.

Community members concurred with the IDP manager regarding the engagement meetings with the municipality. Most of the community members generally confirmed that the meetings were done as per the invitation of the municipality. Commenting on the engagement process, one community member said:

We hold meetings with the municipality as and when municipality invites us to attend. (Community Member 1)

Similar sentiments were shared by another community member who noted:

We are engaged as and when municipality invite us to attend the IDP and budget meeting. (Community Member 2)

Community Member 3 added:

The community meets the municipality for IDPs as and when required for consultation purposes.

Other community members expressed awareness of the IDPs and the number of times they are supposed to meet with the municipality during the IDP cycle. One community member expressed awareness thus:

We meet the municipality twice in the IDP life cycle, during the analysis phase and the project phase. (Community Member 5)

Despite the overwhelming agreement by community members with the IDP manager about the engagement meetings, most of the community members felt that their presence was not valued by the municipality. They indicated that the municipality only consulted residents during the consultative process. Echoing these views, several community members stated:

They only engage us when they need to. (Community Member 6)

We are engaged not as often as required. (Community Member 7)

Municipality only engages the community during the consultation process. (Community Member 8)

The consultative process emerged as the common thread among the participants, as they felt that the municipality was not doing enough to engage the communities as per requirements. As indicated by the IDP manager, they are supposed to have two meetings, however as community members indicated, they are only engaged once. Three community members expressed:

They only engage us during the consultation process. (Community Member 6)

We are only engaged when they need us to process the budget. (Community Member 8)

The municipality only engages us when they need us or for compliance in terms of the budget. (Community Member 10)

Ward officers who were interviewed regarding IDP engagements seemed to echo the IDP manager. Most of them unanimously indicated that community members are invited to meetings held in various wards in MLM. Ward Councillor 1 acknowledged community participation thus:

Yes. Communities are invited as and when required to submit and discuss their needs to the municipality through IDP processes held in various wards of the municipality.

Ward Councillor 2 added:

Yes. The community participates in the process annually and submit their needs to the municipality. By participating, the municipality explains what is expected from the community and educate the community on IDP.

Ward officials expressed awareness of the role of the community in IDPs. They indicated that community members' ideas are taken on board when formulating budgets and any other community development projects. For record-keeping, the ward officers indicated that the proceedings are documented. Ward Councillor 3 noted:

IDP as an umbrella plan for the municipality, communities around Matlosana to be specific they understand that IDP coordinates the decision-making and budgeting of LG, therefore, they do participate.

Related sentiments were shared by Ward Officer 4, who said:

The communities annually participate in the IDP meetings to discuss and submit community needs to the municipality. The municipality records all the needs and priorities them in terms of the available budget.

Ward Officer 6 added:

They attend meetings and contribute to the development of the IDP document, their needs are captured by municipal officials for approval and alignment.

Considering the above responses, the study established that community engagement on IDPs in MLM is done as prescribed. The community members confirmed that these engagements happened but the meetings were not well attended. It can be concluded that the MLM fulfils IDPs merely as a regulatory requirement or for purposes of 'ticking the box' but the meetings achieved very little in terms of gathering ideas from the community. De Weger, Van Vooren, Luijkx, Baan and Drewes (2018) established that community engagement is important for any development agenda as it helps to expand or redefine the focus of the initiative, identify unexposed information, and create a network for revenue sources and funding partners. Community engagement brings a diversity of ideas from different stakeholders. Stakeholders are educated on

the issues and invited to contribute to the process, thereby expanding access to available knowledge and skills (Cyril, Smith & Possamai-Inesedy, 2015). Engaging communities throughout the entire IDP life cycle results in people becoming more receptive to the outcome; the municipality develops a capacity to implement change and develops long-term partnerships with the community and stakeholders (Jagosh, Bush & Salsberg, 2015).

4.3.2 Theme 2: Attendance and attitude to engagement meetings

Although engagement meetings are conducted, they have failed to generate excitement and meaningful motivation for the community. As indicated by the IDP manager, community attendance in IDP engagements has been declining in recent years. The manager noted:

In recent years, the attendance declined and attendance during the 2020/21 IDP consultations was very poor. Community meetings are constantly being disrupted by factions in the community, and there is also political infighting. The community is also aware of the municipality's financial position and know their requests won't be implemented, therefore, they feel that their attendance does not serve any purpose. The challenges community members face are transport to meetings and nowadays with COVID-19, the challenge is data for virtual meetings.

The IDP manager, alongside the community members, raised several impediments holding back community members from attending meetings regularly (or at all). Reasons included:

- Political conflict and violence. The IDP manager indicated that conflicting political parties with conflicting interests in the municipality become violent when they do not agree on IDP priorities;
- Travel expenses and limitations. Transport challenges, such as the cost of taxis/buses, as well as rising fuel costs, limit community members from attending meetings. These issues are exacerbated due to the fact that some IDP engagement meetings are conducted far from community members' residences;

- Covid-19 and its associated costs. The Covid-19 pandemic pushed the municipality to conduct work from home. Many community members could not afford the high cost of data, coupled with the digital divide that is experienced by many;
- Finally, and most importantly, Community members feel their ideas are overlooked by the municipality.

Commenting on the frustration regarding the municipality's contempt for community members, one community member said:

The community is not interested anymore due to the fact that their contributions are not taken into consideration. (Community Member 12)

Another member concurred thus:

Our contributions are never implemented after those meetings. (Community Member 13).

Other community members blamed political tensions for discouraging them from attending meetings. Community Member 17 said:

Political domination of one party, infightings during meetings, no provision of transport and meeting venue is far.

Community Member 18 added:

Most of the time meetings are disrupted by gangs and community members.

Another community member indicated the distant venue of the meeting as the reason for not attending. The participant indicated that the community expects the municipality to deploy transport to carry community members to far-off venues if the IDP engagements are to be attended.

Transport is not provided and the meeting venue is far. During meetings people fight and disrupt the meeting. (Community Member 16)

The researcher sought to understand the community members' attitudes to IDP engagements. Most of the members expressed that before they used to attend but

they have since given up. This could suggest that they feel their voices are not heard and they see no reason to attend. Echoing these pessimistic sentiments, Community Member 1 said:

Attendance used to be of a high level but has reduced due to the community not being interested anymore.

Community Member 2 added:

It used to be well attended now it is low.

Other community members alluded to the political conflicts that characterise the meetings as a discouragement. Community Member 3 commented:

It depends on the dynamics on the ground more often it is low because of infightings between parties.

Another member raised the same issue of conflict but in this case, between the community and the municipality:

It is low because IDP meetings are forever disrupted due to disagreement of communities.

Studies show that conflict in public participation results from discrepancies in values, interests, and levels of power (Nelischer, 2016). These factors can be determined or affected by different experiences, backgrounds, opportunities, identities, and abilities. The conflict between the municipality and community is understood as 'task conflict'. Task conflict results from differences in judgement and a lack of consensus on the project objectives and decisions (Nelischer, 2016). As a result of these conflicts, the implementation of projects which are not a product of consensus among stakeholders may be slow and face disruptions.

The community members were frustrated about the unfulfilled promises from previous engagements. The members now feel it is unnecessary to attend the engagement meetings where their voices will not translate into tangible results. Highlighting this frustration, Community Member 8 said:

The attendance of the meetings is low, people are no longer interested.

Community Member 19 added:

The level of attendance is very low because we are not interested in their promises.

From the above sentiments by the IDP manager, the ward officers and the community members, it can be established that there is consensus on the observation that the engagement meetings are no longer attracting community attention. The attitude expressed by the community reveals that they are frustrated by empty promises and apparent political conflicts. The findings of the study relate to findings in Kilewo and Frumence's (2015) study, which established that the failure to understand their duties and fulfil projects hinder community participation in IDPs. Similarly, Mustapha, Azman and Ibrahim (2013) found that community participation is hindered by leaders and stakeholders who have an agenda to maintain a status quo that limits the community's involvement through centralisation of authority, elite domination, poor information sharing and contemptuous professional attitudes toward the community actors.

4.3.3 Theme 3: Role of community in Integrated Development Planning

The success of IDPs is dependent on the level of awareness of the community and municipality officials regarding the role of the community. There seems to be a general awareness among the ward officers about the role of the community in IDPs. The officers indicated that the community's role involves articulating their needs and priorities on projects to be done in their communities. Ward Officer 1 described the community's role as:

To discuss all community needs in order of priority, guided by the ward councillors.

To submit the identified needs to the municipal officials led by the IDP manager.

Ward Officer 2 indicated that the role of the community is to:

Submit all their needs. Some identified needs would be budgeted for in the current year and some would be recorded as unfunded. The IDP process is designed to ensure that the municipality and the community plan together.

Ward Officer 3 added:

The community is involved in analysis of local needs through the establishment of priorities. Defining local vision. Designing projects to meet the needs and integrating these projects with other programmes. To finally adopting the IDP.

Community members, as per the MSA, regard the community as a key role player in the IDP process. Therefore, the community plays an important role in documenting and endorsing the IDP as a planning document. Ward officer 6 echoed similar sentiments:

To submit the needs to the municipality for consideration and implementation of projects.

However, apart from simply expressing their needs, the community members do not have any other responsibility, as the ward officers indicated. There is no acknowledgement that they are involved in the life cycle beyond making contributions on what projects they would like to see. Some of the ward officers acknowledged that community members are not consulted during the entire life cycle of the IDPs. As a result, when they feel their voices have been ignored, they disrupt the projects. One ward officer said:

During the final phase of project approval does not consult communities which later result in project disruptions during implementation.

Participant 2:

No. When the municipality decides on final projects, no consultation is done with the community.

At times there is a misalignment of the IDP and Service Delivery and Budget Implementation Plan (SDBIP) because the changes are done without involving the community. The SDBIP will then not be aligned to IDP as the changes would not have received the attention of the community. Ward Officer 2 indicated that the community is only consulted twice during the IDP life cycle and they have no voice in the final approval of projects:

Communities participate in the process of identifying the needs but final approval of project lies with municipal officials and council.

Ward Officer 3 added:

The municipality only consults communities on the two stages which are needs analysis and project phase where a draft project is presented to the community.

Another ward officer felt that the exclusion of the community from some key stages of the IDPs had negative implications on the success of development projects:

Communities do not participate through all the IDP stages and this results in projects being disrupted during implementation. (Ward Officer 5)

The exclusion of the community in all phases of the IDPs indicates that MLM contributes to the failure of developmental initiatives because they do not have support from the community. The community is likely to support projects with which they feel connected and have actively generated ideas for. Therefore, the engagement meetings done by the MLM in the initial stages of the IDPs can be understood as a mere process of ticking the box as it is a legal requirement. There is no sincerity to understand the community's aspirations and ideas and fulfil them together with the community. As Mustapha et al. (2013) indicate, leaders and stakeholders who stifle community participation do so for reasons associated with a desire to maintain the monopoly of a system for corrupt purposes or other selfish reasons. Other leaders are simply hesitant to allow ordinary members of the community to take part in development initiatives because of their social standing, poor or lack of education and lack of connection to the corridors of power (Setokoe & Ramukumba, 2020).

4.3.4 Theme 4: Communication during the Integrated Development Planning cycle

The municipality must communicate with the community about IDP meetings and any other developments. The community members indicated that MLM does communicate using different channels, such as community media, municipality newsletters, and word-of-mouth (WoM). By using a multi-pronged approach to communication, the

municipality is attempting to promote community participation. However, these methods may not be enough if they are not well-coordinated, as indicated by the participants. Commenting on the communication processes, the IDP manager noted:

The local community is notified through the local newspapers, namely, The Klerksdorp Rekord and Lentswe. Loud hailing in all wards is also done and Ward Councillors together with the CDW inform their ward members about meetings.

While newspapers could be effective ways of communicating with IDPs, they are not effective in disadvantaged communities where newspaper readership is generally very low. This has been worsened by the COVID-19 pandemic, which forced many newspapers to stop publishing hard copies. When attempting to access online versions, the high cost of data as well as the necessity for a paid subscription for some newspapers have been prohibitive for many community members.

Another communication method used was WoM and loud hailing. The community members indicated that ward councillors were mainly active in distributing the message through the WoM. Community Member 5 commented:

Through ward councillor, local newspaper and loud hailing by the office of the speaker.

Community Member 8 added:

Sometimes by ward councillor, ward committee, community radio station and notice papers.

Some community members indicated that the WoM and loud hailing were methods adopted by the municipality to inform the community about IDP meetings and other information.

Ward councillors, loud hailing by the office of the speaker and Star Fm.

(Community Member 11)

Community Member 13 added:

Word of mouth and when they drive around in bakkie using a loudspeaker.

A similar view was shared by Community Member 14, who said:

We are only engaged by word of mouth and with a loudspeaker.

While WoM may be the cheapest way of communicating among poor communities, the COVID-19 pandemic may have impacted the effectiveness of this method. The lockdown measures were introduced and later, when the measures were relaxed, there was a general decline in community interactions as a health safety practice.

The participants indicated that community radio was used as another means of communicating with the community about IDPs. Regarding the use of radio, several community members mentioned:

We are only engaged by social media and municipality newsletter. (Community Member 15)

By ward counsellor, community radio station and local newspaper. (Community Member 16)

Word of mouth, ward committees and also the local radio station. (Community Member 17)

Summarising the community members' perceptions, the study established that the MLM takes advantage of community radio to communicate with the community about IDP meetings. Communication studies contend that radio is still the most regularly used medium in Africa. This means that it still has a huge impact, even in this digital age where social media has become very popular.

The MLM shows an understanding of the role of social media in the dissemination of information. Some of the participants indicated that the municipality employs social media to communicate about IDPs. Popular social media platforms largely used for community participation are WhatsApp and Facebook. Commenting on the use of social media in communicating with IDPs, Community Member 1 noted:

Through local newspapers and social media.

Community Member 3 added:

Word-of-mouth, community radio stations and social media platforms.

The role of social media in communication cannot be underestimated. Social media platforms take advantage of the social networks that community members have in which they can share and deliberate IDPs and their social lives. These social platforms act as a connective space for communication and information sharing (Shang & Ghriga, 2018). Community members become active contributors to municipal messaging, contrary to being passive audiences in traditional communication (Mututwa & Matsilele, 2020).

4.3.5 Theme 5: Community contributions are not implemented

Many of the participants felt that the contributions they made during IDP engagements are not implemented by the MLM. The community members believed that MLM deliberately overlooked their contributions. However, the IDP manager explained why some of the contributions are not considered:

Community contributions are taken into consideration, but due to financial constraints in the City of Matlosana (LM), the only funds available for projects are the Municipality Infrastructure Grant that has certain conditions attached to the grant, therefore not all community contributions are implemented.

The manager's sentiments indicate that the municipality receives limited funding to implement all projects suggested by community members. Therefore, a lack of communication and transparency by the municipality regarding the budget and state of funds, as well as a lack of openness surrounding which projects are possible, can be identified.

The community members had different perceptions regarding the lack of implementation of their contributions. They predominantly indicated that the municipality does not take their ideas on board, as they have 'already decided' which projects are viable. Community Member 4 commented thus:

Our contributions to the proceedings are not implemented. Most projects are not known to us.

Community Member 12 added:

The contributions we make during meetings are not the ones implemented during project implementation.

Community Member 17 concurred, saying:

I don't think so, because our needs are never considered, councillors' priorities are the only ones considered.

Some of the participants indicated that instead of including ideas from the community, the municipality would embark on projects that were never discussed during the meetings. From this behaviour, the participants felt that the municipality offers IDP meetings but rarely considers the community's input. These views were aptly echoed by Community Member 18, who said:

Our contributions are not implemented at all, because they implement what we did not suggest.

Community Member 1 added:

Community contributions are most of the time not considered because during project implementation we see different projects.

The findings of the study indicate that MLM officials and the community did not share a common understanding with regard to the nature of community participation in the IDP life cycle. The lack of agreement on foundational elements of IDPs reflects an impediment to development in the municipality. Correspondingly, Mustapha et al. (2013) argue that a lack of coordination hinders community participation in development initiatives.

4.4 CHAPTER SUMMARY

The chapter presented the findings of the study. The findings responded to the main research objective, establishing the state of community participation in MLM. Several issues were raised, namely the role of community engagement in IDPs, the reasons why the community members lack interest in engagement meetings, communication

methods used and their impact on participation and finally the impact of poor implementation of development projects for future community engagements. The next chapter presents the summary of findings, conclusions and recommendations.

CHAPTER 5: CONCLUSION AND RECOMMENDATIONS

5.1 INTRODUCTION

This is the final chapter of the mini dissertation. The presents the conclusions and recommendations relating to the findings. Firstly, the chapter recaps the research objectives of the study. The chapter provides a summary of each of chapters and the activities that were done. Thereafter, recommendations relating to the findings are provided.

5.2 REALISATION OF THE RESEARCH OBJECTIVES OF THE STUDY

In this study, the researcher investigated the following main research objectives:

Primary objective:

- To assess the state of IDP processes in and by Matlosana Local Municipality

Secondary objectives

- To present theory to assess the integrated development process cycle in and by Matlosana Local Municipality;
- To provide a documented or tabled role that is played by the local community in the development planning process cycles of Matlosana Local Municipality;
- To identify major obstacles to community participation in development planning processes from the community's perspective; and
- To present recommendations on how community participation could be strengthened in the development planning process cycles of Matlosana Local Municipality.

As described in Chapter 3, there were 25 participants in the study, including one IDP manager, six ward officers and 18 ward committee members. Their views regarding the state of IDP processes in MLM were collected using semi-structured interviews. The data were then analysed using thematic analysis, which enabled the researcher to develop thematic topics that emerged from the interviews.

5.3 SUMMARY OF THE CHAPTERS

5.3.1 Chapter 1

This is the introductory chapter of the mini-dissertation. The introduction to the study briefly presented the constitutional provisions which empower government and LG systems to prioritise IDPs. The introductory chapter discussed the role of LG in a democratic setting as one which promotes citizen participation in development programmes. The reviewed literature in the introduction points to the non-participation of communities as a result of the discordant relationship between municipal officials, ward councillors and the community. The introduction also presented the research aim, to assess the current state of IDPs in MLM and offer findings and recommendations.

In the introductory chapter, the researcher presented a brief background to the study. In this background, the researcher presented issues that motivate the study. These issues range from the history of MLM, its demographic information, and the community's exclusion from participation in IDPs. In the research problem, the researcher underscored the role of IDPs in development.

The research questions and research objectives were outlined to show what the study intended to achieve. Thereafter, the social contract theory and stakeholder theory were discussed as theoretical lenses for the study. The researcher discussed the methodological processes that were followed in the study.

5.3.2 Chapter 2

This chapter's key features were a review of the literature and a discussion of theories that inform the study. The chapter discussed existing literature on community participation focusing on the international, regional and local contexts. The researcher identified and discussed the social contract theory and the stakeholder theory (which underpinned the study) in-depth.

5.3.3 Chapter 3

This chapter was dedicated to the legal framework for IDPs. It outlined and discussed the existing legislation and regulation that promote IDPs in LG, identifying the role of the central government, LG and the community. The list of the legislation and regulation that were discussed, included the following:

- The constitution of the Republic of South Africa
- Local Government: Municipal Systems Act (Act 32 of 2000; Chapter 2, section 4)
- Promotion of Access to Information Act (Act 2 of 2000)
- Reconstruction and Development Program
- Local Government: Municipal Finance Management Act (Act 56 of 2003)
- National Policy Framework for Public Participation of 2005; and
- The White Paper on the Transformation of Public Service Delivery (1997)
- The White Paper on Developmental Local Government

5.3.4 Chapter 4

The chapter presented the data interpretation and discussion of the findings. In the chapter, the main research question and subsidiary questions were responded to. The analysis established the following major findings:

- Community engagement was reported to be conducted but largely inadequate and unproductive;
- Community attendance to consultative meetings has declined due to, inter alia, a sense that community ideas are not taken on board, political conflict at these meetings, transport issues and Covid-19 measures;
- The role of the community in IDPs is seen in the consultative stage, whilst ignored in the implementation stage; and
- Communication processes are not coordinated with community realities.

5.3.5 Chapter 5

The chapter summarises the major findings established in Chapter 4. In responding to the weaknesses identified in IDPs, recommendations are provided. These are intervention mechanisms to enhance IDPs.

5.4 FINDINGS FROM THE EMPIRICAL STUDY

The study sought to assess the current state of the integrated communication participation process in MLM and offer findings and recommendations. The major findings established from the interview data and in response to the research objectives are presented below.

5.4.1 What is the state of Integrated Development Planning processes in Matlosana Local Municipality?

This was the main research objective and thus, addressed a range of issues regarding the state of IDPs in MLM. Some community members expressed that the communities were consulted by the municipality twice during the IDP life cycle. However, other community members indicated that the consultations were merely done to tick the box as their views were not taken into consideration. Finally, some community members mentioned that they were only engaged during the consultative phase; as a result, the community felt left out during the IDP consultative phase.

The study further established that attendance in IDP meetings has been declining in recent years. There are several reasons for this decline. This includes conflicts among factional political groups; the community members have lost faith in the municipality's ability to implement ideas raised during consultative meetings; lack of transport to take community members to meetings, and the communication methods were fraught with limitations. These factors are fully discussed in the secondary objectives below:

5.4.1.1 Identify major obstacles to community participation in development planning processes from the perspective of the community

A range of obstacles impedes community participation in MLM. The findings reveal that the community members felt that although the municipality had several communication channels to notify members about meetings (such as WoM, loud hailing, social media, community radio, newspapers and municipality newsletters), they faced challenges in accessing these. For instance, with the COVID-19 pandemic, some newspaper hard copy productions were halted and the cost of data limited access to social media.

Another limitation to community participation is conflict between political groupings, which disrupts the consultative processes. Conflicts were also reported between community members who held differing views regarding developmental processes. These conflicts, as the study established, have discouraged community members from participating in consultative processes.

Although consultative processes may be communicated, community members failed to attend these meetings because they did not have transport to take them to the meeting venue. The study finds that there is no mechanism in place to ensure that those who have no financial resources to fund their travel to distant meeting venues are assisted by the municipality. As a result, the consultative meetings are poorly attended.

5.4.1.2 Role played by the local community in the development planning process cycles of Matlosana Local Municipality

The role of the community in IDPs is vital for meaningful and people-centred development in municipalities. Regarding the role of the community in IDPs in MLM, the study established that through the IDP's life cycle, the MLM should have two consultative meetings with local communities. While the MLM officials claimed that they religiously fulfil their obligation, the communities claimed that they were generally only involved in the consultative phase of the IDP life cycle. In these consultations, the community's role is to point out the developments that they would like the municipality

to fulfil. Additionally, the community should make contributions to the budget and decide how the municipality should spend its money during the IDP life cycle. The findings attribute the lagging community development in MLM to a lack of community participation at all stages of the IDPs.

5.5 RECOMMENDATIONS

In response to the findings, the study makes several recommendations. These are considered below.

5.5.1 Establishment of community-based interest groups

According to the findings, community members are underrepresented and their perspectives are not taken into account when programs are implemented. As a result, the study suggests forming a community-based interest organisation that acts similarly to a ratepayers' association, to reduce community members' overall sense of powerlessness. The interest or advocacy organisation will act as the forerunner and champion for the community's predominantly illiterate and marginalised people. As a result, an independent voice will reflect the interests of community members and use multiple communication channels to address difficulties, such as a lack of effective feedback and the municipality's inefficient and undesirable communication techniques.

The advocacy group's scope and function would include educating the community on their role in IDP consultation frameworks, functioning as an information bridge, and reducing the current 'us-and-them' silo effect. The interest group may also utilise the different communication platforms to obtain input from the municipality on IDP projects and other difficulties surrounding implementation for feedback to the community and vice versa by understanding LG programs and aims. The researcher also believes that the proposed formation of an advocacy organisation should not imply the replacement of present ward committees and councillors. Instead, as agents of the people and overseers of IDP consultative systems, they should collaborate with these democratically chosen bodies.

5.5.2 Educating communities about their role in Integrated Development Planning

The study's findings demonstrate that, beyond visiting communities and seeing a reduction in attendance in recent years, the MLM has not attempted to solve the problem. As a result, the study suggests that educational initiatives that assist communities in understanding the importance of their involvement in IDP consultative frameworks be included in their agenda. Furthermore, the study has discovered that municipal officials profit from the widespread lack of community understanding of IDP frameworks through the bureaucracy. In light of this, MLM has decided to implement an educational program to improve community understanding of IDP frameworks. This is the initial step toward resolving power disparities. Communities will be empowered after they have been informed, allowing for more realistic and meaningful debates over IDP initiatives.

5.5.3 Enhance dialogue and feedback with communities

According to the study's findings, MLM lacks a participatory culture, and consultative sessions are frequently characterised by disagreements. Furthermore, the community believes that the municipality provides no feedback. According to the findings, communication should be enhanced with a focus on providing feedback. The scope and activities of the municipality's marketing and communications departments should be broadened to accommodate a Participatory Communication Rapid Response Team. This team's job would be to foster ongoing conversations with communities in all wards and throughout the municipality. These conversations would be centred on overcoming communication gaps across communities, with grassroots communication tactics being used to develop strong relationships between the community and the municipal government. Participatory democracy would be realised here, and planning would be essential in ensuring that communities are informed of ongoing discussions. The Participatory Communication Rapid Response Team would be able to assist the municipality in achieving its objectives as outlined in the Constitution, by collaborating with a community-based advocacy group.

5.6 FINAL CONCLUSION

The research questions stated in Chapter 1 were answered through this study. Each of the questions presented was answered with findings and conclusions. The existing form of IDPs in MLM is inadequate and widely criticised, as evidenced by the findings and conclusions. For local municipalities to meet development goals, public engagement initiatives should not disrupt, but rather assist, governments in their attempt to achieve sustainable development goals. It has been noted that communities tend not to enjoy involvement and that municipal leaders may not create forums for the community to vigorously interact and critique or reshape their development projects.

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ANNEXURES

ANNEXURE A: PERMISSION TO CONDUCT RESEARCH



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21 August 2020

The Gatekeeper/Municipal Manager
Cc: The Speaker of Council
Matlosana Local Municipality
P.O. BOX 99
Klerksdorp
2571

RE: PERMISSION TO CONDUCT RESEARCH WITHIN THE MATLOSANA LOCAL MUNICIPALITY (MLM)

Dear Mr Nkhumise

I, Neo Baholo currently employed by the Department of Economic Development, Environment, Conservation and Tourism and a previous employee of Matlosana Local Municipality, under the Office of the Municipal Manager, Integrated Development Planning (IDP) division, kindly seek your approval to conduct research within the MLM.

The research is part of the compulsory mini-dissertation in fulfilment of the degree Master of Public Administration (MPA) which I am currently enrolled for at the North-West University.

The research topic is entitled: ***Assessing community participation in Integrated Development Planning in Matlosana Local Municipality***. The overall objective of this study is to establish the role played by the local community in development planning processes within MLM, by assessing community participation in integrated development planning in MLM. The inspiration to conduct this research came as a result of the service delivery protest marches and disruptions of development projects as reported in Municipal IQ reports. This study will reveal the challenges that exist with regard to community participation in development planning processes and also propose measures on how community participation could be strengthened in the development planning processes.

The participants for the study will be political leadership and Officials, comprising of ward Councillors, and the IDP Manager and Public participation officers, who are responsible for community participation in MLM.

In conducting this study, the following research ethics will be considered:

- The participation in the study will be voluntary.
- The confidentiality and anonymity of participants will be maintained.
- Permission to record interviewees will be sought before the interview process will commence.
- Research participants will be treated with respect.

Permission is hereby requested to please interview the above identified respondents for purposes of this research. Completion of the semi-structured interviews should be as brief as possible and anonymity of participatory results and confidentiality are guaranteed.

If there are any further enquiries, please contact myself, as researcher at the above-mentioned contact details, or my supervisor, Prof Melvin Diedericks at 018-299 1629 or Melvin.diedericks@nwu.ac.za

Kind regards

.....

Prof. M Diedericks

Study supervisor

.....

Mr Neo Baholo

Master's Researcher

I (Municipal Manager) hereby grant/does not grant permission to Mr N Baholo to conduct his research using identified political leadership, and Public participation officers, as a unit of analysis for his Master of Public Administration Degree study.

Date:.....

Signature:

ANNEXURE B: INTERVIEW SCHEDULE FOR WARD COUNCILLORS AND MUNICIPAL EMPLOYEES

Research title:

Assessing community participation in Integrated Development Planning processes: The case of Matlosana Local Municipality (MLM).

Thank you for agreeing to take part in this research project which seeks to assess community participation in Integrated Development Planning in Matlosana Local Municipality. Your response to this interview is voluntary and will be treated with strict confidentiality and anonymity. The interview will help to understand the role of community participation in community development and understand what can be done to strengthen community participation in the municipality in order to fulfil development goals.

CONSENT FORM AND INTERVIEW GUIDE (A)

INTERVIEWEES

SECTION A: CONSENT TO PARTICIPATE IN THE STUDY

I, _____ (name and surname), agree to be interviewed as part of the research for a Master of Public Administration, entitled: **community participation in an integrated development planning process life cycle: The case of Matlosana Local Municipality**

I give my consent to participate in the study with the following understanding:

- The purpose of the interview has been explained to me.
- My participation is voluntary.

- My anonymity is ensured. The results obtained from the interviews will be reported as collective; therefore, I will not be identified by name in the study.
- I may withdraw from the study at any given time.
- The information I provide will be used for the purpose of this research study only and will not be made available to any third party.
- I will answer questions honestly, based on my personal expertise, experience and views.

Interviewee:

Name: _____

Signature: _____ **Date:** _____

Researcher:

Name: _____

Signature: _____ **Date:** _____

SECTION B: BIOGRAPHICAL INFORMATION

(Completed by researcher upon requesting the information from the interviewees)

Designation: _____

Ward: _____

Experience in LG development planning: _____

Gender: _____

Age: _____

Section C: Open-ended Interview questions

1. From your experience as a member of this community, how often does the municipality engage members on development planning?

- _____

2. How are you notified about community engagement programs between the municipality and the local community?

- _____

3. In your view, do you think your contributions during engagement with the municipality are implemented?

- _____

4. How would you describe the level of community attendance to engagement meetings with the municipality?

- _____

5. What do you think are the reasons for low turnout and lack of interest by the community in Integrated Development Planning processes?

- _____

6. As a member of the community, what challenges do you face in fully participating in Integrated Development Processes?

- _____

7. Based on your previous engagements with the municipality, how do you ensure that the community's voice is heard in IDP?

- _____

8. What recommendations would you give to ensure that community members participate in integrated development planning processes?

- _____

9. What mechanisms do you think can be put in place to ensure that the community's contributions during engagements with municipality are implemented?

- _____

10. Is there anything else you think can be done differently enhance integrated community development planning processes within your community?

Thank you for your participation

ANNEXURE C: LANGUAGE EDITOR'S CERTIFICATE

Marielle Tappan
Wapadrand, Pretoria
Tel 072 474 1158
Email mteditorialinfo@gmail.com



Date of Edit: 13 July 2022

Edit: Neo Baholo

To whom it may concern,

I, Marielle Tappan, trading under the name MT Editorial, hereby confirm that I am a language editor.

I have extensive experience in the field of language and publishing and received my Bachelors of Information Science in Publishing from the University of Pretoria. I am also a registered member of the Southern African Freelancer's Association.

I hereby declare that the editing done for any client is done with the utmost diligence and the full appreciation of the English language and all of its intricacies, as was done for edited sections of this document.

If there are any other queries, please do not hesitate to contact me.

Kindest Regards,

Marielle Tappan
Owner, MT Editorial
(BIS) Publishing
SAF03058, SAFREA

Marielle Tappan