

Motivation and Objectives

1.1 Introduction

In this chapter, the project motivation is briefly discussed, as well as the importance of this investigation in establishing to what extent the Ugu District Municipality has addressed the constitutional mandate of supplying water equitably to residents in the area under its jurisdiction. It also provides a short overview of the sustainable livelihood principle, and the development principle to determine the effects of not having access to clean water. Additionally, the objectives of this study, the research question, the central theoretical statements, the study limitations, research methodology and chapters of the study are presented here.

1.2 Motivation

Ugu District Municipality is facing a challenge in accomplishing the mandate of the South African constitution and that of the United Nations (UN) Millennium Development Goals (MDGs). Furthermore, the Ugu District Municipality (IDP) states that additional funding is needed to overcome the water and sanitation backlog (Ugu District Municipality IDP 2nd 2011/2012:55).

The 2011 2nd IDP review also acknowledges the fact that the Ugu District Municipality would not be able to meet the MDG target of providing 100% access to clean water for all its residents by 2015. The reason for failing to meet the MDG's target is due to the funding shortage, the human resource capacity in water management, as well as the current poor financial management.

The integrated sustainable rural development strategy (ISRDS, 2000:8), the Water information network (South Africa, 2009:3) and Statistics South Africa (2007:22) all state that 55% of the South African population live in urban areas, while 45% live in the rural areas and on commercial farms, respectively.

The majority of people who do not have access to clean potable water are to be found in rural areas, where malnutrition, morbidity and the mortality of children and adults frequently occur. This is the case in the Ugu District Municipality. Water shortages and inferior service delivery mostly affect the poor people.

1.3 Objectives

The purpose of this study is to establish to what extent the Ugu District Municipality has addressed the constitutional mandate of supplying water equitably to residents in the area under its jurisdiction. It is against this backdrop that attention will be focused on the following issues:

- 1.3.1 The relevant South African legislation, government policies and international guidelines, such as the MDGs that have a bearing on proper water service delivery.
- 1.3.2 A description of the nature of the potable water supply in the Ugu District Municipality's municipal area.
- 1.3.4 The perception by inhabitants of this area with regard to the shortcomings in their access to potable water.
- 1.3.5 The responses of the authorities, including the politicians in the Ugu District Municipality, with regard to the shortfall in effective potable water.
- 1.3.6 Recommendations based on the findings of the study.

1.4 Research questions

Based on the research objectives, the following research questions are asked:

- 1.4.1 Has the Ugu District Municipality adhered to the relevant South African legislation, government policies and international guidelines, such as those of the MDGs that have a bearing on proper water-service delivery, to provide water in this district?
- 1.4.2 What is the nature of the potable water supply in the are under the jurisdiction of Ugu District Municipality?
- 1.4.3 What are rural area inhabitants' perceptions with regard to the shortcomings in their access to safe potable water?
- 1.4.4 What are the responses of the authorities – including politicians in the Ugu District Municipality – with regard to the shortfall in effective water delivery and sanitation service delivery?

1.4.5 What recommendations can be made from the research findings?

1.5 Central theoretical statements

The lack of funding and capacity in both human and financial resources poses huge challenges in supplying water equitably to residents of this district municipality. The South African Constitution (Act 108 of 2006, under Section 27[b]), the water laws and the Millennium Development Goals together strive for the achievement of everyone's right to have access to sufficient food and water.

The national government initiated the Batho Pele principles, to serve as a yardstick to measure service delivery in all of its spheres of government (Ugu District Municipality IDP; 2nd Draft 2011/2012:97).

One of the aims of these principles is to improve access to public services that many South Africans deserve to enjoy, such as water (Ugu District Municipality IDP; 2nd Draft 2011/2012:97). The Batho Pele principles will play a vital role in this study.

The principles of sustainable livelihood also play an essential role in establishing the effect of not having access to clean water, and assessing how people have been affected in terms of health and the birth rate.

The principle of development would assist in determining whether the developmental structures exist, or are still functional, in addressing the water backlog and service delivery in this district.

The issue of inadequate water supply in this municipality was described above. Therefore, the community, water suppliers, institutions such as churches, national and international non-governmental organizations (NGOs), and governmental departments dealing with water, should co-operate in addressing the water backlog in rural areas (Davis, Garvey & Wood, 1994:1)

1.6 Study limitations

The limitation of this study is that it does not apply to all areas within the Ugu District Municipality. The focus is primarily on the rural areas, in particular where the majority of people have no access to potable water.

1.7 Research Methodology

The research requires the experience and relevant insights of participants in the research process. The chosen research method used in this study was qualitative methodology.

Qualitative research implies that a researcher studies the observable facts in their natural settings, attempting to infer meaning from the information that the unity of analysis brings to them (Mertens, 1998:164).

1.8 Empirical investigation

The information was gathered by means of empirical strategies that included the process of conducting interviews.

1.9 Interviews

According to Bertram, (2004:15), as well as Struwig and Stead (2001:13), qualitative methods are those, which involve collecting textual and verbal data, which cannot be quantified. This approach is relevant to this study, which is concerned with finding information that would enable the researcher to understand the inadequate water supply of the Ugu District Municipality in municipal areas.

One of the methods of collecting data in qualitative research is through interviews. According to Bertram (2004:82), as well as Hesse-Biber and Leavy (2006:125), semi-structured interviews assist the researcher in guiding the conversation in such a way that set questions can be posed; thereby, allowing the respondents to answer as they like, since they are not given any specific categories from which to choose.

In this study individual interviews were conducted. These interviews were semi-structured with open-ended questions. The interviews were conducted with a number of people. These included rural area residents, municipal officials, traditional authority representatives and politicians. The interviewed participants are outlined as follows:

1.9.1 In the Ugu District Municipality:

- The Mayor of the District Municipality;
- The Chairperson of the Water Portfolio Committee;
- The Head of Department (HOD) for the Water Department;
- A middle manager in the Water Department;
- One staff member in the water maintenance section in the Ugu District.

1.9.2 In Umzumbe Local Municipality, out of eighteen wards, only four wards were used in the study; and two people from each ward were interviewed.

- 1.9.3 In Ezingoleni Local Municipality, out of five wards, only two were used in the study; and two people from each ward were interviewed.
- 1.9.4 In the Hibiscus Coast Local Municipality, out of 29 wards, only four wards were used in the study; and two people from each ward were interviewed.
- 1.9.5 Four councillors were interviewed from among the three selected local municipalities including one *Induna*. In total the people interviewed amounted to 30.

1.10 Sampling

Purposive sampling was used for the semi-structured interviews in this research. According to Bertram (2004:68), the researcher must make a specific choice on the number of local municipalities to be included in the study. This method is meaningful because it does not intend to generalise the results beyond group sampling. Both random and purposive sampling methods were used in this study. The politicians and employees of Ugu District Municipality were purposefully selected. The wards, participants in wards (including councillors and the local *Induna*), were randomly selected.

According to Bertram (2004:67), random sampling means that every member of the population has an equal chance of being included in the sample.

1.11 Processing and verification of the data

After all the data had been obtained from the semi-structured and face-to-face interviews, a technical conclusion was drawn, based on the findings. Triangulation was utilised to verify the information in respect of its reliability and validity. According to Struwig and Stead (2001:145), triangulation refers to the utilization of various methods to analyse information, such as interviews, observations and documents, in order to ensure their reliability and validity. Moreover, triangulation promotes the quality of qualitative research, by extending the methodological approach – by utilising more than one method (Flick, 2007:43).

1.12 Ethical clearance

According to Goddard and Melville (2001:49), as well as Struwig and Stead (2001:66), collecting data from people raises ethical concerns. A consent form was drawn up to assist the researcher in maintaining acceptable standards when conducting research.

The consent form was used to obtain permission from the interviewees to use the data obtained from the interviews for the purpose of this study.

The participants in this study were informed that participation in this study was voluntary, and that their confidentiality would be maintained at all times. An ethical clearance process was also followed. Formal compliance approval was obtained, in terms of the guidelines for securing ethical approval by the Faculty of Arts at NWU's Potchefstroom campus.

1.13 Procedure

The following procedures were followed before presenting the research findings:

- 1.13.1 A review of the national and international literature on the inequitable water supply to people.
- 1.13.2 Semi-structured, face-to-face interviews with identified respondents in the Ugu District Municipality, as well as other stakeholders in water management. This included local chiefs and community members.
- 1.13.3 Triangulation was utilised, to verify the information obtained from the semi-structured interviews, in order to ensure their reliability and validity.

1.14 Chapters of the study

This mini-dissertation is presented in five chapters. These are summarised as follows:

- 1.14.1 Orientation and problem statement.
- 1.14.2 Relevant literature overview.
- 1.14.3 Rural area inhabitants' perceptions with regard to shortcomings in clean water accessibility.
- 1.14.4 Responses of the authorities, with regard to the shortfall in the service delivery of effective water and sanitation.
- 1.14.5 Recommendations based on the study's findings.

1.15 Summary

Ugu District Municipality is facing a challenge of overcoming the water and sanitation backlog, as stated in the Ugu District Municipality IDP 2nd 2011/2012:55. This is the reason why the study seeks to establish to what extent the Ugu District Municipality has addressed the constitutional mandate of supplying equitable water to residents under its jurisdiction. The data were collected through research by utilising research methods. The collected data are presented in the chapters of this mini-dissertation.