

Reflecting on the transformation of space from a social sustainability perspective: the Coligny Forward project

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PREFACE

"If you're going through hell, keep going."

Winston Churchill

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ABSTRACT

Sustainable development has been a worldwide trending term for years. Although the concept of sustainable development originally included a clear social directive, this human dimension has been ignored amongst numerous references to sustainability and has only received vague attention in terms of planning policy, practice and research. Though some research may refer to the concept of social sustainability, little to no research deliberates on how social sustainability may be achieved and enhanced through space transformation initiatives and urban planning practices. This research reflected upon the transformation of space from a social sustainability perspective, based on the results obtained through the Coligny Forward project, a South Africa Day initiative. Theory-based sampling was employed as a qualitative inquiry into the notion of social sustainability and placemaking as an approach to urban planning in order to identify elements and establish criteria that urban areas have to fulfil in order to be deemed socially sustainable. By means of further following a quantitative approach to a case study analysis, data was obtained through closed structured questionnaires handed out to community members in the greater Coligny area after completion of the Coligny Forward project. This data was then statistically analysed and interpreted accordingly. Most prominent findings of the research suggest that physical space transformation initiatives together with urban planning practices may aid in the creation of socially sustainable places thereby achieving and enhancing social sustainability within cities and towns. Based on the results of the research, further planning recommendations were made to guide broader social sustainability objectives linked to transformation of space and placemaking projects.

Key terms: Sustainable development, social sustainability, transformation of space, placemaking

OPSOMMING

Volhoubare ontwikkeling is 'n wêreldwye term wat die in afgelope paar jare 'n integrale deel van die akademiese diskoers geword het. Alhoewel die konsep van volhoubare ontwikkeling oorspronklik sterk sosiale perspektiewe ingesluit het, is hierdie menslike dimensie telkemale geïgnoreer met slegs 'n vaagweg erkenning in terme van beplanningsbeleid, -praktyk en -navorsing. Sommige navorsing verwys egter na die konsep van sosiale volhoubaarheid, maar min tot geen navorsing beraadslag hoe sosiale volhoubaarheid bereik kan word, of verbeter kan word deur middel van ruimtelike transformasie inisiatiewe en stadsbeplanningspraktyke nie. Hierdie studie reflekteer op die verandering of transformasie van ruimte vanuit 'n sosiale volhoubaarheidsoogpunt en is gebaseer op die resultate verkry vanaf die Coligny Vorentoe projek, 'n Suid-Afrika Dag inisiatief. Die navorsing het gebruik gemaak van teorie-gebaseerde steekproefneming as deel van 'n kwalitatiewe navorsingsbenadering wat die begrip van sosiale volhoubaarheid en plekskepping as 'n benadering tot stadsbeplanning ondersoek het. Hierdie kwalitatiewe navorsingsbenadering is gebruik om elemente te identifiseer en kriteria te vestig waaraan beboude areas moet voldoen om sodoende as sosiaal volhoubaar geklassifiseer te word. Die navorsing het verder 'n kwantitatiewe navorsingsbenadering tot 'n gevallestudie analise gevolg, ondersteun deur data wat verkry is deur geslote gestruktureerde vraelyste, soos voltooi deur gemeenskapslede in die groter Coligny area, as deel van die Coligny Vorentoe projek. Die data was gevolglik statisties geanaliseer en geïnterpreteer. Die mees prominente bevindings van hierdie studie stel voor dat fisiese ruimtelike transformasie inisiatiewe en stadsbeplanningspraktyke wel die skepping van sosiale volhoubare plekke kan beïnvloed en kan dus verder sosiale volhoubaarheid in stede en dorpe bevorder en verbeter. Verdere stadsbeplanning aanbevelings is gemaak, gebaseer op die navorsingsresultate, om sosiale volhoubare doelwitte te lei wat direk skakel met die verandering en transformasie van ruimte en plekskeppingsprojekte.

Sleuteltermes: *Volhoubare ontwikkeling, sosiale volhoubaarheid, verandering/transformasie van ruimte, plekskepping*

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LIST OF ACRONYMS AND ABBREVIATIONS

CBD	Central Business District
c.f.	confer/conferatur (meaning "compare/cross-reference")
Dr.	Doctor
et al.	et alia (meaning "and others")
i.e.	id est (meaning "that is")
IUDF	Integrated Urban Development Framework
MSA	Municipal Systems Act
NDP	National Development Plan
NEMA	National Environmental Management Act
NFSD	National Framework for Sustainable Development
NPFPP	National Policy Framework for Public Participation
NSDF	National Spatial Development Framework
NSSD 1	National Strategy for Sustainable Development and Action Plan
NWU	North-West University
PPS	Project for Public Spaces
Prof.	Professor
Rev.	Reverend
SA	South Africa
SABC	South African Broadcasting Corporation
SPLUMA	Spatial Planning and Land Use Management Act
UN DESA	United Nations Department of Economic and Social Affairs

CHAPTER 1 INTRODUCTION TO THE RESEARCH

1.1 Introduction and problem statement

Sustainable development is a term that has been trending worldwide after the 1987 publication of the Brundtland Commission's report on global environment and development (Redclift, 2005:212). Dempsey *et al.* (2009:289) state that sustainable development is a universally used term that has been very influential on the urban planning profession and related built environment practitioners. Campbell (1996:305) believes that one of the key roles of urban planners is to encourage a substantive vision of sustainable development whilst negotiating various planning conflicts.

Sustainable development consists of three main pillars that may be referred to as the economic pillar, environmental pillar and social pillar (UN DESA, 2011). The UN DESA (2011) further state that the latter, social pillar, is considered as a less integral pillar of sustainability. Debates regarding sustainability, however, no longer only concerns environmental dimensions, but incorporates economic and social dimensions as well (Dempsey *et al.*, 2009:28).

Although the concept of sustainable development originally included a clear social directive, this human dimension has been ignored amongst various shortened references to sustainability (Vallance *et al.*, 2011:342). Vallance *et al.* (2011:342) state that the failure to generate meaningful change solely through sustainable development has led to a renewed interest in the notion of social sustainability and several aspects thereof. The social dimension of sustainability is generally accepted as important, but there is little to no consensus on the precise definition and overall concept of social sustainability (Bramley *et al.*, 2006:1; Dempsey *et al.*, 2009:289; Woodcraft, 2012:29).

According to Woodcraft (2012:29) social sustainability may be perceived as an emerging field of urban planning, but the social aspect to sustainability has only received vague attention in terms of planning policy, practice and research. Woodcraft (2012:30) is further of opinion that with the rising interest in the notion of social sustainability, diverse stakeholders are being involved in certain initiatives to apply social sustainability as a planning practice with specific focus being placed on the social directives and social outcomes of development.

Though some research may refer to the concept of social sustainability, little to no research deliberates on how social sustainability may be achieved and enhanced through space transformation initiatives and urban planning practices. Calvo and De Rosa (2017:1705) state that it is required to analyse the reciprocal relationship between people and place in order to

comprehend the environmental surroundings and physical arrangements that may support the development of social sustainability. It is thus also important to further research a fitting inclusive design process, such as placemaking as an approach to urban planning, to better understand how built environment practitioners, including planners and authorities, may aid in the enhancement of social sustainability within developments.

The research reflected upon the transformation of space from a social sustainability perspective, based on the results obtained through the Coligny Forward project, a South Africa Day initiative.

1.2 Background and delineation of the study area

The greater Coligny area is a small rural town situated in the North West province in South Africa. This area includes various neighbourhoods such as the Coligny CBD, Verdoornpark, Amanabad and informal settlement Tlhabologang. The greater Coligny area was selected by the South African Day Group, a non-governmental organisation and initiative that invites South Africans to contribute towards building communities through partnerships with various organisations (South Africa Day, 2020), as a potential area where diverse urban planning practices and space transformation initiatives may be incorporated to renovate and re-plan this area. The Coligny Forward project however was a space transformation initiative driven by the South Africa Day Group that took place in the greater Coligny area. The Coligny Forward project is the case study included in the research, therefore the greater Coligny area has been delineated and illustrated in Figure 1-1 accordingly.

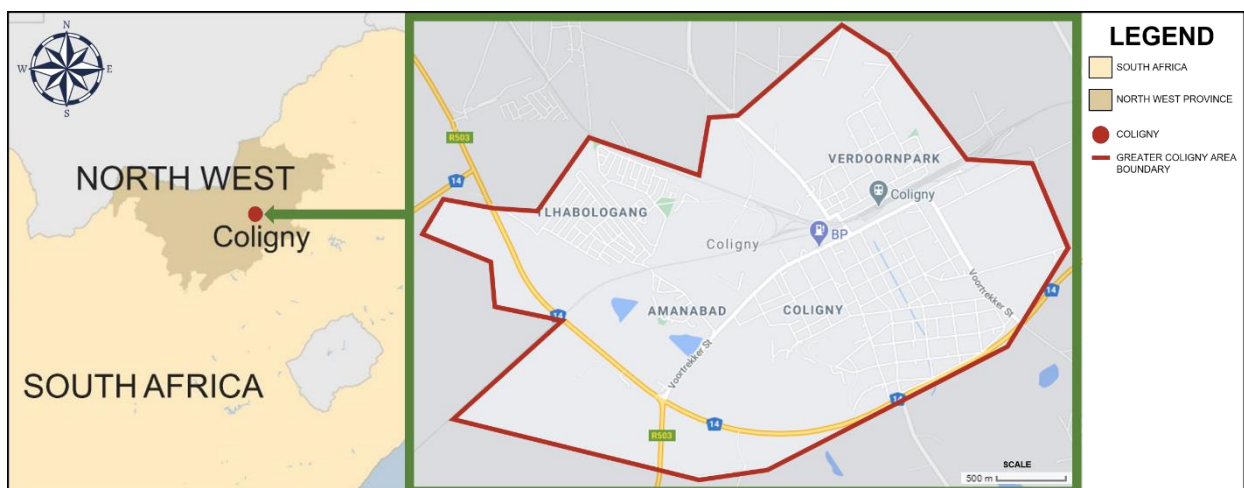


Figure 1-1: The greater Coligny area

Source: Adapted from Google Maps (2020)

1.3 Research aims and objectives

The main objective of this research is to reflect on the transformation of space from a social sustainability perspective, especially focussing on the Coligny Forward project in South Africa

which serves as a pilot study for other South African cities and towns in quest to enhance overall social sustainability in South Africa.

The research aims include:

- Defining social sustainability from a planning perspective;
- Exploring the notion of placemaking and how it might contribute to the social sustainability agenda;
- Concluding on the interface between transformation of space and social sustainability objectives;
- Reflecting on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project; and
- Proposing planning recommendations to guide broader social sustainability objectives linked to transformation of space and placemaking projects.

1.4 Primary and secondary research questions

This research aimed to answer the following questions:

- ▶ Primary research question:
 - Can the transformation of physical space enhance social sustainability in South Africa?
- ▶ Secondary research questions:
 - How may social sustainability be defined from a planning perspective?
 - How may the notion of placemaking contribute to the social sustainability agenda?
 - What is the interface between transformation of space and social sustainability objectives?
 - Did community perspectives change through the process of transformation of physical space as perceived in the Coligny Forward project?
 - What planning recommendations may guide broader social sustainability objectives linked to transformation of space and placemaking projects?

1.5 Methods of investigation

This research attempted to reflect on the transformation of space from a social sustainability perspective, especially focussing on the Coligny Forward project in South Africa which serves as a pilot study for other South African cities and towns in quest to enhance overall social

sustainability in South Africa. The methods of investigation employed in this research will now be explained.

A thematic analysis was employed to review the literature in Chapter 3 of the research. The research done in Chapter 3 attempted to answer the research questions of how social sustainability may be defined from a planning perspective and how the notion of placemaking may contribute to the social sustainability agenda. Specific theoretical constructs that emerged from the literature review served as a framework for employing theory-based sampling as part of a qualitative inquiry into the research.

The empirical investigation consists of one chapter (Chapter 4) that is divided into two phases.

Phase 1 of the empirical investigation employed theory-based sampling as part of a qualitative inquiry into placemaking as an approach to urban planning and the notion of social sustainability in order to identify elements and establish criteria for the possible achievement or enhancement of social sustainability within cities and towns. Phase 1 of the empirical investigation attempted to conclude on the interface between transformation of space and social sustainability objectives. These identified elements and criteria served as a foundation for constructing a closed structured questionnaire that was used to further collect data for the purpose of the research.

Phase 2 of the empirical investigation employed a case study research method that followed a single-case design focussing on the Coligny Forward project, a space transformation initiative driven by the South Africa Day Group. A closed structured questionnaire, compiled through using data that was collected by means of theory-based sampling and re-coding in phase 1 of the empirical investigation, was handed out to community members in the greater Coligny area by employing a convenience sampling method. The process of the data collection and engagement with the communities were solely conducted by a community informant, the researcher did not engage in the process. The questionnaire was handed out to community members after the Coligny Forward project was completed in August 2018. Out of the total of 100 closed structured questionnaires that were handed out to community members in the greater Coligny area, only 61 community participants responded by virtue of completing and returning the questionnaire to the community informant.

Phase 2 of the empirical investigation thus followed a quantitative approach for data collection and analysis. The data obtained from the questionnaires were statistically interpreted and compared by means of cross-tabulations to investigate whether community perspectives have changed through the process of transformation of physical space as perceived in the Coligny

Forward project. The research process also followed the ethical guidelines relating to informed consent, which was granted by virtue of completing and returning the questionnaire to the community informant.

The methods of investigation as described above as well as the rationale behind the research methodology will further be explained in detail in Chapter 2 of this dissertation.

1.6 Limitations of research

The limitations of the research include the following:

- The research is limited to an urban planning perspective of social sustainability as social sustainability is considered as a wide-ranging notion and concept that may be interpreted differently.
- The research is limited to one case study which is the Coligny Forward project case study. This case study was chosen as it is a space transformation initiative driven by the South Africa Day Group where diverse urban planning practices and space transformation initiatives were incorporated to physically renovate and re-plan the greater Coligny area. This case study also serves as a pilot study for other South African cities and towns in quest to enhance overall social sustainability in South Africa.
- The research is limited to relying on popular sources for data collection pertaining to the selected case study, since no formal academic studies were previously conducted in the respective case study. This research therefore evaluated, analysed and interpreted a range of popular sources, supported by the quantitative questionnaire compiled through data obtained from theory-based sampling and circulated amongst community members within the greater Coligny area.
- The research concerning social sustainability and placemaking in South Africa is limited to a South African perspective, thus only including South African national policy and legislative frameworks, thereby disregarding any international policy and legislation.
- The empirical investigation research is limited to 61 community participants that responded by virtue of completing and returning the closed structured questionnaire to the community informant.
- Limited research is done on social sustainability and the transformation of space from an urban planning perspective, thereby limiting literature with regards to this specific topic. The research done in this dissertation however aims to bridge the gap between social sustainability and the transformation of space.

1.7 Structure of research

This research is broadly divided into five main phases including the research methodology, literature review, empirical investigation, conclusions and recommendations, as captured accordingly. Figure 1-2 on the following page illustrates the conceptual structure of this dissertation.

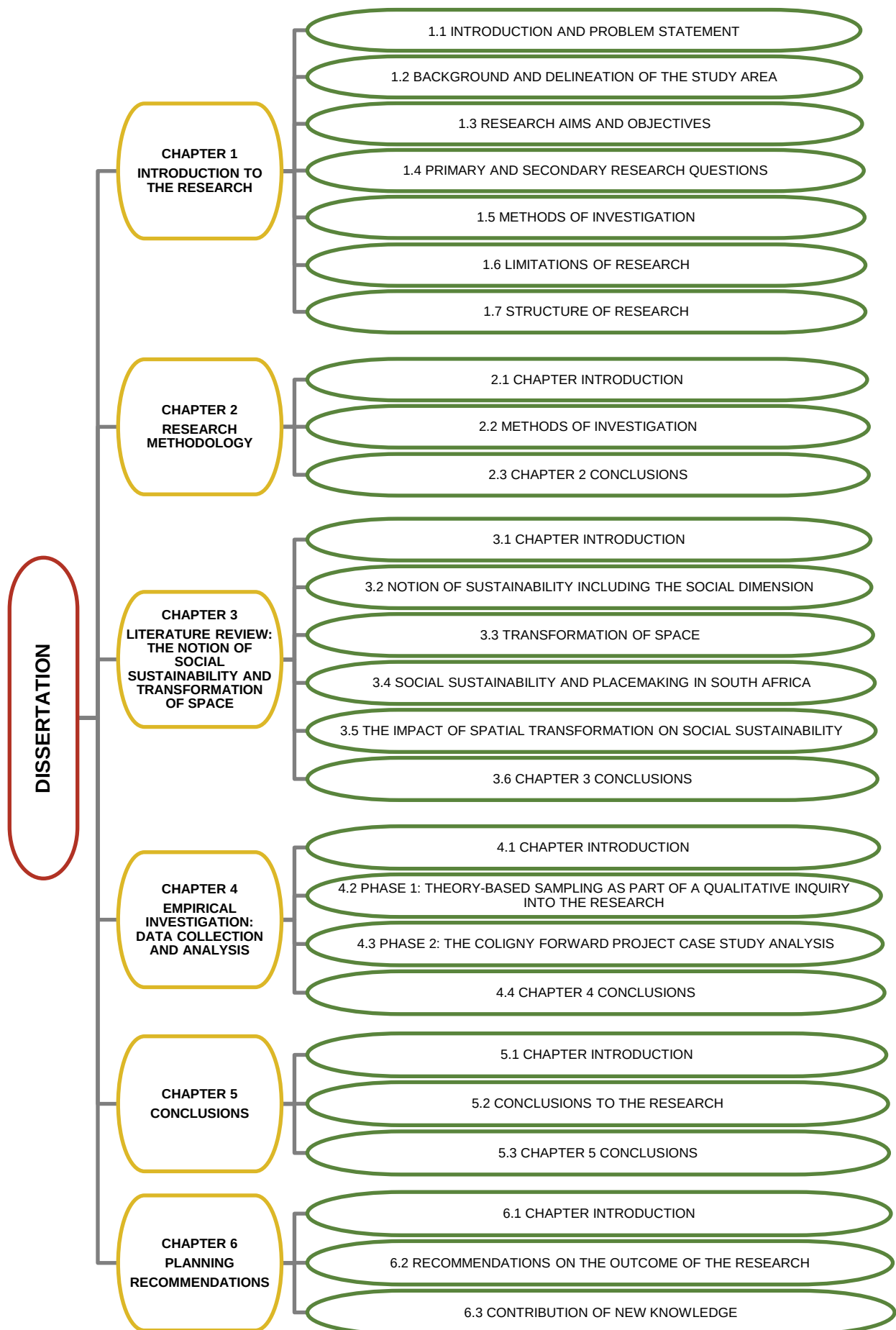


Figure 1-2: Conceptual structure of the research

Source: Own construction (2020)

Chapter 2 - Research methodology

This chapter thoroughly discusses the research methodology. The methodology that was used to conduct the literature review has been included in Subsection 2.2.1 and the methodology that was used to conduct the empirical investigation has been included in Subsection 2.2.2 accordingly.

Chapter 3 - Literature review: the notion of social sustainability and transformation of space

This chapter includes the entire literature review of the study. Chapter 3 has been divided into 6 main sections. Section 3.1 consists of the chapter introduction that includes the points of departure for the literature review in this dissertation. Section 3.2 elaborates on the notion of sustainability including the social dimension which further discusses social sustainability as a concept as well as a pillar of urban planning. Section 3.3 explores the transformation of space and further discusses topics such as the importance of transforming space from an urban planning perspective, the social perspective of urban planning and the notion of placemaking. Section 3.4 focusses on social sustainability and placemaking from a planning perspective in a South African context. Section 3.5 elaborates on the impact of spatial transformation on social sustainability and Section 3.6 consists of the chapter conclusion that includes concluding remarks with regards to the literature review of this research.

Chapter 4 - Empirical investigation: data collection and analysis

This chapter includes the entire empirical investigation of the study. Chapter 4 has been divided into 4 main sections. Section 4.1 consists of the chapter introduction that includes the points of departure for the empirical investigation of this study. Section 4.2 includes phase 1 of the empirical investigation which employs theory-based sampling as part of a qualitative inquiry into the research. Section 4.3 includes phase 2 of the empirical investigation which consists of the Coligny Forward project case study analysis incorporating quantitative approaches by means of collecting data through the process of closed structured questionnaires and statistically evaluating and interpreting the obtained data by means of cross-tabulations. Section 4.4 consists of the chapter conclusion that includes concluding remarks with regards to the empirical investigation of this research.

Chapter 5 - Conclusions

Chapter 5 is a summary of the findings that was gathered throughout the course of the research done. This chapter ensures that all research questions are answered and that all aims and

objectives of the research are met. Chapter 5 also plays a key role in aiding the linkage of the literature review to the empirical investigation.

Chapter 6 - Recommendations

With the literature review and empirical investigation complete, recommendations on the outcome of the research are made in Chapter 6. These recommendations are drawn from an urban planning perspective and are proposed so as to guide broader social sustainability objectives linked to transformation of space and placemaking projects. This research is also done to completely fulfil the main objective of reflecting on the transformation of space from a social sustainability perspective, especially focussing on the Coligny Forward project in South Africa which serves as a pilot study for other South African cities and towns in a quest to enhance overall social sustainability in South Africa.

CHAPTER 2 RESEARCH METHODOLOGY

2.1 Chapter introduction

According to Rajasekar *et al.* (2013:2) and the Western Sydney University (2020) research is considered as searching for solutions to social and scientific problems through systematic and objective analysis in order to find new and useful information on a specific topic. It is the exploration of information about matters that may lead to contributing to existing knowledge (O'Donnell, 2012; Rajasekar *et al.*, 2013:2). Practical and implementable solutions and suggestions are needed to tackle new problems that arise on a daily basis and researchers aid in discovering causes, solutions, applications and explanations for these problems (Rajasekar *et al.*, 2013:4). Research methodology is thus important because it is known as the systematic way to solve a problem (Jansen & Warren, 2020; Rajasekar *et al.*, 2013:5).

Research methodology is perceived as the science of studying how research is to be carried out (Rajasekar *et al.*, 2013:5). It is the procedures and techniques that researchers utilise to identify, select, describe, explain, process and analyse information with regards to a specific field of study (Rajasekar *et al.*, 2013:5; University of Witwatersrand, 2020). Rajasekar *et al.* (2013:5) state that it is necessary for researchers to design a methodology to ultimately provide information about the chosen problem and to aid in finding solutions.

This chapter will further elaborate on the research methodology that was used to conduct the literature review and empirical investigation of this study. The aim of this chapter is to explain the methods of investigation that were used to explore the under-researched topic of social sustainability and how it may be achieved or enhanced through space transformation initiatives and urban planning practices (c.f. 1.1) in order to fundamentally answer the primary research question as stated in Section 1.4 of this dissertation. Chapter 2 will discuss the procedures and techniques that were used to collect and analyse data for the purpose of this study. Figure 2-1 illustrates the conceptual structure of Chapter 2.

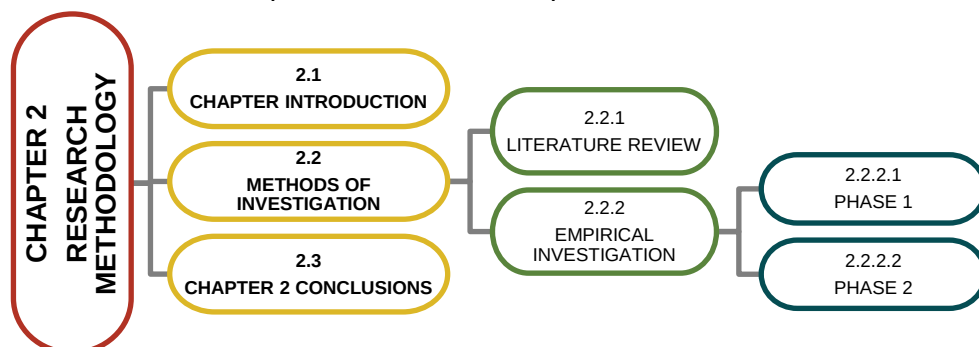


Figure 2-1: Conceptual structure of the research methodology

Source: Own construction (2020)

2.2 Methods of investigation

This section will be divided into two subsections namely literature review and empirical investigation to discuss the methods of investigation for each of the above separately and accordingly. The research that was conducted ultimately aimed to answer the research questions as mentioned in Chapter 1 (c.f. 1.4).

2.2.1 Literature review

A clear theoretical framework for the research should be established in the literature review according to Cohen *et al.* (2011:121). The nature and state of theoretical and empirical fields as well as important research into a particular topic should be included in a literature review (Cohen *et al.*, 2011:121). The reviewing of literature in this research comprises of one main chapter that is structured thematically. Jensen (2013) state that when organising literature thematically, sources that are used in the research are grouped and discussed according to themes, theoretical concepts, constructs, categories and key issues that are important to fully comprehend the research topic. The University of Southern California (2018) agrees with Jensen's (2013) statement by stating that a thematic literature review is organised around a theme or topic rather than the progression of time.

Chapter 3 of this study is a review of the literature and discussed various themes and theoretical constructs related to the research topic that served as a theoretical framework for the research. Chapter 3 focussed on four main sections namely the notion of sustainability including the social dimension (c.f. 3.2), the transformation of space (c.f. 3.3), social sustainability and placemaking in South Africa (c.f. 3.4) and the impact of spatial transformation on social sustainability (c.f. 3.5). The aim of Chapter 3 was to bridge the gap between social sustainability and the transformation of space by attempting to answer the secondary research questions of defining social sustainability from a planning perspective and how placemaking may contribute to the social sustainability agenda (c.f. 1.4).

Section 3.2 of the literature review included themes such as understanding the concept of social sustainability and social sustainability as a pillar of urban planning. This section of Chapter 3 mainly focussed on answering the research question of defining social sustainability from a planning perspective in order to identify whether social sustainability is gaining importance in broader urban planning approaches. This section also attempted to recognise social sustainability as a substantial objective for urban planners and related professionals to achieve.

Section 3.3 of the literature review further attempted to recognise the transformation of space, closely considering placemaking as an approach to urban planning, as a method to achieve or enhance social sustainability within cities and towns. This section aimed to answer the research question of how placemaking may contribute to the social sustainability agenda. Section 3.3 of the literature review included themes such as the importance of transforming space from an urban planning perspective, the social perspective of urban planning and the notion of placemaking that also incorporated related theoretical constructs and thematic concepts to better understand the research topic and answer the above-mentioned research question.

Section 3.4 of the literature review discussed social sustainability and placemaking from a planning perspective in a South African context. This section aimed at bridging the gap between social sustainability and the transformation of space specifically within the context of developing countries such as South Africa. South African policies and legislation(s) relevant to social sustainability and placemaking were included in this section to determine if different spheres of government and authorities within the country cater for the notion of social sustainability and placemaking. Further assumptions and comparisons may also be made with regards to the South African policies and legislation(s) that are relevant to social sustainability and placemaking.

Section 3.5 of the literature review further attempted to bridge the gap between social sustainability and the transformation of space by including final remarks regarding Chapter 3 and elaborating on the impact of spatial transformation on social sustainability.

In accordance, certain themes and topics that emerged from the literature review served as a theoretical foundation for the empirical investigation of this study in order to identify elements and establish criteria for achieving or enhancing social sustainability within cities and towns. These elements and criteria identified by means of theory-based sampling aided in constructing a closed structured questionnaire that was utilised to collect data for further analysis and evaluation within the empirical investigation of the research. The identification of elements and criteria by means of theory-based sampling as a research method will further be discussed in detail in the following subsection (c.f. 2.2.2).

2.2.2 Empirical investigation

The empirical investigation of this study comprises of one chapter (Chapter 4) that was divided into two phases. Phase 1 (c.f. 4.2) attempted to identify and establish criteria for possibly achieving or enhancing social sustainability within cities and towns by means of employing a theory-based sampling method. Phase 2 (c.f. 4.3) consisted of a case study analysis following a

quantitative approach through statistically interpreting data that was collected by means of a closed structured questionnaire focussing on the unique case of the Coligny Forward project in South Africa. These phases attempted to answer the following research questions (c.f. 1.4):

- What is the interface between transformation of space and social sustainability objectives?
- Did community perspectives change through the process of transformation of physical space as perceived in the Coligny Forward project?

2.2.2.1 Phase 1

Phase 1 of the empirical investigation employed theory-based sampling as part of a qualitative inquiry into placemaking as an approach to urban planning and the notion of social sustainability as a point of departure to identify elements and establish criteria for achieving or enhancing social sustainability within cities and towns. A reflection upon the literature that was provided in Chapter 3 enabled theory-based sampling as a research method which aided in the identification of elements and criteria that urban areas have to fulfil in order to be deemed socially sustainable. These identified elements and criteria also possibly aided in measuring the level of social sustainability within cities and towns as well as aided in concluding on the interface between transformation of space and social sustainability objectives. McKenzie (2004:17) is of opinion that projects attempting to enhance social sustainability has certain criteria that needs to be included. These projects must thus be considered as innovative as well as effective and should have renewable resources and the potential to be replicated (McKenzie, 2004:17). Selected projects should be able to serve as a basis for generating similar projects elsewhere (McKenzie, 2004:17).

Coyne (1997:628) state that when employing theory-based sampling as a research method, researchers need to select literature according to the needs of the specific study. The main objective of this research is to reflect on the transformation of space from a social sustainability perspective, especially focussing on the Coligny Forward project in South Africa which serves as a pilot study for other South African cities and towns in quest to enhance overall social sustainability in South Africa. Literature with regards to the notion of social sustainability and placemaking as an approach to urban planning was purposefully selected to serve as a basis for employing theory-based sampling as part of a qualitative inquiry into the research.

According to Cohen and Crabtree (2006) theory-based sampling is the process of selecting literature on the basis of representing important theoretical constructs. Suri (2011:69) agrees with Cohen and Crabtree (2006) by stating that theory-based sampling involves selecting cases or literature that represent important theoretical constructs about the topic of interest. This sampling approach has the goal of developing a good understanding of the dimensions of a concept across

a range of settings and conditions (Cohen & Crabtree, 2006). Cohen *et al.* (2011:161) is of opinion that theory-based sampling is considered as a qualitative research method where the researcher collects theoretical data then codes the data and analyses it. This analysis may also influence what data to collect next (Cohen *et al.*, 2011:161). Coyne (1997:625) agrees with Cohen *et al.* (2011:161) by stating that theory-based sampling is the process of data collection whereby the researcher collects, codes and analyses data at the same time in order to determine what data to further collect.

Trotter (2012:399) is of opinion that theory-based sampling as part of a qualitative inquiry into research allows for sampling and analysis to be linked to existing theoretical frameworks. Coyne (1997:625) is of opinion that the general procedure of theory-based sampling is to generate codes by means of comparing literature then use these codes to direct further data collection. Coyne (1997:626) state that theory-based sampling involves sampling to test, elaborate and refine a certain topic or category. Further sampling is then done to develop relationships and interrelationships between categories (Coyne, 1997:626). Researchers use theory-based sampling as a research method to systematically clarify, explain and refine the variations in concepts as well as different and similar meanings of concepts as it is found (Suri, 2011:69).

Employing theory-based sampling as part of a qualitative inquiry into research may guide or have an influence on questions to be asked in questionnaires and interviews for further data collection (Coyne, 1997:626). Theory-based sampling was thus employed in phase 1 of the empirical investigation as part of a qualitative inquiry into placemaking as an approach to urban planning and the notion of social sustainability. The theoretical constructs that related to these topics and emerged from the literature review was compared and re-coded in order to identify elements and establish criteria for the achievement or enhancement of social sustainability within cities and towns. Cohen *et al.* (2011:559) state that coding is a major feature of qualitative data analysis. A code is simply a label that researchers give to a piece of text that contains information and the same code is usually given to an item of text that state the same thing (Cohen *et al.*, 2011:559). Coding is the ascription of a category label to a piece of data or literature which enables researchers to identify similar information (Cohen *et al.*, 2011:559). These elements and criteria that were identified by means of theory-based sampling and re-coding were utilised to conduct a closed structured questionnaire to further collect and analyse data during phase 2 of the empirical investigation.

2.2.2.2 Phase 2

Phase 2 of the empirical investigation followed a case study research method. According to Cohen *et al.* (2011:289) case study research includes the study of an instance in action or is

perceived as the study of a particular case. The contexts of case studies are unique and dynamic as it investigates real-life unfolding interactions of events, human relationships and other factors in unique instances (Cohen *et al.*, 2011:289). Zainal (2007:1) is of opinion that case study research allows the exploration and comprehension of complex issues. The case study research method thus enables researchers to closely examine data within a particular context (Association of African Planning Schools, 2010:7; Zainal, 2007:1). The Association of African Planning Schools (2010:9) is of opinion that the real value of case study research is its capacity to display what has actually happened in a given setting and how it has happened.

The case study research method may be defined as an empirical inquiry that investigates a modern-day phenomenon within its real-life context (Cohen *et al.*, 2011:291; Willis, 2014:1; Zainal, 2007:2). The Association of African Planning Schools (2010:7) further defines case study research as the rigorous analysis of an individual unit, be it a person or a community, stressing developmental factors in relation to the environment. Case study research focuses on individuals or groups whilst seeking to understand the participants' perceptions of events (Cohen *et al.*, 2011:290). Cohen *et al.* (2011:291) state that case study research is advantageous as it includes observations and interviews with participants and strive to portray what it is like to be in a certain situation. Case study research attempts to catch, explore and investigate the reality of participants' lived experiences, thoughts and feelings with regards to a particular occurrence or event (Cohen *et al.*, 2011:290; Zainal, 2007:2).

The Association of African Planning Schools (2010:5) state that planning academics require tools and resources to engage with local and regional planning experiences and this may be obtained through doing research which leads to informing practice. The Association of African Planning Schools (2010:6) state that research approaches that emphasise the importance of local contexts as a factor that affects planning processes are needed and case study research may have a valuable role to play in analysing African planning systems. Case study research is said to be a well-suited method to analyse complex planning processes as it involves studying changes over time and emphasises the importance of regional and local contexts (Association of African Planning Schools, 2010:6). The case study research method allows for a deeper examination of context and a gradual understanding of African urban spaces and planning practice (Association of African Planning Schools, 2010:5). According to the Association of African Planning Schools (2010:5) practical and concrete knowledge gained from examining certain cases will significantly contribute to the body of research of African cities and towns and will provide material for further research and teaching.

Where events are limited to a single occurrence and in cases where no other cases are available for replication or comparison, researchers tend to adopt the single-case design method (Zainal,

2007:2). For the purpose of this study a single-case design was employed that focussed on the unique case of the Coligny Forward project. The main objective of this research is to reflect on the transformation of space from a social sustainability perspective, especially focussing on the Coligny Forward project in South Africa which serves as a pilot study for other South African cities and towns in quest to enhance overall social sustainability in South Africa. According to Crossman (2019) a pilot study is a preliminary small-scale study or project that is conducted in an attempt to identify best practices for conducting similar large-scale studies or projects.

According to Cohen *et al.* (2011:291) a single-case design may focus on a critical case, extreme case, unique case, representative case, revelatory case and longitudinal case. A single-case design gives researchers the opportunity to research a case heretofore unresearched or undocumented (Cohen *et al.*, 2011:291). This research explored the unique scientifically undocumented case of the Coligny Forward project, a space transformation initiative driven by the South Africa Day Group. The greater Coligny area was selected by the South African Day Group as a potential area where diverse urban planning practices might be incorporated to renovate and re-plan this area. It was intended as a quick space transformation project, planned between April 2018 and August 2018. The Association of African Planning Schools (2010:7) is of opinion that case study research involving the analysis of a single unit allows for the investigation of the effects that planning interventions have on a community, thereby also promoting the Coligny Forward project as an exemplary case for the purpose of this research.

Willis (2014:1) is of opinion that a case study should be a spatially bounded phenomenon that is intensively studied and observed over some restricted period of time or at a single point in time. According to Cohen *et al.* (2011:290) as well as Zainal (2007:1) case studies are set in geographical, institutional, organisational, temporal and other contexts that enable boundaries to be drawn around the case. For the purpose of this research boundaries were drawn around the greater Coligny area as selected by the South Africa Day Group and illustrated in Figure 1.1 in Chapter 1 (c.f. 1.2).

According to the Association of African Planning Schools (2010:5) case study research refers to a process in which a case is examined and analysed using research tools most appropriate to the study. The Association of African Planning Schools (2010:5) as well as Willis (2014:4) state that data collection and analytical methods may be qualitative or quantitative within case study research specifically relating to the single-case design method. The data collection and analytical methods chosen all depends on what best suits the specific research questions and type of case (Association of African Planning Schools, 2010:5). The Association of African Planning Schools (2010:5) further state that a potential data source within case study research includes quantitative surveys and questionnaires.

The research done in phase 2 of the empirical investigation thus followed a quantitative approach through statistically interpreting data that has been collected by means of a closed structured questionnaire (Cohen *et al.*, 2011:281-282) handed out to community members in the greater Coligny area by employing a convenience sampling method. Cohen *et al.* (2011:382) state that closed structured questionnaires are straight to the point and deliberately more focused. Closed structured questionnaires are useful in generating frequencies of response amenable to statistical analysis and these questionnaires also enable comparisons to be made across groups in the sample (Cohen *et al.*, 2011:282). Etikan *et al.* (2016:2) state that the convenience sampling method is a non-random type of sampling where the members of the population that are easily accessible, available and willing to participate are included for the purposes of the research. Cohen *et al.* (2011:155) is further of opinion that convenience sampling involves choosing the nearest individuals to serve as respondents or those who happen to be accessible at the time. Cohen *et al.* (2011:156) also state that a convenience sampling strategy may be selected when conducting case study research.

This research relied on popular sources for data collection pertaining to the selected case study, since no formal academic studies were previously conducted in the respective case study of the Coligny Forward project. The research thus evaluated, analysed and interpreted a range of popular sources, supported by a quantitative questionnaire compiled through data obtained from theory-based sampling and circulated amongst community members within the greater Coligny area.

The selection criteria to invite participants to take part in this study included: (i) their prolonged engagement in the area; (ii) their willingness and availability to participate in the study; (iii) their ability to communicate opinions and experiences in an articulate, reflective and expressive manner. The process of the data collection and engagement with the communities were solely conducted by a community informant, the researcher did not engage in the process. Cohen *et al.* (2011:232-233) state that a community informant or gatekeeper facilitates access and entry to the group being investigated and should also have knowledge about the society or group being studied. The questionnaire was handed out to community members after the Coligny Forward project has been completed in August 2018. An example of the closed structured questionnaire that was handed out to community members within the greater Coligny area is included in Annexure A of the research. Out of the total of 100 questionnaires that were handed out to the community members in the greater Coligny area, only 61 of the community participants responded by virtue of completing and returning the questionnaire to the community informant.

The structure of the closed structured questionnaire will now be explained. The questionnaire that was circulated amongst community members within the greater Coligny area consisted of 42 questions in total. The questionnaire was divided into two categories or sections. Question 1 to question 7 aimed to obtain demographic data and is perceived as the first category/section of the questionnaire. Question 8 to question 42 aimed to obtain data for the purpose of evaluating community perspectives within the greater Coligny area after the completion of the Coligny Forward project. Question 8 to question 42 is thus perceived as the second category/section of the questionnaire. The second category/section of the questionnaire aimed to obtain data through a rating scale of agreement and disagreement. Questions relating to the identified elements and established criteria of social sustainability and placemaking that may have been incorporated into the space transformation initiative, the Coligny Forward project, was included and participating respondents had to strongly disagree, disagree, agree or strongly agree with the questions asked. An example of the closed structure questionnaire is included in Annexure A of this dissertation as previously mentioned.

The data obtained from the questionnaires were statistically interpreted and compared by means of cross-tabulations to investigate whether community perspectives have changed through the process of transformation of physical space as perceived in the Coligny Forward project. Cohen *et al.* (2011:623) describes cross-tabulations as presentational devices whereby one variable is presented in relation to another. DeFranzo (2020) state that cross-tabulations are data tables that present the results of all respondents as well as sub-groups of respondents. Cross-tabulations enables the researcher to examine relationships within the data that may not be evident or apparent (DeFranzo, 2020).

The research process also followed the ethical guidelines relating to informed consent, which was granted by virtue of completing and returning the questionnaire to the community informant. According to Josephson and Smale (2020:2) the ethical conduct of research requires informed consent and voluntary participation of research participants. Josephson and Smale (2020:2) also state that Institutional Review Boards ensures that these ethical standards are met with regards to conducting research. Minimal risk was foreseen in the study due to the following reasons: (i) All participants were requested to sign informed consent forms. This entailed voluntary participation, confirmation of their anonymity, the fact that no remuneration for participating in the research was provided and that participants could withdraw at any stage of the research; (ii) The participants selected were not considered vulnerable participants. Gennet *et al.* (2015:925) define vulnerability as the incapability to protect one's own interest which includes people with mental disabilities, older frail persons, pregnant women, persons deprived of their liberty and socially or economically disadvantaged people; (iii) No sensitive questions were posed during the study -

only spatially related questions were asked; (iv) No research material i.e. photographs or video material of participants themselves were used/gathered - only data of buildings, streetscapes and visual presentations (spatial and spatial related data).

2.3 Chapter 2 conclusions

As stated in Chapter 1 of this dissertation (c.f. 1.3) the main objective of this research is to reflect on the transformation of space from a social sustainability perspective, especially focussing on the Coligny Forward project in South Africa which serves as a pilot study for other South African cities and towns in their quest to enhance overall social sustainability in South Africa.

Subordinate aims and objectives of the research include defining social sustainability from a planning perspective; to explore the notion of placemaking and how it might contribute to the social sustainability agenda; to reflect on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project; concluding on the interface between transformation of space and social sustainability objectives as well as proposing planning recommendations to guide broader social sustainability objectives linked to transformation of space and placemaking projects.

The research methods used were chosen to comply with the aims and objectives of the research as stated above in order to fundamentally aid in answering the research questions as stated in Chapter 1 (c.f. 1.4). The chosen research methodology as explained in Chapter 2 thus profusely suit the central purpose of this dissertation.

CHAPTER 3 LITERATURE REVIEW: THE NOTION OF SOCIAL SUSTAINABILITY AND TRANSFORMATION OF SPACE

3.1 Chapter introduction

Urban planning as a profession is known to be multidisciplinary (Fischler, 2012:110; Pinson 2004:503). It encompasses numerous aspects of design in general. According to Fischler (2012:109) urban planning is perceived as a design activity. The profession includes the designing of places for people as well as the designing of rules and regulations for future development (Fischler, 2012:109). In Behera's (2017:12) and Fishler's (2012:108) opinion it is the combination of science and utopia aiming to create ideal places for people to work, live, play and learn in.

Various normative theories in urban planning also deals with the question of how to create the ideal urban environment for people (Stein, 2003:4) that also offer many benefits to communities. Behera (2017:8) argues that cities and towns should be designed by the people, for the people. However, the process of planning and design has changed its approach during recent years with focus being placed on economic and environmental impacts, adapting to technological innovations and plans being based on projections, rather than taking into consideration social impacts and the role that people and communities have in designing and planning places, towns and cities (Behera, 2017:8). It is thus important to acknowledge that within the multidisciplinary nature of the planning profession, the aim should be to follow a holistic approach in the planning and design of places in order to create functional, liveable and sustainable environments for current and future generations. Ahlgren *et al.* (2018:27) claims that holistic urban planning requires the involvement of local people, experts and various stakeholders to achieve sustainable city development. Matthews (2018) state that throughout the rest of the 21st century, a more intense awareness of the future and what people need in order to live in a full satisfactory state, should become increasingly evident and apparent as well as emphasise the ongoing evolution of the urban planning sector.

Taking the above-mentioned statements into consideration, Chapter 3 will further elaborate on the notion of sustainability including the social dimension (c.f. 3.2). Social sustainability will then be explored to better comprehend this specific concept (c.f. 3.2.1) followed by a discussion on social sustainability as a pillar of urban planning (c.f. 3.2.2). The research will then continue to elaborate on the topic of transforming space (c.f. 3.3). The importance of transforming space from an urban planning perspective will be discussed (c.f. 3.3.1) followed by the social perspective of urban planning (c.f. 3.3.2). The notion of placemaking will then be explored (c.f. 3.3.3) including elaborations on the concept of space and place (c.f. 3.3.3.1) as well as the placemaking approach

as part of mainstream urban planning (c.f. 3.3.3.2). Section 3.4 will then explore social sustainability and placemaking from a planning perspective in a South African context whilst Section 3.5 will further elaborate on the impact of spatial transformation on social sustainability as part of final remarks regarding Chapter 3. The literature review attempts to recognise social sustainability as a broad planning objective whilst acknowledging the transformation of space as a method to achieve or enhance social sustainability within cities and towns. This research mainly focusses on answering the secondary research questions of defining social sustainability from an urban planning perspective and how the notion of placemaking may contribute to the social sustainability agenda.

Figure 3-1 illustrates the conceptual structure of Chapter 3 that will be utilised to conduct the literature review.

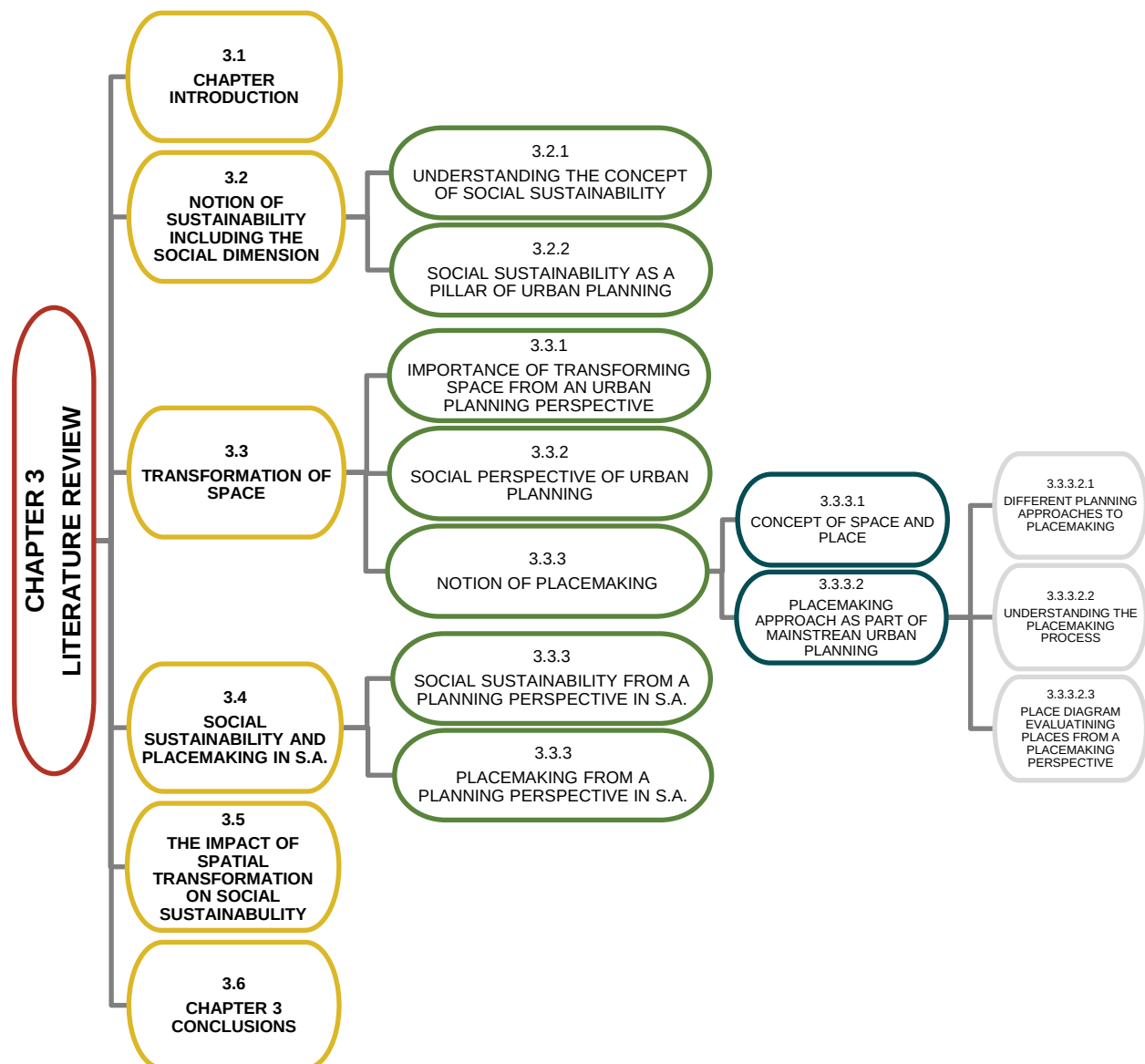


Figure 3-1: Conceptual structure of the literature review

Source: Own construction (2020)

3.2 The notion of sustainability including the social dimension

Sustainability and the synonymous term sustainable development has been a widely discussed international topic since the publication of the Brundtland Commission's Report on global environment and development in 1987 (Johnston *et al.*, 2007:60; Redclift, 2005:212). The generally accepted definition of sustainable development according to the Brundtland Commission's Report is described as development being capable of meeting the needs of current generations and enabling people to live healthy and secure lives without destroying the environment and compromising the welfare of future generations (Johnston *et al.*, 2007:60; McKenzie, 2004:2; Moser, 2009:351; Redclift, 2005:213).

According to the UN DESA (2011) sustainable development consist of three main pillars namely the economic pillar, environmental pillar and social pillar. Johnston *et al.* (2007:61) is of opinion that the notion of sustainability adequately captures aspects of environmental, economic and societal elements accordingly. The UN DESA (2011) as well as Davidson (2010:878) argues that the social pillar of sustainability is considered as less important and least examined, but Ghavampour and Vale (2019:196) state that the underlying problem with approaches to sustainable development is the dependence on only natural and economic issues, thereby lacking emotion and disregarding the citizen. Moser (2009:351) state that in addressing the quality of life in the framework of sustainability and acting on concern of the well-being of citizens, it is fundamental to not only take into consideration the effects of environmental and economic features, but also consider the relationship people have to physical surroundings in order to facilitate social development.

Although a clear social directive has originally been included in the notion of sustainability, this human dimension has been previously ignored amidst references to sustainable development and in failing to generate meaningful change, a renewed interest in social sustainability and various aspects thereof emerged (McKenzie, 2004:6; Vallance *et al.*, 2011:342). The following subsections will further elaborate on understanding the concept of social sustainability (c.f. 3.2.1) and social sustainability as a pillar of urban planning (c.f. 3.2.2) in order to better define social sustainability from a planning perspective and to comprehend how social sustainability is gaining importance within broader urban planning approaches.

3.2.1 Understanding the concept of social sustainability

Bramley and Power (2009:32) as well as Dempsey *et al.* (2009:290) state that there is limited literature specifically focussing on social sustainability. Literature with regards to social sustainability and related concepts have also been described as fragmented plus insufficient

according to Parra (2013:142) and Woodcraft (2012:30). Eizenberg and Jabareen (2017:1) as well as Peltonen (2019) state that the lack of research with regards to social sustainability and related topics may be because of the notion and concept being complex, difficult to comprehend and often very subjective. Although the sustainable development agenda emphasises the importance of social sustainability, there has been limited research defining social sustainability within a built environment context and little agreement as to what this notion completely entails conceptually as well as practically (Bramley *et al.*, 2006:3; Bramley & Power, 2009:31; Dave, 2011:190; Dempsey *et al.*, 2009:289; Stender & Walter, 2019:589; Woodcraft, 2012:31).

Palich and Edmonds (2013:3) as well as Parra (2013:142) and Peltonen (2019) agree that in addition to the environmental and economic dimension of sustainable development, there is also a social dimension present that is often neglected in discussions associated with sustainability. Sustainable development should however not only be respectful to the environment but should recognise and improve the well-being of human individuals (Moser, 2009:351), therefore placing emphasis on the social pillar of sustainability. Peltonen (2019) is of opinion that more attention is being given to the environmental dimension with regards to climate change but profusely agrees with Eizenberg and Jabareen (2017:1) that no sustainable development goals can be achieved without a social viewpoint and development only taking the environment and economy into consideration cannot be sustainable. Promoting the social welfare of humans requires exploring beyond environmental and economic features. People's overall relationship with the environment has to be considered in order to enhance human well-being (Moser, 2009:351) and relatedly social sustainability.

Dempsey *et al.* (2009:290) as well as Palich and Edmonds (2013:2) is of opinion that there is little theoretical debate with regards to defining social sustainability. Social sustainability is neither absolute nor constant but is rather considered as a dynamic concept that will change over time and will differ from place to place (Dempsey *et al.*, 2009:292). According to Woodcraft (2012:31) literature with regards to social sustainability identified various conflicting interpretations of this term, presenting a broad range of philosophical, practical and political issues. Eizenberg and Jabareen (2017:2) agree with Stender and Walter (2019:598) that social sustainability lacks a coherent, clear and usable definition. Parra (2013:145) as well as Stender and Walter (2019:599) suggest that social sustainability has a normative and analytical meaning which emphasises the importance to further theorise and define this complex multidimensional concept.

A variety of literature however describes and defines social sustainability as follows:

Social sustainability is considered as development or growth that is compatible with the harmonious evolution of civil society, fostering an environment conducive to the compatible cohabitation of socially and culturally diverse groups while simultaneously encouraging social integration and aiming to improve the quality of life for all (Bramley *et al.*, 2006:3; Bramley & Power, 2009:31; Dave, 2011:190; Davidson, 2010:873; Stren & Polèse, 2001:15; Yildiz *et al.*, 2020:2).

Davidson (2010:874) further defines social sustainability as the ability of societies to resist internal forces of decay while reproducing and maintaining social, cultural and institutional conditions necessary for healthy social relations to thrive. Bramley and Power (2009:31) together with Davidson (2010:873) state that social sustainability may also be described as the continuing ability of cities to function as long-term viable settings for human interaction, communication and cultural development. According to McKenzie (2004:12) social sustainability may be characterised and viewed as a life-enhancing condition within communities as well as a process that may achieve that condition. It is perceived as a positive condition marked by a strong sense of social cohesion and access to key services (McKenzie, 2004:15). Social sustainability according to Dempsey *et al.* (2009:290) is a wide-ranging and multidimensional concept focussing on the social goals of sustainable development. This notion strives to confront risk while addressing social concerns (Eizenberg & Jabareen, 2017:1).

Social sustainability further refers to institutions and policies that aim to integrate diverse groups and cultural practices in an unbiased and equitable manner (Stren & Polèse, 2001:3), but may also literally be interpreted as the ability to maintain society (Woodcraft, 2012:31). As a complex and general term, this requires a set of social structures and relationships that are maintainable for at least over more than one generation, but with continuous changes taking place in the forms of social organisation, it becomes an immense challenge to try and maintain society and achieve socially sustainable outcomes (Stilwell, 2000:206).

It may be argued that the underlying premise of social sustainability and related concepts is that individuals need to work together and interact with each other in order for societies to be socially sustained (Bramley & Power, 2009:32). McKenzie (2004:18) state that social sustainability may be enhanced when certain processes, structures and relationships actively support current and future generations to create healthy and liveable communities that promote a good quality of life. Stender and Walter (2019:598) is of opinion that social sustainability seems to be an exceedingly relevant framework for improving quality of life and promoting social relationships as well as involvement of communities within surrounding cities and towns.

Some literature suggest that social sustainability further includes two focal dimensions namely social equity and the sustainability of communities (Atanda, 2019:238; Dave, 2011:190; Dempsey *et al.*, 2009:289; Stender & Walter, 2019:599). Social equity includes access to opportunities and services, while sustainability of communities includes several sub-dimensions such as neighbourhood attachment, social interaction, sense of safety, perceived quality of the local environment and participation in community activities (Dave, 2011:190). These two main dimensions further link with other concepts such as social capital, social cohesion and social inclusion/exclusion that are widely used terms when referring to social sustainability (Dave, 2011:190; Woodcraft, 2012:31). Together these dimensions affect the quality of life, social integration and cohesion of various portions of society and have therefore been considered as key aspects of social sustainability (Atanda, 2019:238; Dave, 2011:190;).

According to Eizenberg and Jabareen (2017:11) as well as Atanda (2019:238) and Yildiz *et al.* (2020:2) a conceptual framework for social sustainability exists and this framework consists of four interrelated concepts namely equity, eco-prosumption, safety and urban form as illustrated in Figure 3-2 below. Each of these four concepts perform a specific function within the social sustainability framework and the ontological approach of this framework provides further theoretical contributions for social sustainability research and practice (Eizenberg & Jabareen, 2017:11).



Figure 3-2: Four interrelated concepts of social sustainability

Source: Adapted from Eizenberg and Jabareen (2017:11)

In conclusion to this subsection (c.f. 3.2.1) these four interrelated concepts of social sustainability will further be discussed in Table 3-1 for clarification purposes and to better comprehend the

social sustainability framework. Table 3-1 outlines the conceptual framework of social sustainability and its key concepts including the theoretical premise of each concept individually.

Table 3-1: Four interrelated concepts of social sustainability including individual theoretical premises

CONCEPTS	THEORETICAL PREMISE
EQUITY	The concept of equity aims to prevent policies that are not equal and to promote community involvement in the production of space (Eizenberg & Jabareen, 2017:11). It intends to reduce alienation and enhance place attachment as well as a sense of community (Eizenberg & Jabareen, 2017:11). Equity promotes policies that are just and lessen inequality to reduce alienation and foster the development of feasible objectives (Atanda, 2019:242; Eizenberg & Jabareen, 2017:12; Stender & Walter, 2019:599).
ECO-PROSUMPTION	Eco-prosumption is the responsibility of people to reduce risk and help mitigate global and local efforts (Eizenberg & Jabareen, 2017:12). This concept refers to ways of producing, consuming and gaining values towards social and environmental responsibilities (Eizenberg & Jabareen, 2017:12).
SAFETY	The concept of safety and the related idea of risk is the ontological foundation of social sustainability (Eizenberg & Jabareen, 2017:12). It refers to the right to be safe and the adoption of security and adaptation measures to prevent future casualties and harm (Eizenberg & Jabareen, 2017:12; Yildiz <i>et al.</i> , 2020:2). Safety and security are fundamental requirements for social sustainability (Eizenberg & Jabareen, 2017:12).
URBAN FORM	Sustainable urban forms are the physical dimensions of socially desired physical forms (Eizenberg & Jabareen, 2017:12). A desired physical form should promote a sense of safety, community, place attachment and health amongst other objectives (Eizenberg & Jabareen, 2017:12; Yildiz <i>et al.</i> , 2020:3). Physical urban form is fundamental to consider when aiming to achieve social sustainability, safety and other related agendas (Eizenberg & Jabareen, 2017:12; Yildiz <i>et al.</i> , 2020:3).

Source: Own construction (2020) based on Atanda (2019:242); Eizenberg and Jabareen (2017:12); Stender and Walter (2019:599) and Yildiz (2020:2-3)

3.2.2 Social sustainability as a pillar of urban planning

The role of cities and the related idea of urban planning has become more prominent in sustainability discussions due to continuous growing urban populations (Dempsey *et al.*, 2009:290). Sustainable development is a broad term that has been very influential on the urban planning profession and this has become an overarching goal for urban planners (Bramley & Power, 2009:30; Dempsey *et al.*, 2009:289). Peltonen (2019) state that sustainable development may also be studied from a social sustainability perspective which is considered as a speciality of urban planning scholars, thereby indicating the importance of social sustainability as a pillar of urban planning.

According to Campbell (1996:305) one of the key roles of urban planners are to promote a substantive vision of sustainable development whilst dealing with several planning conflicts. Bramley *et al.* (2006:2) is of opinion that sustainable development embraces the need for equity because future urban planning and development ought to provide for forms of social organisation. Although the social dimension of sustainability may be neglected, it is widely agreed to be considered important and may be perceived as an emerging field of urban planning (Bramley *et al.*, 2006:2; Palich & Edmonds, 2013:3; Woodcraft, 2012:29). This pillar of sustainability however only received vague attention within planning policies, regulations, practice and research according to Palich and Edmonds (2013:3) as well as Woodcraft (2012:29).

As mentioned in the introductory chapter (c.f. 1.1) of this dissertation some literature may refer to the concept of social sustainability but little to no research deliberates on how social sustainability may be implemented and enhanced through urban planning practices in order to create socially sustainable places (McKenzie, 2004:14; Palich & Edmonds, 2013:3). While there is a need for a more thorough approach to defining and theorising social sustainability, there is also a need for research that pays closer attention to discussions on the notion of social sustainability and how it is deployed in different planning practices (Woodcraft, 2012:30). It is necessary to comprehend how social sustainability may be translated by various actors and how this concept is used to justify certain decisions about planning interventions and investments in the material and social milieu of cities and towns (Woodcraft, 2012:30).

To fully comprehend how environmental surroundings and urban planning may physically support social sustainability, it is of utmost importance to analyse the reciprocal relationship between people and the places they share (Calvo & De Rosa, 2017:1705). Moser (2009:351) state that social sustainability may be facilitated through people's overall well-being and place attachment. In an urban planning context, the life space and physical environment of people should serve various functions, provide safety and facilitate different sorts of social development (Moser,

2009:351). Sustainable development and the related idea of social sustainability have to be understood as a spatial concept because it is grounded in the material circumstances of people and place (Parra, 2013:145). Palich and Edmonds (2013:1) state that social sustainability is as much about the process as it is about the outcome and the design of physical places are crucial taking into consideration the physical outcomes that needs to be integrated with social infrastructure systems. Design decisions that recognise the importance of supporting the development of social infrastructure are critical for the creation of socially sustainable outcomes (Palich & Edmons, 2013:3).

Davidson (2010:878) is of opinion that academic literature with regards to social sustainability have been concerned with making urban communities more sustainable. According to Palich and Edmonds (2013:2) social sustainability has to ensure the sustenance of social relations within healthy communities and this means that physical, social and cultural places, supporting people's overall well-being and encouraging a sense of community, have to be created within the built environment. To achieve and maintain social sustainability involves a process of engagement with the community and people inhabiting the above-mentioned places (Palich & Edmonds, 2013:2).

Woodcraft (2012:33) claims that cities and communities need to be created where people are able to live and move in. This requires paying closer attention to social problems that may be addressed through the application of social sustainability as a framework in urban planning (Woodcraft, 2012:32). Applying social sustainability to planning practice will lead to opportunities for rethinking linkages between social experiences and urban development (Woodcraft, 2012:32). Palich and Edmonds (2013:2) state that with regards to urban development, urban planners are well-placed to participate and contribute to the process of achieving social sustainability. Urban planners together with related experts may impact the population's capacity to achieve social sustainability through design led public engagement that is considered as a crucial contributing factor to people's sense of connection to the community (Palich & Edmonds, 2013:2).

Bramley and Power (2009:31) argue that sustainability, including its social dimension, is central to current and upcoming urban planning policies insinuating that social sustainability may be perceived as a goal to achieve through various urban planning practices and initiatives. McKenzie (2004:13) is also of opinion that social sustainability may be described as a currently existing positive condition or a goal that remains to be achieved. According to Woodcraft (2012:29) the concept of social sustainability is being used by governments, public agencies, policy makers, non-governmental organisations and other corporations to frame decisions about urban development and planning in reaction upon achieving sustainability goals and promoting resilient cities.

Eizenberg and Jabareen (2017:3) associates social sustainability outcomes with urban planning principles. This leads to a rising and renewed interest in the potential of social sustainability among built environment practitioners according to Vallance *et al.* (2011:342) and Woodcraft (2012:31). Diverse stakeholders are thus becoming involved in various urban planning initiatives and practices where social sustainability may be incorporated with specific focus being placed on the social outcomes of development (Vallance *et al.*, 2011:342). The inclusion of meaningful social sustainability targets within urban developments are long overdue according to Palich and Edmonds (2013:3) and a radical application of social sustainability may also bring forth new opportunities for further debate in urban planning practices and research according to Woodcraft (2012:32).

Social sustainability as a pillar of urban planning considers the city as a backdrop for meaningful and lasting social relations that meet the social needs of current and future generations (Davidson, 2010:874; Stender & Walter, 2019:599). Socially sustainable cities and communities are marked by vitality, cohesion, diversity, equitableness, connectedness, good life quality and sense of place among the city residents (Davidson, 2010:876; McKenzie, 2004:18; Stender & Walter, 2019:599). These cities are also characterised by lacking in intergroup conflict, spatial segregation and political instability (Davidson, 2010:874). The statements mentioned above stress the importance of recognising a relationship between social, material and natural realms within cities and towns, which is still perceived as a concern for planning professionals and related expertise (Woodcraft, 2012:32). Taking these statements into consideration, it may be assumed that the social dimension of sustainable development is considered as important within the built environment and therefore social sustainability may further be considered as a previously neglected but increasingly important pillar of urban planning.

The following section (c.f. 3.3), building upon the previous section (c.f. 3.2), will elaborate on the transformation of space as a possible method to achieve or enhance social sustainability within cities and towns and will also aim to answer the secondary research question of how placemaking may contribute to the social sustainability agenda.

3.3 Transformation of space

The concept of transforming space may be defined as a spatially and socially rooted process where a series of practices are interrelated to purposefully change the form, substance and dimension of urban space in order to reflect the principles of an impartial social order (South African Cities Network, 2016:58; Williams, 2000:171).

According to Harrison and Dourish (2006:1) as well as Grenni *et al.* (2020:414) the structure and transformation of space moulds and shapes people's actions and interactions. Physical spaces are structured according to uses and needs for interaction (Brand, 2009:2; Harrison & Dourish, 2006:1). Many designers and built environment practitioners use the notion of transforming space and spatial organisation to facilitate and structure human interaction (Harrison & Dourish, 2006:1). The research that will be done in this section (c.f. 3.3) is concerned with the relationship between space, place and social interaction. It will be explored how people's interaction within spaces may help to transform it into jointly experienced, meaningful and memorable places that may possibly aid in the enhancement of social sustainability.

The following subsections will thus attempt to further explain the notion of transforming space. Subsection 3.3.1 will describe the importance of transforming space from an urban planning perspective. The social perspective of urban planning will then be studied (c.f. 3.3.2) followed by a discussion on the notion of placemaking (c.f. 3.3.3). Subsection 3.3.3 will then further include discussions on the concept of space and place (c.f. 3.3.3.1) and the placemaking approach as part of mainstream urban planning (c.f. 3.3.3.2). Section 3.3 attempts to answer the secondary research question of how placemaking may contribute to the social sustainability agenda.

3.3.1 The importance of transforming space from an urban planning perspective

Urban planning is perceived as the process of physical and symbolic transformation of space through unique projects and associated strategies (Boland, 2013:254). Short *et al.* (1993:209) state that spatial transformation is more than just rearranging physical space, it represents a new way of how the transforming city or town may be perceived. To transform space is an attempt to reinforce change, thereby challenging the social and political meaning of the involved city or town (Short *et al.*, 1993:209). South African Cities Network (2016:59) is of opinion that the transformation of space might be a flowing multidimensional process of change that is project directed and plan oriented. It is clear that spatial transformation may be a complex concept to comprehend with a paucity of literature on this subject (South African Cities Network, 2016:58). The transformation of space does not only include the rearrangement of physical space, it is also perceived as a process of change that should be managed by an integrated group of professionals in cooperation with the involved community where spatial transformation may occur (South African Cities Network, 2016:58).

Cities and towns are perceived as multidimensional objects resulting in the involvement of various science representatives studying the transformation of urban space and considering it from different angles (Hoblyk, 2013:275-276). Development is a sequential process of change (Nordtveit, 2010:110) where new demands of city and town inhabitants emerge, giving rise to the

transformation of space (Hoblyk, 2013:274). It is natural that urban planners, amongst other professionals, continually face new problems with regards to effective design solutions for urban development having limited resources available to fully satisfy the needs and expectations of the population (Hoblyk, 2013:274). Residents of cities and towns experience a high quality of life in sustainable, inclusive, productive and well-managed urban environments (Moser, 2009:351; South African Cities Network, 2016:59). The transformation of space, however, may be considered as equivalent to the living experience of city dwellers according to South African Cities Network (2016:59). South African Cities Network (2016:78) also argues that in order to transform the physical space of cities and towns, the movement of people and how people experience various areas should be the most important focus of built environment practitioners and private investors.

Williams (2000:169) state that the concept of transforming space is central to social change. The process of spatial transformation requires reprioritising planning issues to resolve existing problems (Williams, 2000:172). Williams (2000:173-174) also argues that the transformation of space should be managed in a coordinated manner that is a fluid, open-ended, multi-levelled, practice driven and programmatically oriented process of change aimed at achieving sustainable results. Hoblyk (2013:276) is of opinion that the observation of city growth and transformation of urban space allowed to identify important regularities of development which contributed to the basis of the spatial organisation theory. According to Boland (2013:251) urban planning may aid in delivering spatial changes that is contributory to the physical and symbolic re-imaging and transformation of cities and towns. The process of transforming space suggest that spatial change should be facilitated by the effective coordination between civil services, planning authorities and other organisations involving the physical environment (Williams, 2000:189). The above-mentioned statements confirm that spatial transformation, being a multidimensional process, should be considered as important and must further be included in urban planning practices.

The concept of transforming space allows the construction and use of a planning approach that recognises the need for an integrated and multidimensional solution to social difficulties (Williams, 2000:190). With spatial transformation being perceived as a multidimensional process of change considering the rearrangement of the physical built environment, it is important to take into consideration that the notion of placemaking may play an integral role in promoting the actual transformation of space. The concept of placemaking may be regarded as an approach to urban planning which aims to strengthen the connection between people and places (Ahlgren *et al.*, 2018:22; Project for Public Spaces, 2007). Ahlgren *et al.* (2018:22) and Project for Public Spaces (2007) is of opinion that placemaking also promotes creative patterns of use particularly focusing on the physical, cultural and social identities that define a certain place.

The following subsection (c.f. 3.3.2) will provide a discussion on the social perspective of urban planning to serve as a foundation for comprehending the importance of placemaking in broader urban planning practices and how this approach may aid in enhancing social sustainability in certain areas. Subsection 3.3.3 will then elaborate on the notion of placemaking and related concepts as method of support to achieve better sustainable city development outcomes.

3.3.2 Social perspective of urban planning

Continuous changes are taking place in society. Within any given setting, the urban planning profession must constantly be reinvented to keep up with these changing circumstances (Friedmann, 2005:29; Reimer, 2013:4653). Modern societies are becoming more dynamic because of these changes taking place and the urban environment must reflect upon people's desires and needs in order to create the ideal place. Cilliers and Timmermans (2014:427) as well as Myrick (2011) is of the opinion that in order to create lively places, planners need to focus on people and associated social networks. The conventional method of planning should change to a more controversial planning process focussing on people and the life within cities and spaces (Cilliers & Timmermans, 2014:427). A crucial need to create inviting places for people are arising and the necessities and behavioural patterns of people should now be taken into consideration more than ever (Cilliers & Timmermans, 2014:427).

Behera (2017:5) mentions that continuous interactions between people and the built environment should serve as a foundation for design in the urban realm. These interactions lead to a space transforming into a place, thereby adding an additional dimension to the collaborative nature of urban planning in order to cater for human use (Behera, 2017:5). Chudoba (2014:80) and Wesener *et al.* (2020:2) is of the opinion that it is imperative to consider people's behaviours, needs and aspirations while planning the built environment because it creates a link between the spaces people move in and the inner world of human comprehension. Matthews (2018) state that an important part of urban planning involves understanding what people need to accordingly live a happy life, while taking into account buildings and structures that will inevitably have to be accommodated.

The collection of physical sites and buildings as well as the social activities and cultural practices animating places may aid in transforming people's perspectives and views with regards to the cities and towns fostering these places (Ecklu, 2015). Naik *et al.* (2015:3) state that human life is shaped by the built environment, but society also directs changes in the physical built environment. It is thus evident that a co-evolution exists between the physical appearance of the built environment and its social structure (Naik *et al.*, 2015:1). The above-mentioned statements stress the importance of urban planning in supporting and cultivating social cohesion as well as

physically planning the built environment taking people into consideration and attempting to improve social sustainability within cities and towns.

According to Behera (2017:8) cities and towns belong to everyone and spaces within these settings are underutilised yet perceived as valuable assets. A unique identity is created by people who inhabit and use certain spaces and this identity may be enhanced through channelling the creativity of people into these said spaces (Ecklu, 2015). Ecklu (2015) mentions that people respond to surrounding environments and through recognising the creative and emotional side of the public realm, communities may be generated. A diverse community may be created through bringing people closer together, promoting civic identity and enhancing economic growth if these spaces are developed in the correct manner with planning for people being the core focus (Behera, 2017:8). Naik *et al.* (2015:3) and Myrick (2011) argue that planned, aesthetically pleasing spaces and environments give rise to better instructed inhabitants that is filled with civic pride, thereby emphasising the role that urban planning plays in producing lively places and enhancing community development as well as social sustainability.

Chudoba (2014:76) state that it is important to obtain an integrated understanding from both citizens and built environment practitioners of what kind of living environments cities and towns should be. Behera (2017:5) and Ecklu (2015) is of the opinion that people make a city and urban planners and related professions should accommodate and adapt plans for the people, not for buildings and vehicles. To plan for people the planning processes should include a combination of efforts and influences from various individuals with public participation gaining importance in these processes (Chudoba, 2014:76). According to Heller and Adams (2009:18) as well as Ellery and Ellery (2019: 239) people have a right to be included in the decision-making process of how the places they inhabit will be developed. Actual sustainable change will not take place if local people are not involved from the start (Heller & Adams, 2009:18). With that statement made, it is important to consider that a community will function better and be more sustainable if the basic social needs of residents are met (Heller & Adams, 2009:18).

The quality of the urban environment has a remarkable impact on the physical and mental health of communities (Heller & Adams, 2009:18). Cilliers and Timmermans (2014:416) took note of the physical environment being more than just an influencing factor in the behaviour of people. It is also perceived as a setting where personal relationships are rooted (Cilliers & Timmermans, 2014:416; Slater, 2018:21). Altman (cited by Cilliers & Timmermans, 2014:416) and Slater (2018:21) suggest people do not just exist within physical environments, people attach meaning to it through interactions taking place. It is through connecting with each other that people assign meaning to the environment (Ghavampour & Vale, 2019:203). This encourages and promotes

social support within cities and towns thereby enhancing quality of life and relatedly social sustainability.

Social support, referring to functions performed for a distressed individual by significant others such as relatives, friends, co-workers and neighbours (Thoits, 1986:417), is a crucial element in the creation of sustainable communities as community life are sustained through strong social networks (Cilliers & Timmermans, 2014:416). Karacor (2014:254) as well as Myrick (2011) reasons that the social life within spaces may contribute to the quality of life of individuals and in creating physical places that facilitate community engagement and interaction, lively communities may be shaped through the production of these places. Placemaking as a modern and holistic approach to urban planning (Ahlgren *et al.*, 2018:25) focusses on the creation of lively places for people, thus shifting towards a more social-oriented strategy, promoting the involvement of communities and facilitating interactions between individuals (Cilliers & Timmermans, 2014:416; Myrick, 2011). Taking the above-mentioned statements into consideration it is possible that the placemaking approach to urban planning may further aid in enhancing social sustainability within cities and towns.

Palich and Edmonds (2013:2) state that the way cities and towns are planned, built and organised may enhance or hinder social connections. It is thus important to consider social sustainability when planning for people. According to Heller and Adams (2009:18) a socially sustainable place enables people and communities to achieve full potential and the physical forms and layouts do not discourage this but promotes it. Social sustainability ensures the sustenance of various social relations that exist within healthy communities (Palich & Edmonds, 2013:2). Within the built environment, social sustainability relates to the creation of physical, cultural and social places that support the well-being of people who inhabit these places (Palich & Edmonds, 2013:2). This encourages a sense of community and involves the process of engaging with people to maintain this pillar of sustainability (Palich & Edmonds, 2013:2). Heller and Adams (2009:18) is of the opinion that social sustainability, better understood as an ongoing and evolving process rather than a condition, is globally recognised as the preferred framework through which physical, environmental and social factors inform urban planning and design processes.

Urban planners are vitally important role-players in the urban development process and may contribute to the enhancement of social sustainability (Palich & Edmonds, 2013:2). A central contributing factor to people's sense of connection to the community involves design led public engagement to achieve socially sustainable goals (Palich & Edmonds, 2013:2). To achieve social sustainability place-based design that engages with the local community is essential (Ghavampour & Vale, 2019:203). The urban planning approach of placemaking encourages design led public engagement throughout the entire process, thereby stating that placemaking as

an approach to urban planning may assist in achieving socially sustainable outcomes when planning for people. Karacor (2014:255) confirms this statement through claiming that the placemaking approach certainly do promote and contribute to the development of social sustainability.

Karacor (2014:254) proclaims that urban planning shapes the environment with aesthetical arrangements which facilitate social interaction. This improves the perception of quality of life and contributes to the placemaking approach (Karacor, 2014:254). Placemaking is truthfully a holistic approach to urban planning that aims to improve the physical environment and seeks to equally recognise economic, environmental and social characteristics in the development and reinvention of cities and towns (Heller & Adams, 2009:18; Karacor, 2014:255). Through improving the physical environment, overall quality of life and well-being may be influenced positively (Karacor, 2014:255). The placemaking approach pursues the engendering of a sense of place, that is key to the well-being of people, through designing places that aims to contribute to community engagement and inclusion (Heller & Adams, 2009:18).

Placemaking, however, is not only the physical construction and maintenance of places, it takes into account the quality of relationships between people and places (Ghavampour & Vale, 2019: 198; Karacor, 2014:255). Good planning and design thus have to be sensitive to human relationships for placemaking to be perfect (Karacor, 2014:255). As such, successful placemaking may be achieved through integrating urban planning and design with social planning disciplines to create project masterplans and strategic development frameworks (Heller & Adams, 2009:19). Heller and Adams (2009:19) state that the cornerstone of successful placemaking is to follow a true multidisciplinary and holistic approach with regards to planning for people.

Ahlgren *et al.* (2018:4) state that a city or town should be planned with respect to people's everyday lives. It is essential that places within towns and cities connect people to individual and collective identities to achieve socially sustainable urban development outcomes (Ahlgren *et al.*, 2018:4). Good connections support social cohesion, it enables social interaction and make places vibrant (Ahlgren *et al.*, 2018:4). Spaces planned as well as designed with care and with people's perspective taken into consideration improves people's well-being (Ahlgren *et al.*, 2018:4). With regards to the statements made above, it is important to take into account and acknowledge the important role of urban planning and placemaking in the process of planning for people and enhancing social sustainability within built environments.

The understanding of the social perspective of urban planning serves as a basis for the rationale behind the notion of placemaking. The following subsection (c.f. 3.3.3) will further explain the notion of placemaking and relatedly the concept of space and place (c.f. 3.3.3.1) as well as the

placemaking approach as part of mainstream urban planning (c.f. 3.3.3.2) so as to ultimately comprehend how placemaking may contribute to the social sustainability agenda.

3.3.3 The notion of placemaking

Placemaking is an all-embracing idea and a hands-on approach to urban planning, seeking to strengthen connections between people and places for the overall improvement of a neighbourhood, city or region (Ahlgren *et al.*, 2018:22; Nelson, 2016; Project for Public Spaces, 2007). Behera (2017:7) is of opinion that term placemaking has become technical jargon in the related professions of urban planning and design. Placemaking is also perceived as a tool that may be used to strengthen the process of urban planning in order to produce effective and collectively prepared plans (Behera, 2017:7).

Friedmann (2010:149) stated that since the 1990's the interest in place, as opposed to space, have spewed across a variety of different disciplines including urban planning. The academic literature on space and place as well as the related idea of placemaking is growing swiftly across a spectrum of multiple professions (Friedmann, 2010:152). Cresswell (2004:127) is of the opinion that although numerous research has been done on the concept of space and place, there is little understanding to what these terms actually mean. Cilliers and Timmermans (2014:413) argues that placemaking as an important tool in urban planning should be accompanied by an extensive comprehension of the social dynamics of place and the implications it has for the people inhabiting these places. It can therefore be assumed that it is important to better comprehend the meaning of space and place before further elaborating on the placemaking approach as part of mainstream urban planning.

3.3.3.1 The concept of space and place

The academic and practice-informed literature on the concept of space and place is immense according to Wesener *et al.* (2020:2), but there is an arising awareness of these terms and their value within urban planning research and practices (Ghavampour & Vale, 2019:196). Although space and place differ in definition and implementation, these words are often used interchangeably in an urban planning context (Cilliers & Timmermans, 2014:413). Fataar and Rinquest (2018:3) state that space and place are conceptualised as interrelated, yet these terms are comprehended distinctively. According to Moulaert *et al.* (2011:2) as well as Saar and Palang (2009:5) space and place are familiar terms in strategic planning, design research and social innovation. Lloyd and Auld (2003:339) is of the opinion that focus should be placed on the social outcomes of space and place in order to improve life quality of city and town inhabitants. Tuan

(1977:3) state that space and place, often taken for granted, are basic components of humankind and common words denoting shared experiences.

Fataar and Rinqest (2018:2) state that spaces form an essential part of people's daily encounters with the world and spaces are also perceived as considerable sites for gaining insight into the social identifications of people. Space is perceived as a medium of social structures and processes where certain elements of social organisation are embodied and represented in spatial forms including territory, border and location (Low, 2009:22; Streeck, 2013:218). Streeck (2013:218) noted that degrees of physical distance and proximity may aid in marking social relationships where spaces then take on qualities of personal uniqueness thereby becoming places.

Through the interactions between people in a certain space it is transformed into a mutually experienced, memorable and meaningful place (Dupre, 2018; Fataar & Rinqest, 2018:3; Slater, 2018:21; Streeck, 2013:217). Harrison and Dourish (2006:1) argue that the structure of space shapes and guides the actions and interactions between people within that space. Spaces, seen as bounded settings, may be organised into places in which social relations and identity are established (Cilliers & Timmermans, 2014:413; Ghavampour & Vale, 2019:198; Slater, 2018:21). Tuan (1977:6) and Cresswell (2004:133) is of the opinion that the meaning of space often merges with the meaning of place and that space is perceived as a more abstract concept than place. However, a portion of undifferentiated space becomes a place when people attach meaning to it and endow it with value (Cresswell, 2004:134-135; Seamon, 2002:44; Tuan, 1997:6; Wesener *et al.*, 2020:2).

Friedmann (2010:154) believes that physical and social spaces in neighbourhoods may become modified and transformed through the presence of people and by being lived in. According to Cilliers and Timmermans (2014:413) as well as Fataar and Rinqest (2019:3) there are three different realms of space including conceived space, perceived space and lived space. Conceived space is the central and primary mode of space where planners operate in (Cilliers & Timmermans, 2014:413). According to Fataar and Rinqest (2018:3) conceived space entails a mental dimension and also refers to imagined space. Perceived space refers to the mediated experiences of space that are coherent and can be measured empirically (Cilliers & Timmermans, 2014:413). Perceived spaces may also be experienced by human senses according to Fataar and Rinqest (2018:3). Lived space may be experienced as symbols and images that is formed by the everyday life of users. Lived space have function and meaning that develops as a result of people performing daily life necessities within the said space (Cilliers & Timmermans, 2014:413; Fataar & Rinqest, 2018:3). The uses of space then receive meaning through different interactions within these spaces for specific and collective purposes (Moulaert *et al.*, 2011:3).

Lloyd and Auld (2003:341) is of the opinion that space is a multidimensional, hierarchal, social and cultural phenomenon that is more than just a physical container. According to Dupre (2018) space refers to the functional physical environment, while place conceptualises space in a relational sense as the localisation of social practices of various people. The ability of spaces encourages social values for city dwellers and these pleasures may include various activities and connectedness through shared experiences (Lloyd & Auld, 2003:342). Tuan (1977:12) suggests that space may be experienced as the relative location of objects and places, whilst Harrison and Dourish (2006:1) argues that space is the opportunity and place is the understood reality. The transformation from space to place thus involve the dynamic interaction between the three previously mentioned realms of space that entails the physical dimension, social dimension and mental representation of each individual (Fataar & Rinquest, 2018:4).

Wesener *et al.* (2020:2) state that the notions of place are related to the subjective construction of reality as an embodiment of people's feelings and thoughts. According to Knox (2005:1) places are created by inhabitants from a subjective viewpoint while it is simultaneously constructed by people from an external viewpoint. A place is then both an area centred on people as well as an area that is viewed from an outsider's perspective (Knox, 2005:1). Friedmann (2010:153) believes that a place can be defined as an urban space that is valued by the people who inhabit it.

Cresswell (2004:133) is also of the opinion that places must have a relation to humans and the human ability to consume and produce meaning. Place may thus be characterised as emerging from a complex network of ongoing relations and forms of practice, which in turn then contributes to the production of experiences, the composition of subjectivity and the construction of meaning in various spaces (Fataar & Rinquest, 2018:4). The emotional and subjective attachment that people have to certain places as well as the meaning and value that people add to these places may also refer to the term sense of place (Cresswell, 2004:133; Wesener *et al.*, 2020:2). Ellery and Ellery (2019:237) is of opinion that sense of place is a concept that encapsulates the different ways in which people form connections with places that are being occupied. Wesener *et al.* (2020:2) declares that obtaining sense of place is crucial for the transformation from space to place.

According to Aravot (2002:210) place is more than just urban form. It is the setting for social interaction that structures the daily life of people. A place provides an area in which knowledge and experience is gathered; it provides a site for socialisation and also an arena for challenging social norms (Knox, 2005:2; Wesener *et al.*, 2020:2). A place is thus a portion of space available for people to use (Cilliers & Timmermans, 2014:413). A place offers people a chance to communicate and supplies a foundation for social interaction to occur. According to Friedmann (2010:154) a place provides the conditions for possible creative social practice. Graham and

Healey (1999:628) emphasise that places are articulated moments in networks of social relations rather than areas with boundaries; places are socially constructed (Low, 2009:21-22; Wesener *et al.*, 2020:2), diverse and dynamic. Place is also perceived as the meeting point of location, culture and social relations, which means that the health, well-being, social, economic and environmental conditions of the inhabitants of places may be directly affected by the design of the physical environment (Nejad *et al.*, 2019:2). Fataar and Rinqest (2018:3) argues that place is created by people through mental conceptualisation and engaging in interactive social networks within physical spaces, while Nejad *et al.* (2019:2) is of opinion that places in the built environment carries social ideas within its spatial forms, thus promoting actual culture in the material world.

Figure 3-3 illustrates a common model of place which represents three components for creating place. Ghavampour and Vale (2019:200) indicated that various authors considered activity, physical attributes (form) and concept (image) as the three main elements for the creation of place. Figure 3-3 presents three overlapping circles with each circle representing one of the three main elements as mentioned above. A balance between these three components are perceived as forming a sense of place which is crucial and fundamental for the production of place (Ghavampour & Vale, 2019:200). It is illustrated in Figure 3-3 that a balance between two main components produce a certain experience and it is through the production of these experiences that the creation of place transpires. The balance between activity and physical attributes generates spatial experience; the balance between physical attributes and concept generates cultural experience; and the balance between concept and activity generates social experience. The balance between all three main elements (activity, physical attributes and concept) however generates a distinctive place experience, thereby creating place. Thus, meaningful places would be formed in a social context and through social relations that is geographically located and related to social, economic and cultural surroundings to ultimately give individuals a sense of place (Ghavampour & Vale, 2019:200).

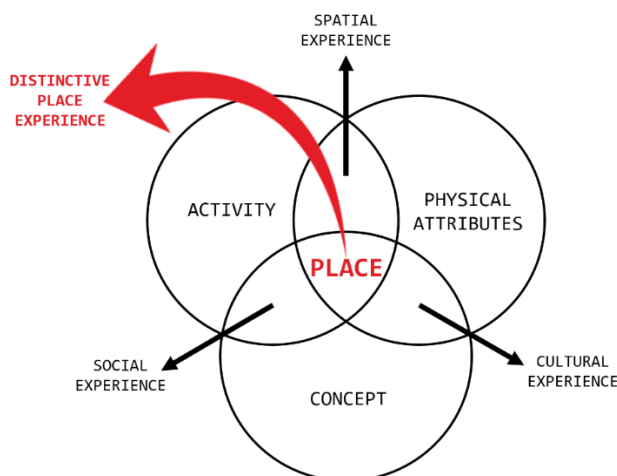


Figure 3-3: Model of place

Source: Adapted from Ghavampour and Vale (2019:200)

Knox (2005:2) state that successful places have good urban form as well as an underlying dynamic of activity. The routine encounters and shared experiences that occur in a place contribute to intersubjectivity (Knox, 2005:2). In successful places people find a sense of belonging, affection, hospitality, historical continuity as well as cultural continuity (Knox, 2005:2; Wesener *et al.*, 2020:2). Ghavampour and Vale (2019:198) believed that where the quality of places was poor, there was also a decline in social activity and the level of activity within places reflected the quality of the built environment. Places at a neighbourhood scale have structure, order and identity that is created by the people living there (Friedmann, 2010:162; Nejad *et al.*, 2019:3). Friedmann (2010:155) and Slater (2018:21) mentions that there is a matter of attachment to place. Through inhabiting a neighbourhood, a certain character will be shaped and reoccurring socio-spatial patterns will take place (Friedmann, 2010:159). According to Harrison and Dourish (2006:3) as well as Ghavampour and Vale (2019:197) a place is a space with certain social meanings and forms of attachment that is rooted in the practices and understandings of communities.

Cilliers and Timmermans (2014:414) is of the opinion that urban planners are the first to handle the transformation from space to place and that these professionals are responsible for planning and transforming spaces into meaningful places for people to live in. The placemaking approach may thus be regarded as the process of transforming spaces into good-quality places by concentrating on the social dimension of planning, thereby linking function and meaning to spaces (Cilliers & Timmermans, 2014:414). The concept of placemaking then appears to be a complex enterprise according to Harrison and Dourish (2006:8). Harrison and Dourish (2006:8) state that placemaking reflects the mindful arrangement of elements to create a space that accommodates activity to give expression to the residents' values and the broader community.

Related to placemaking, Friedmann (2010:155) then acknowledges that in forming a place, one or more centres or spaces of encounter and gathering needs to exist. Small-scale territorialisation and the organisation of space creates a series of repetitive actions, thereby making a place (Friedmann, 2010:155). The process of placemaking thus involves gathering, linking and centring physical spaces (Friedmann, 2010:155). Placemaking is thus a multifaceted approach to urban planning and management of physical spaces. It exploits on a community's assets, inspiration and potential with the intention of creating places that promotes happiness and well-being.

In addition to explaining the concept and transformation from space to place in this subsection (c.f. 3.3.3.1), the placemaking approach as part of mainstream urban planning will be elaborated on in the following subsection (c.f. 3.3.3.2) to better comprehend how placemaking may be utilised in broader urban planning initiatives.

3.3.3.2 The placemaking approach as part of mainstream urban planning

The concept of placemaking is not considered as a new idea according to Ahlgren *et al.* (2018:22), Nelson (2016) and Project for Public Spaces (2007). The thinking behind placemaking gained attention in the 1960's when mentors such as Jane Jacobs and William Whyte introduced ideas with regards to designing cities for people, not just for cars and shopping centres (Ahlgren *et al.*, 2018:22; Nelson, 2016; Project for Public Spaces, 2007). Cilliers and Timmermans (2014:414) as well as Behera (2017:9) is of opinion that there is no clear and agreed upon definition for placemaking, but similar ideologies seeking to create liveable and meaningful places exist. Dupre (2018) generally refers to placemaking as the activity of transforming space into place, which may be perceived as a vague definition of this concept. Knox (2005:1) suggests that urban planners, together with other experts, should be more attentive to the theoretical underpinnings of placemaking and the related ideas thereof to better utilise this approach in broader urban planning practices.

Placemaking refers to a collaborative and evolutionary process by which the urban environment can be shaped to maximise the value that is shared (Ahlgren *et al.*, 2018:22; Project for Public Spaces, 2007) whilst focussing on the cultural and social importance of lively neighbourhoods and inviting spaces (Nelson, 2016). Wyckoff (2014) suggests that placemaking is perceived as another way to improve the quality of places within neighbourhoods which may later extend to the community and region in which these places are located. Project for Public Spaces (2007) state that placemaking is both a practical process and a philosophy for transforming spaces, that is centred on understanding the needs and aspirations of people living, working and playing in these spaces. According to Ahlgren *et al.* (2018:22) and Project for Public Spaces (2007) placemaking is an approach to urban planning, also said to be a process of urban transformation that is human-centred (Behera, 2017:9), seeking to strengthen the connection between people and the places they share (Ellery & Ellery, 2019:238). Placemaking aims to promote community-based participation and stakeholder ownership as core outcomes of the process (Ahlgren *et al.*, 2018:22; Project for Public Spaces, 2007).

Cilliers and Timmermans (2014:414) state that when practicing placemaking, urban planners together with the input of residents and users of the spaces should be directly involved in the production of meaningful places. Placemaking is said to be a deeply valued and important process for people who feel intricately connected to certain places (Project for Public Spaces, 2007). For placemaking to be successful, this inclusive approach should be a collaborative process between residents, urban planners and engineers to shape a city and generate pride resulting in addressing social exclusion and anti-social behavioural issues (Ahlgren *et al.*, 2018:22).

Friedmann (2010:149) is of opinion that the placemaking process includes local residents as well as professional urban planners to renew old places in neighbourhoods through collaborative people-centred planning. Through collaboration, a common vision for a place may be created, which can quickly evolve into a strategy for implementation starting with small-scale improvements and resulting in immediate benefits for these spaces and the people using it (Project for Public Spaces, 2007). Behera (2017:11) believes that placemaking, unlike any other design or planning process, does not have fixed strategies or procedures. It recognises the uniqueness and differences within every community and these differences, taken in and fully understood, is said to be the strengths for a successful placemaking process (Behera, 2017:11). Taking the above-mentioned into consideration, it may be assumed that the structure of placemaking processes may differ according to the diverse areas where this approach may be implemented. Behera (2017:11) also state that the process of placemaking may not resolve all issues within a community, but if done in a correct manner, it may potentially address community concerns in a collaborative fashion.

Cilliers and Timmermans (2014:414) state that the focus of urban planning traditionally was to plan the physical built environment and infrastructure around attracting life to it, but the placemaking approach now put emphasis on adapting spaces to people and their social realities. According to Gehl (cited by Cilliers & Timmermans, 2014:414) the placemaking approach tends to turn the traditional urban planning processes upside down through identifying where movement and natural life flows, thereby creating spaces that enhances these functions and movements. The placemaking approach is said to be the most concrete practice of producing place and is essentially involved in determining the social production thereof (Cilliers & Timmermans, 2014:415). Ghavampour and Vale (2019:196) is of the opinion that placemaking has changed during recent years from being a common practice to a professional responsibility and that the comprehension of the intangible character of place should be considered more intensively.

Considering the previous statements, it may be assumed that different planning approaches to placemaking do exist. These approaches to placemaking may however lead to variations in the steps to follow during the placemaking process and strategy for implementation. The following subsection (c.f. 3.3.3.2.1) will describe the different planning approaches to placemaking in support of how planners may utilise the notion of placemaking in mainstream urban planning. Subsection 3.3.3.2.2 will then provide relevant and usable steps to follow during the placemaking process to further comprehend how the notion of placemaking may practically be incorporated in broader urban planning practices. The Place Diagram, a useful reference tool that is focused on helping people evaluate the places in which they live from a placemaking perspective, will lastly

be explored in Subsection 3.3.3.2.3 to serve as a basis for measuring successful places and to aid in determining how placemaking may contribute to the social sustainability agenda.

3.3.3.2.1 Different planning approaches to placemaking

Wyckoff (2014), Steuteville (2014) and Behera (2017:13) is of the opinion that three specialised approaches to placemaking exists, depending on how the observer evaluates the process, with quality spaces still being the primary and mutual goal. The three approaches to placemaking include strategic placemaking, creative placemaking and tactical placemaking (Behera, 2017:13; Steuteville, 2014; Wyckoff, 2014). Figure 3-4 exemplifies the three different planning approaches to placemaking. An individual description of each approach to placemaking will also be illustrated in Table 3-2 below.



Figure 3-4: Different planning approaches to placemaking

Source: Adapted from Behera (2017:13) and Wyckoff (2014)

The following table (Table 3-2) includes a description of each of the three specialised approaches to placemaking as illustrated in Figure 3-4 above.

Table 3-2: Individual descriptions of different planning approaches to placemaking

PLACEMAKING APPROACH	DESCRIPTION
STRATEGIC PLACEMAKING	Wyckoff (2014) believes that strategic placemaking is aimed at achieving a specific goal in addition to creating quality places. Steuteville (2014) state that this placemaking approach focusses on specific quality of life improvements. Behera (2017:14) is of opinion that strategic placemaking focusses on socio-economic improvements within a certain area. It aims to create an active space through planned processes with a primary

	economic goal (Behera, 2017:14). Strategic placemaking has a longer project span and creates profitable conditions for retail and business purposes to intentionally attract a targeted group of people (Behera, 2017:14). It is said to be a process that involves projects and activities centred in certain identified locations that result in quality, human-sale, sustainable, pedestrian-oriented, bicycle-friendly, mixed-use, safe and broadband-enabled places with recreation, cultural activities, respect for historic buildings, public spaces and community engagement (Steuteville, 2014; Wyckoff, 2014).
CREATIVE PLACEMAKING	Creative placemaking, also known as art-based placemaking, enlivens private and public spaces and brings diversified people together, thereby enhancing and revitalising structures and streetscapes as well as adding visual appeal to the activated spaces (Behera, 2017:17; Wyckoff, 2014). In creative placemaking, as stated by Markusen and Gadwa (cited by Wyckoff, 2014), private, public, non-profit and community sector partners strategically shape the social and physical character of a neighbourhood, town, city or region around activities related to arts and culture. According to Hoban (cited by Behera, 2017:17) creative placemaking may be defined as a process where arts and cultures are purposefully used to shape the physical, economic and social future of communities, with another intention of community engagement around socio-cultural diversity, powerful economic development and overall improvement of the quality of life. Steuteville (2014) is of the opinion that this placemaking approach focusses on achieving outcomes at specific scales and time periods.
TACTICAL PLACEMAKING	Tactical placemaking is the process of creating quality places through using a deliberative approach to change (Wyckoff, 2014). It begins with a commitment on a short-term basis and realistic outcomes and expectations that can quickly start (Wyckoff, 2014). Wyckoff (2014) state that tactical placemaking targets public places and that a mix of associated small projects and short-term activities can transform an area. Behera (2017:20) is of opinion that tactical placemaking relates to small-scale actions to serve a larger purpose that is carried out with a limited or immediate end in view. Tactical placemaking is a process that promotes interest and experiments within places (Behera, 2017:20). This process aids in educating the community and stakeholders about possibilities and implications of implementing strategies in the long run, thereby building

	partnerships, relationships and trust for long-term placemaking (Behera, 2017:20). Steuteville (2014) state that this placemaking approach is perceived as a way to test out strategies before dedicating significant finances and resources.
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Source: Own construction (2020) based on Behera (2017:1-39); Steuteville (2014) and Wyckoff (2014)

Wyckoff (2014) is however of opinion that in conceptually combining these three specialised approaches, as mentioned above, the very essence of placemaking will be created that is commonly referred to as standard placemaking. Standard placemaking may be used for many different purposes, but mostly as an incremental way to improve the quality of places over a period of time with numerous separate small projects and activities (Wyckoff, 2014). Standard placemaking may also be used to create and implement larger scale transformative projects and activities with focus being placed on converting space into place over a smaller time period that promotes sense of place and serves as an attraction for people and new development (Wyckoff, 2014).

To better comprehend how the notion of placemaking may practically be incorporated in broader urban planning practices it is crucial to understand the placemaking process that will be discussed next in Subsection 3.3.3.2.2.

3.3.3.2.2 Understanding the placemaking process

The placemaking process may be used to retrofit an existing space or to plan a new space (Project for Public Spaces, 2017). The aim of this process is to include more people and involve the community in observing, shaping and planning places (Project for Public Spaces, 2017). Schmidt Associates (2017) state that the placemaking process includes the cultivation and promotion of new ideas while generating partnerships that share in the creation and investment of a place. The main goal of the said process is to create an inclusive plan for action to produce a successful place (Schmidt Associates, 2017).

Project for Public Spaces (2017) created a step by step outline for how the placemaking process should be done, but because situations and spaces differ, the steps will not always be followed in the exact same order, manner or timeframe. Figure 3-5 shows the placemaking process as identified by Project for Public Spaces (2017). The Project for Public Spaces is a non-profit organisation that is dedicated to helping people create and sustain places while building strong communities (Wesener *et al.*, 2020:3). According to Wesener *et al.* (2020:3) this organisation bridges the gap between theoretical aspects of space and its transformation into meaningful place

by formulating principles and objectives for the construction of places within individual projects. Project for Public Spaces acts as an umbrella organisation for the arrangement and implementation of various placemaking projects and has completed several of these projects in more than 3500 communities in over 50 countries worldwide (Wesener *et al.*, 2020:3). This organisation acts as the central hub of the international placemaking movement and aims to connect various people to ideas, resources, expertise and partners (Wesener *et al.*, 2020:3), thereby making this step by step placemaking process a globally accepted strategy.

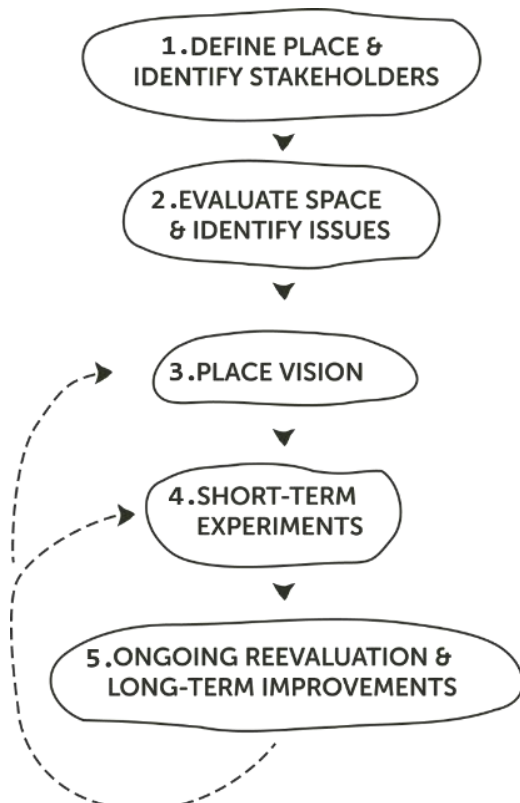


Figure 3-5: The placemaking process

Source: Project for Public Spaces (2017)

The steps presented in Figure 3-5 will now be explained in Table 3-3 to better comprehend the methods to follow within each individual step of the placemaking process.

Table 3-3: Methods to follow during each step of the placemaking process

STEPS	METHOD
STEP 1 DEFINE PLACE AND IDENTIFY STAKEHOLDERS	The first stage to any placemaking process would be to identify a space or spaces where the placemaking efforts will be focused on and to select the right stakeholders for the specific project (Project for Public Spaces, 2017). This process starts with a meeting where community representatives from different sectors are engaged in order to identify the

	core issues that are faced (Project for Public Spaces, 2017). Schmidt Associates (2017) is of the opinion that a community workshop should be held during this step of the process to gain input and serve as a foundation for discovering and sharing best practices, information, thoughts and ideas. A small stakeholder meeting should also take place during this phase so that influences, expertise and interests for the project may be discussed (Schmidt Associates, 2017). This will lead to further data collection and a work plan with the end result in mind that people with a vested interest in the space or spaces will have an active voice during the process and strong partnerships would be created throughout the project (Project for Public Spaces, 2017).
STEP 2 EVALUATE SPACE AND IDENTIFY ISSUES	During this step of the placemaking process participants make an overall assessment of how the space is used and what may be done to improve this space (Project for Public Spaces, 2017). Project for Public Spaces (2017) argues that a placemaking workshop should be held during this stage of the process. Knowledge, intuition, common sense and input from stakeholders and community members are used to better comprehend the space and its existing challenges (Project for Public Spaces, 2017). Schmidt Associates (2017) is of opinion that it is crucial to promote community empowerment during this phase. The transformation from space to place is regarded as intentional and with allowing the community to interact with the space physically and deliberately, it results in a sense of ownership with regards to the recreation thereof (Schmidt Associates, 2017).
STEP 3 PLACE VISION	According to Schmidt Associates (2017) ideas should be visualised during this step of the placemaking process. Key stakeholders develop a place vision document based on the insights from the placemaking workshop (Project for Public Spaces, 2017). This document includes a statement of goals and objectives, a definition of how the space will be used, a clear idea and description of the envisioned character of the space, a concept plan including various ideas of how the space could be designed, successful examples of similar spaces and action plans for short-term and long-term enhancements as well as improvements (Project for Public Spaces, 2017).
STEP 4	This is regarded as the most important step in the placemaking process as the vision is being put into action and implementation takes place during

SHORT-TERM EXPERIMENTS	this phase (Project for Public Spaces, 2017; Schmidt Associates, 2017). It is important to help the space grow and improve incrementally through implementing and evaluating smaller projects (Project for Public Spaces, 2017). During this step short-term improvements and programmes that are implemented provides opportunities testing ideas to apply the communities vision for the spaces involved (Project for Public Spaces, 2017).
STEP 5 ONGOING RE-EVALUATION AND LONG-TERM IMPROVEMENTS	Project for Public Spaces (2017) state that in order to create good quality and successful places is an ever-evolving process. It is thus important to constantly re-evaluate earlier projects and reinvented spaces during the year (Project for Public Spaces, 2017). Long-term improvements and reinventions of spaces can be made when effective evaluation of projects takes place (Project for Public Spaces, 2017). To ensure that the community's goals are continuously met and that the vision for the involved space prolongs it is important to keep stakeholders involved during the long-term process (Project for Public Spaces, 2017). Project for Public Spaces (2017) also state that an adaptable plan for managing the projects and spaces in accordance with circumstances changing will ensure a successful, good quality place over time.

Source: Own construction (2020) based on Project for Public Spaces (2017) and Schmidt Associates (2017)

In conclusion to Subsection 3.3.3.2.2 it may be assumed that the steps within the placemaking process may be applied to any specialised placemaking approach as mentioned in Subsection 3.3.3.2.1. The methods to follow during each step indicates how the notion of placemaking may practically be included and incorporated into broader urban planning practices. The following subsection (c.f. 3.3.3.2.3) will further elaborate on The Place Diagram as part of evaluating places from a placemaking perspective to serve as a basis for measuring successful places and to aid in determining how placemaking may contribute to the social sustainability agenda.

3.3.3.2.3 The Place Diagram as part of evaluating places from a placemaking perspective

Friedmann (2010:149) suggests that placemaking should include everyone, especially residents and urban planners. To make a place, people-centred collaborative planning should take place in order to promote sense of place (Friedmann, 2010:149). Saar and Palang (2009:16) believe that placemaking is primarily done by people and with changes occurring within people, ever changing practices also exist. Project for Public Spaces (2007) is of opinion that the placemaking approach

may be a starting point for community revitalisation and the input of residents are essential to the process of placemaking. It is also imperative to have a mutual understanding of the ways in which successful places encourage social networks to benefit several projects at once (Project for Public Spaces, 2007). With the above-mentioned statements made, it is important to take into consideration that the principles of placemaking will become increasingly important as future megatrends emerge (Nelson, 2016) and that these principles also offer guidelines for communities to integrate various and diverse opinions into a cohesive vision; translate visions into plans and programmes; and ensure that sustainable implementation of plans take place (Project for Public Spaces, 2007).

Placemaking requires active participation, support and engagement of the community using that urban space (Ahlgren *et al.*, 2018:23). Ahlgren *et al.* (2018:23) argues that a truly successful place is said to be multifunctional whilst daily attracting diverse users. Project for Public Spaces (2007) formulated a useful reference tool that is focused on helping communities evaluate and judge the places in which they live, good or bad (Ahlgren *et al.*, 2018:22). This reference tool is called The Place Diagram and it is based on four rudimentary qualities that spaces, perceived as attractive and successful, share (Ahlgren *et al.*, 2018:22; Project for Public Spaces, 2007). Figure 3-6 illustrates The Place Diagram and the four key attributes within this diagram will be explained in the table that follows (Table 3-4).



Figure 3-6: The Place Diagram

Source: Ahlgren *et al.* (2018:23); Project for Public Spaces (2007)

The Place Diagram is used to help communities evaluate the places in which they live (Ahlgren *et al.*, 2018:23). Figure 3-6 captures the four key attributes of placemaking that is represented by the inner ring of the diagram. The middle ring represents a place's intangible qualities and the outer ring represents the measurable data linked to the four different attributes (Cilliers & Timmermans, 2014:415; Project for Public Spaces, 2007). According to Ahlgren *et al.* (2018:23) and Project for Public Spaces (2007) successful places share the following four main qualities:

- Sociability
- Uses and activities
- Comfort and image
- Access and linkages

These four key attributes, also known as main qualities, of placemaking will be clarified in Table 3-4 in support of further comprehending The Place Diagram.

Table 3-4: The four main qualities of successful places

MAIN QUALITIES	EXPLANATION
SOCIABILITY	This is a tough quality for places to achieve (Project for Public Spaces, 2007). A stronger sense of place and attachment is felt in these places where social activities are fostered which enhances comfortable interactions with people in the community (Project for Public Spaces, 2007).
USES & ACTIVITIES	People engage in activities. Activities in a place is one of the main reasons why people visit and continue to return (Project for Public Spaces, 2007). A variety of activities will attract a variety of people.
COMFORT & IMAGE	The spaces are comfortable, have good image and is aesthetically pleasing. Comfort and image are key to a successful place (Project for Public Spaces, 2007). This quality includes perceptions with regards to safety, cleanliness and available public seating (Project for Public Spaces, 2007).
ACCESS & LINKAGES	This quality may be judged by its connection to surrounding areas, both visually and physically (Project for Public Spaces, 2007). These spaces are usually convenient for public transport and are accessible (Project for Public Spaces, 2007).

Source: Own construction (2020) based on Project for Public Spaces (2007)

Project for Public Spaces (2007) is of opinion that successful places cannot only be measured by its physical attributes, successful places must serve the people who inhabit it and function should always surpass form. Genuine placemaking in action may be seen when people of different ages, ethnic groups, abilities and socio-economic backgrounds easily access and enjoy places as well as play a key role in the identity, creation and maintenance of the places (Project for Public Spaces, 2007). Cilliers and Timmermans (2014:415) state that lively and successful places are created during the process of appropriating a physical setting where social aspects are expressed in spatial form, which in turn has a transformative effect on people and the planning of places. Spaces, places and buildings are thus more than props in the lives of individuals as a sense of belonging arises when meaning and resonance are imbued because of symbolising people's personal histories, relationships, families, communities and broader culture (Cilliers & Timmermans, 2014:416).

There is no doubt that the notion of placemaking is a complex concept to comprehend, but the challenges of placemaking may be overcome according to Behera (2017:2) by effectively integrating the urban planning profession. This will lead to the production of a holistic process that transcends the various urban planning specialisations, thereby making the placemaking initiative more comprehensive, adaptable and realistic (Behera, 2017:2). According to Behera (2017:22) placemaking as an approach to urban planning cannot be generalised for places because each neighbourhood, city, town and community is different and thus requires a different approach for redressing spaces. With placemaking being so inclusive and open towards social and cultural diversities, the process allows people to become aware of differences and to become closer, by this means improving social cohesion within the society (Behera, 2017:31). Cilliers and Timmermans (2014:414) state that placemaking directly links with the planning of social spaces and the social perspective of urban planning, thus implying that the notion of placemaking relates to planning for people whose needs are continuously changing. Placemaking thus has to be dynamic in order to keep up with the ever-changing needs and preferences of society, taking into consideration social sustainability and economic issues (Cilliers & Timmermans, 2014:414).

Behera (2017:35) state that placemaking is a tool that highlights and celebrates the process of making a place instead of only having the end goal in mind. It does not only accentuate the physical built environment, but also develops and improves social capital on a human and emotional level (Behera, 2017:35). To create quality lively places and achieve the vision as set out during the placemaking process it is crucial to connect with people and take into consideration the expectations and aspirations of the involved community (Behera, 2017:36; Project for Public Spaces, 2012:4). This will ensure that the creation of places will be vibrant and that a sense of ownership will be fostered (Behera, 2017:36; Project for Public Spaces, 2012:4). With placemaking being a bottom-up approach empowering and engaging people in ways that the traditional urban planning process do not, it ensures that community assets and skills are incorporated instead of relying only on professional experts (Project for Public Spaces, 2012:4). It is inevitable that people and places will continuously change over time, but good quality places planned for people and created through placemaking should be adaptable to the needs of current and future generations.

It is however clear that The Place Diagram as part of evaluating places from a placemaking perspective serves as a basis for measuring successful places within any given area and community. The Place Diagram (Figure 3-6) will further also be used as basis for constructing a closed structured questionnaire that will be utilised to collect data for the purpose of completing the empirical investigation of this study. Section 3.4 will discuss social sustainability and placemaking from a planning perspective in a South African context in attempt to further

determine how placemaking may contribute to the social sustainability agenda and if South African policy and legislation(s) cater for the notion of social sustainability as well as placemaking as an approach to urban planning.

3.4 Social sustainability and placemaking in South Africa

This section aims at exploring social sustainability and placemaking from a planning perspective in a South African context. Subsection 3.4.1 will discuss social sustainability from a planning perspective in South Africa and Subsection 3.4.2 will discuss placemaking from a planning perspective in South Africa. Section 3.4 attempts to further determine how placemaking may contribute to the social sustainability agenda and elaborate on South African policy and legislation(s) that is relevant to social sustainability and placemaking within the country. This section (c.f. 3.4) also aims to bridge the gap between social sustainability and the transformation of space, considering placemaking as an approach to urban planning, within a South African context.

3.4.1 Social sustainability from a planning perspective in a South African context

De Wet (2020) state that South Africa is currently still recognised as a developing country according to various measurable data, which then may influence the way in which social sustainability is achieved. In the case of rapidly growing urban areas, which commonly may be found in developing countries, there is little known about the social dimension of sustainability in relation to physical urban form, implying that urban planning challenges with regards to enhancing social sustainability do exist (Dave, 2011:189).

In the light of sustainability as a hypernym, policy makers and researchers are encouraged to address issues with regards to quality of life (Moser, 2009:351). Moser (2009:352) is of opinion that quality of life may be similar to social welfare. Major everyday challenges are currently framed within a social context according to Eizenberg and Jabareen (2017:2). These challenges affect planning practices thus necessitating the revision and rethinking of current planning methods to resolve this dire social situation, especially in developing countries such as South Africa (Eizenberg & Jabareen, 2017:2)

Woodcraft (2012:32) state that social sustainability is not an apolitical discourse or neutral practice but arguments made in the name of sustainable development may influence political decisions, policy, investments and interventions thereby having a lingering affect and consequences on people, places and institutions, especially in developing counties.

While regional and urban development plays an important role in the extent to which countries may achieve social sustainability (Palich & Edmonds, 2013:2), there is no single policy lever or responsible authority that single-handedly delivers social sustainability in South Africa specifically, but integrated approaches involving the public is however required. These integrated approaches include the relationship between design outcomes and social infrastructure as well as the relationship between directive processes and community networks (Palich & Edmonds, 2013:6).

It is considered difficult to achieve social sustainability goals in developing countries because of different challenges that authorities and other involved professions have to face on a daily basis. Palich and Edmonds (2013:6) agrees with the above-mentioned statement by further emphasising that social sustainability cannot be achieved by one authority or profession alone. A multi-disciplinary and integrative approach with a wide range of supporting policy is required to determine desired outcomes and commit to the implementation thereof (Palich & Edmonds, 2013:6). Palich and Edmond (2013:6) is further of opinion that the government, involved community, policy makers and experts across a variety of disciplines all have a role to play in engendering social sustainability. To enhance social sustainability in developing countries, such as South Africa, the federal government should establish important strategic and urban planning principles with appropriate support for municipal and local government to deliver desired outcomes (Palich & Edmonds, 2013:6).

Along with economic and environmental sustainability it is equally important to achieve social sustainability within developing countries (Dave, 2011:190). Table 3-5 below will attempt to summarise policies and legislation(s) relevant to social sustainability specifically in South Africa. The scope of this research does not include a detailed analysis of international policies and legislation(s) that may be considered to achieve social sustainability in developing countries, but rather aims to identify the broad range of South African policies and legislation(s) applicable to urban planning approaches and practices, in an attempt to inform planners about the importance and relevance of achieving and enhancing social sustainability within South African cities and towns. These policies and legislation(s) will be arranged chronologically within both separate categories namely legislation and policy.

Table 3-5: Policies and legislation(s) relevant to social sustainability in South Africa

LEGISLATION	RELEVANCE
Constitution of the Republic of South Africa (Act 108 of 1996)	In terms of Section 24 of the <i>Constitution of South Africa</i> (1996) everyone has the right to have the environment protected, for the benefit of present and future generations, through reasonable legislature and other measures that secure ecologically sustainable development and use of natural resources while promoting justifiable economic and social development. Section 152 of the <i>Constitution of South Africa</i> (1996) state that the objects of local government are to ensure the provision of services to communities in a sustainable manner; to promote social and economic development; to promote a safe and healthy environment and to encourage the involvement of communities in the matters of local government. Section 153 of the <i>Constitution of South Africa</i> (1996) state that the developmental duties of municipalities include the structuring and managing of planning processes to give priority to the basic needs of the community and to promote the social and economic development of the community.
NEMA (Act 107 of 1998)	The National Environmental Management Act 107 of 1998 stipulate that sustainable development is the integration of social, economic and environmental factors into planning, implementation and decision-making so as to ensure that development serves current and future generations. A key principle of the National Environmental Management Act 107 of 1998 state that development must be socially, environmentally and economically sustainable.
Municipal Systems Act (Act 32 of 2000)	The Municipal Systems Act 32 of 2000 aims to provide for the core principles and processes that are necessary to enable municipalities to move progressively towards the social and economic upliftment of communities; to provide for community participation; to establish an enabling framework for the core processes of planning and development and to ensure that municipalities put in place just policies and frameworks for the provision of services. Section 1 of the Municipal Systems Act 32 of 2000 defines sustainable development as the integration of social, environmental, economic, spatial, infrastructural, institutional; organisational and human resource upliftment of a community that is aimed at improving life quality and ensuring that development serves present and future generations. Section 86 of the Municipal Systems Act 32 of 2000 stipulate that a municipality must develop and adopt a policy framework that reflects upon the contribution to enhancing social, economic and spatial integration.
SPLUMA (Act 16 of 2013)	The Spatial Planning and Land Use Management Act 16 of 2013 (SPLUMA) aims to develop a new framework to govern planning approvals and permissions. It sets parameters for new developments and provides for different lawful land uses in South Africa. SPLUMA is a framework law that provides principles for provincial laws that will regulate planning. SPLUMA also provides clarity on how planning law interacts with other policies and regulation(s).

	The Spatial Planning and Land Use Management Act 16 of 2013 state that the social, economic and environmental rights of everyone must be protected, respected, promoted and fulfilled. Sustainable development of land requires the integration of social, economic and environmental considerations in forward planning and ongoing land use management to ensure that development serves current and future generations. Relevant objects of the Spatial Planning and Land Use Management Act 16 of 2013 include that it is necessary that the system of spatial planning and land use management promote social and economic inclusion; it is also necessary to provide for sustainable and efficient use of land. Two development principles of SPLUMA (Act 16 of 2013) is highly relevant to social sustainability in South Africa. Section 7 of SPLUMA (Act 16 of 2013) includes the principle of spatial sustainability, whereby spatial planning and land use management must consider current and future costs for the provision of infrastructure and social services in land developments; must promote development in locations that are sustainable; must result in viable communities. The principle of efficiency is also important, whereby decision-making procedures are designed to minimise negative social and other impacts. The norms and standards in Section 8 of SPLUMA (Act 16 of 2013) state that social inclusion, spatial equity, desirable urban forms, rural revitalisation, urban regeneration and sustainable development must be promoted.
Integrated Planning Framework Bill (2018:1-32)	According to the South African Government News Agency (2018) the Integrated Planning Framework Bill will ensure integrated planning across government and fast track implementation of the NDP 2030. This bill is aimed at establishing an institutional framework to integrate planning across government and ensure alignment between national, provincial and local government planning and other sectors. Section 5 of the Integrated Planning Framework Bill (2018:11) includes principles applicable to planning, monitoring, evaluation and development in South Africa, further stating that government plans must ensure that decision-making procedures are designed to minimise negative social and other impacts. Section 6 of the Integrated Planning Framework Bill (2018:13) stipulate that social inclusion, spatial equity, desired spatial patterns, urban renewal, urban regeneration and sustainable development must be promoted within South Africa.
POLICY	RELEVANCE
National Framework for Sustainable Development in South Africa (2008:1-94)	This is a strategic framework for sustainable development in South Africa specifically and is thus relevant to social sustainability within the country. The purpose of the National Framework for Sustainable Development in South Africa (2008:7) is to articulate South Africa's national vision for sustainable development and indicate strategic interventions to change the country's development path in a more sustainable direction. It describes how existing activities of government and its social partners will be improved, refined and realigned in a phased manner to achieve social, economic and environmental sustainability. This framework provides a basis for long-term processes of integrating sustainability as a key component of development in South Africa and shows the country's commitment to principles developed at international summits and conferences in the social, economic and environmental fields.

National Strategy for Sustainable Development and Action Plan (2011:1-48)	The National Strategy for Sustainable Development and Action Plan (2011:6), also known as the NSSD 1, builds on the 2008 National Framework for Sustainable Development in South Africa and various initiatives that have been launched by the business sector, government, non-governmental organisations, society, academia and other important role players to address issues of sustainability in South Africa. The NSSD 1 (2011:6) presents an understanding of sustainable development and explains the route that is being taken. It presents an action plan and indicators for implementing the strategy. This strategy is enabling for orientation and is used to review sustainability programmes. It covers the main areas of human development (people), ecological protection and economic growth. The NSSD 1 (2011:6) is a proactive strategy that regards sustainable development as a long-term commitment that combines environmental protection, social equity and economic efficiency with the visions and values of the country. It serves as an ongoing process of developing support and initiating actions to achieve sustainable development and the related idea of social sustainability in South Africa.
National Development Plan 2030 (2012:1-489)	The National Development Plan (NDP) 2030 (2012:24) offers a long-term perspective on South African development. It defines desired destinations and identifies the different roles that sectors and societies have to play in achieving certain developmental goals. The NDP 2030 (2012:24) primarily focusses on eliminating poverty and reducing inequality within the country but some chapters within this document specifically relates to the notion of social sustainability. These chapters include: Chapter 4 This chapter focusses on the foundation of social and economic development (NDP 2030, 2012:159-196). Chapter 8 This chapter elaborates on transforming human settlements and the national space economy, but specifically recognises principles for spatial development and spatial social compacts (NDP 2030, 2012:258-293). Chapter 11 This chapter explains social protection which relates to the social pillar of sustainability (NDP 2030, 2012:352-384). Chapter 12 focusses on building safer communities which further relates to urban planning and social sustainability within South Africa (NDP 2030, 2012:385-408). Chapter 15 This chapter discusses transforming society and uniting the country including important sections such as promoting social cohesion across society and fostering a social compact (NDP 2030, 2012:456-478).
National Spatial Development	The National Spatial Development Framework (2019:22), also known as the NSDF, seeks to make a significant contribution to bringing about the peaceful, prosperous and transformed South Africa. The NSDF (2019:22) recognises the necessity for decisive, collaborative and targeted state action in national space to drive South Africa towards a shared, inclusive and sustainable future, thereby considering social sustainability.

Framework (2019:1-247)	The NSDF (2019:52) also state that quality urban living in both urban and rural areas will require sustainable access to social services. Investments need to be made in social infrastructure such as well-equipped, high-quality facilities that are maintained and operated to offer and provide critical social services to the community (NSDF, 2019:52). The NSDF (2019:52) further emphasises the importance of urban planning to guide these targeted social infrastructure investments. The National Spatial Development Framework is thus considered as highly relevant to social sustainability within South Africa.
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Source: Own construction (2020) based on various sources as indicated in the table above

In conclusion to this subsection (c.f. 3.4.1) these policies and legislation(s) applicable to urban planning and conducive to social sustainability should seek to bring people together, join various segments of the city into a cohesive whole and increase accessibility to public services and employment within the framework of democratic, efficient and equitable local government structures (Stren & Polèse, 2001:16). The policies and legislation(s) as mentioned in Table 3-5 above suggest that sustainability as a whole and the related idea of social sustainability is present in South African urban planning related policies and legislation(s), thereby emphasising the important role that urban planners, together with the government and other organisations, have in achieving and enhancing social sustainability within South African cities and towns.

3.4.2 Placemaking from a planning perspective in a South African context

Dowall and Treffeisen (1991:201) state that it has long been a matter of debate whether developing countries, other than developed countries, have a unique set of dynamics with regards to spatial transformation in cities and towns. It is however obvious that cities and towns within developing countries will never exactly replicate the patterns and processes of urban development in developed countries, which peaked under vastly different technological conditions and evolved more gradually than the metropolises of developing countries (Dowall & Treffeisen, 1991:201). It is also important to acknowledge that urban development is influenced by urban planning and policy that is generally concerned with the management of urban areas (Pillay, 2008:109) and that urban planning and policy are dynamic activities whose formulation and interpretation are perceived as a continuing process (Pillay, 2008:110).

Pillay (2008:110) state that urbanisation problems in developing countries reached extents, thereby necessitating serious considerations in overall national development policies. Pillay (2008:110) is further of opinion that the formulation of coherent national urban policies is underdeveloped in most African, Asian and Latin American countries. With South Africa still being recognised as a developing country as mentioned previously in Subsection 3.4.1 it may be assumed that urban development and relatedly urban policy and legislation(s) within the country will immensely differ from that of developed countries. Placemaking from an urban planning perspective is a concept that is insufficiently researched in developing countries according to Strydom *et al.* (2018:175) thereby further insinuating that urban policy and legislation(s) with regards to this topic may also be insufficient within these countries.

In acknowledging that the transformation of space, relatedly placemaking, may be perceived as a method to achieve or enhance social sustainability within cities and towns it is important to consider placemaking from a planning perspective in a South African context. According to Strydom *et al.* (2018:174) placemaking developed progressively during recent years referring to

the transformation of a term concerned with the physical end product in mind towards a process which serves as a democratic intervention and a social change agent. Placemaking is perceived as an empowering process where people aim to improve and maintain the urban environment (Strydom & Puren, 2016:1324; Strydom *et al.*, 2018:174). Placemaking involves deliberate interventions through which actions, feelings, meanings and structures are manipulated and combined to develop a distinct identity and character of place (Strydom & Puren, 2016:1324). Placemaking is also perceived as a type of restorative tool in urban planning to address the many placeless landscapes that has been created by the influence of standardisation and sterilisation that contributed to the loss of uniqueness and identity of places (Strydom & Puren, 2016:1324). Post-2010 literature however suggest that placemaking transformed into a community practice where individuals have been empowered to share and learn skills (Strydom *et al.*, 2018:174). Placemaking is thus not limited to experts only but is a practice that may be performed by regular people (Strydom *et al.*, 2018:174) through public participation.

Placemaking as a democratic intervention focusses on the involvement of interested parties such as community members, local authorities, non-governmental organisations and academia (Strydom *et al.*, 2018:166). These interested parties collaborate to negotiate decisions with regards to the environment and its spatial arrangements thereby taking into consideration the viewpoints of various stakeholders to guide decisions associated with the making of places (Strydom *et al.*, 2018:166). Various studies refer to placemaking as a process through which local communities may be empowered to transform spaces into meaningful places, in turn leading to placemaking as a valuable concept for South African communities that may have been excluded from previous planning processes (Strydom & Puren, 2016:1325). A growing need for public participation and stakeholder involvement, which links with the notion of placemaking, is currently promoted in urban planning literature, but planning research with regards to placemaking in a South African context is limited and not included into existing urban planning policy and legislation(s) (Strydom & Puren, 2016:1325).

According to Gomes and Garcin (2018:10) as well as Strydom and Puren (2016:1325) public participation is a fundamental right in South Africa that is enforced in planning processes by legislation that regulate urban planning and land use decisions. Public participation is a process by which a public or private entity consults with interested parties before making a decision (Gomes & Garcin, 2018:10). The South African Constitution entrenches public participation as a crucial element of democracy and gives citizens equal opportunities to get involved in deciding upon matters of societal concern (Gomes & Garcin, 2018:4). Urban planning is regarded as a tool to enhance the goals of democracy and is thus important in South Africa which became a democratic country only a few decades ago (Strydom & Puren, 2016:1325). Gomes and Garcin

(2018:10) are further of opinion that the premise of public participation is that those who are affected by a decision have the right to be involved in the decision-making process thereby implying that the community's contribution will influence the decision. With the above in mind it is important to consider placemaking as a multidimensional concept that specifically relates to the topic of public participation (Strydom & Puren, 2016:1325).

According to Strydom and Puren (2016:1325) there are three overarching dimensions to placemaking including the spatial dimension, procedural dimension and psychological dimension. The different dimensions of placemaking will be explained in Table 3-6 below.

Table 3-6: The three different dimensions of placemaking

DIMENSION OF PLACEMAKING	DESCRIPTION
SPATIAL DIMENSION	The spatial dimension is the dimension that is the result of the placemaking process which includes visual properties and the end product (Strydom & Puren, 2016:1325). Meaningful and memorable places are created through placemaking and this does not only include physical constructs but also social constructs (Strydom & Puren, 2016:1325). Urban planners together with other disciplines contribute to comprehending this spatial dimension in terms of the physical components within the studied sites and the main aim of this dimension is to create visual excitement for the site users and observers (Strydom & Puren, 2016:1325).
PROCEDURAL DIMENSION	The procedural dimension of placemaking views placemaking as an empowering process that incorporates various societal viewpoints (Strydom & Puren, 2016:1325). This dimension aims to teach the community skills to negotiate with regards to decisions made and also allows the community to participate in practices that will lead to a resolution in terms of the final outcome (Strydom & Puren, 2016:1325). The procedural dimension promotes inclusiveness through public participation processes that ensures change on a spatial and socio-cultural level (Strydom & Puren, 2016:1325).
PSYCHOLOGICAL DIMENSION	The psychological dimension of placemaking develops as a result of the combining the spatial and procedural dimension (Strydom & Puren, 2016:1325). This dimension includes personal meanings and values that evolves during placemaking and manifests through place attachment, referring to the emotional connection people have with places; place

	identity, referring to the individual psychological experience of places and place dependency, referring to the synergy between the political, economic and social context of a setting that contributes to how places function (Strydom & Puren, 2016:1325).
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Source: Own construction (2020) based on Strydom and Puren (2016:1325)

These three dimensions of placemaking as described in Table 3-6 above substantiate that placemaking as an approach to urban planning do indeed facilitate social constructs through the creation of meaningful places and certainly also involve the community through public participation processes. Placemaking is an empowering process utilised to create physical change, shape the environment and encourage social interaction to ultimately promote people's quality of life (Strydom & Puren, 2016:1325; Strydom *et al.*, 2018:166) therefore resulting in certainly contributing to the social sustainability agenda.

Strydom and Puren (2016:1324) is however of opinion that placemaking is currently propagated in South Africa as a key urban planning principle. Historically it has been difficult for South Africa to implement a set of urban policy principles in a sustainable manner because of various spatial and demographic factors (Pillay, 2008:112). Pillay (2008:114) state that a set of sustainable urban policies that includes the multiple and competing demands and challenges of South African cities and towns has yet to emerge (Pillay, 2008:114) but is also of opinion that policy and planning options do exist from which informed decisions must be made (Pillay, 2008:110).

Table 3-7 below will attempt to summarise policies and legislation(s) relevant to placemaking in South Africa. There is no concrete evidence that placemaking as a concept exists within current South African policy and legislation(s) but related topics of spatial transformation and public participation do exist within current South African policy and legislation(s) and will thus be included in the scope of this research as a foundation for the notion of placemaking. The scope of this research also does not include a detailed analysis of international policies and legislation(s) related to placemaking as an approach to urban planning, but rather aims to identify the broad range of South African policies and legislation(s) applicable to urban planning practices in attempt to inform planners about the importance and relevance of placemaking within South African cities and towns. These policies and legislation(s) will be arranged chronologically within both separate categories namely legislation and policy.

Table 3-7: Policies and legislation(s) relevant to placemaking in South Africa

LEGISLATION	RELEVANCE
Constitution of the Republic of South Africa (Act 108 of 1996)	In terms of Chapter 2 of the <i>Constitution of South Africa</i> (1996) it states: Section 16 of the <i>Constitution of South Africa</i> (1996) state that everyone has the right to freedom of expression, which includes <i>freedom to receive or impart information or ideas.</i> In terms of Chapter 7 of the <i>Constitution of South Africa</i> (1996) it states: Section 152 of the <i>Constitution of South Africa</i> (1996) state that the objects of local government are to <i>encourage the involvement of communities and community organisations in the matters of local government.</i> In terms of Chapter 10 of the <i>Constitution of South Africa</i> (1996) it states: Section 195 of the <i>Constitution of South Africa</i> (1996) state that <i>people's needs must be responded to</i> and <i>the public should be encouraged to participate</i> in policymaking.
NEMA (Act 107 of 1998)	The National Environmental Management Act 107 of 1998 state that it provides for co-operative environmental governance by establishing <i>principles for decision-making on matters affecting the environment.</i> Key principles of the National Environmental Management Act 107 of 1998 include the following: The <i>participation of all interested and affected parties</i> in environmental governance <i>must be promoted</i> and <i>all people must have the opportunity to develop the understanding, skills and capacity necessary for achieving equitable and effective participation</i>, and participation by vulnerable and disadvantaged persons must be ensured. <i>Decisions must take into account the interests, needs and values of all interested and affected parties</i>, and this includes recognising all forms of knowledge including traditional and ordinary knowledge. <i>Community well-being and empowerment must be promoted including the sharing of knowledge, experience and other appropriate means.</i> A relevant general objective of the National Environmental Management Act 107 of 1998 also state that integrated environmental management should <i>ensure adequate and appropriate opportunity for public participation in decisions that may affect the environment.</i>

Municipal Systems Act (Act 32 of 2000)	The Municipal Systems Act 32 of 2000 aims to provide for the core principles and processes that are necessary to enable municipalities to move progressively towards the social and economic upliftment of communities; to define the legal nature of a municipality as including the local community within the municipal area; to provide for community participation and to establish an enabling framework for the core processes of planning and development. Section 4 of the Municipal Systems Act 32 of 2000 clearly stipulate that the council of a municipality has the duty to encourage the involvement of the local community and to consult the community about the level quality, range and impact of municipal services provided by the municipality. Section 5 of the Municipal Systems Act 32 of 2000 further stipulate that members of the local community have the right to contribute to the decision-making processes of the municipality and submit oral or written recommendations, representations and complaints to the municipal council or another political structure. Community members also have the right to be informed of decisions of the municipal council. The clearest and most specific requirements for public participation in local governance, closely relating to placemaking, is set out in Chapter 4 of the Municipal Systems Act 32 of 2000.
SPLUMA (Act 16 of 2013)	The overall objective of spatial transformation, relating to the notion of placemaking, is that needs must be met with regards to inclusivity, mobility and access, economic development that drives local and national growth possibilities and transforming space in a manner that is socially and environmentally sustainable (South African Cities Network, 2015:4). The Spatial Planning and Land Use Management Act 16 of 2013 (SPLUMA) is set to support effective and efficient planning and land use management in South Africa. In the context of transforming space, relating to placemaking, SPLUMA has been proposed as a possible tool to effect spatial transformation in South African cities and towns (South African Cities Network, 2015:4). SPLUMA's role as a transformation tool plays out in various levels and stages in the planning process and system (South African Cities 2015:25). South African Cities Network (2015:25) is of opinion that specific transformation levers exist within the Spatial Planning and Land Use Management Act 16 of 2013 that may directly or indirectly contribute to spatial transformation and relatedly placemaking. According to South African Cities Network (2015:26) these levers include: Lever 1 Principles and normative directions to Spatial Development Frameworks and Land Use Management Schemes Lever 2 The Spatial Development Framework Lever 3 Spatial Development Framework Compliance and Sector Planning/Implementation Lever 4 Spatial Development Framework Compliance and Land Use Management

	One development principle of SPLUMA (Act 16 of 2013) is highly relevant to placemaking in South Africa. Section 7 of SPLUMA (Act 16 of 2013) includes the principle of spatial sustainability, whereby spatial planning and land use management must aid in promoting viable communities. The norms and standards in Section 8 of SPLUMA (Act 16 of 2013) also closely relate to placemaking through stating that social inclusion, spatial equity, desirable urban forms, rural revitalisation, urban regeneration and sustainable development must be promoted.
Integrated Planning Framework Bill (2018:1-32)	According to the South African Government News Agency (2018) the Integrated Planning Framework Bill will ensure integrated planning across government and fast track implementation of the NDP 2030. This bill is aimed at establishing an institutional framework to integrate planning across government and ensure alignment between national, provincial and local government planning and other sectors. Section 5 of the Integrated Planning Framework Bill (2018:11) includes principles applicable to planning, monitoring, evaluation and development in South Africa, further stating that developmental frameworks and policies in all spheres of government must prioritise addressing the inclusion of persons and areas that were previously excluded; government plans and developmental priorities must result in communities that are viable; the preparation and amendment of plans, policies and developmental priorities must include transparent processes of public participation that allow all parties the opportunity to provide comments on matters that affect them and policies, legislation and procedures must clearly be set out to inform and empower members of the public. Section 6 of the Integrated Planning Framework Bill (2018:13) stipulate that social inclusion, spatial equity, desired spatial patterns, urban renewal, urban regeneration and sustainable development must be promoted within South Africa.
POLICY	RELEVANCE
National Policy Framework for Public Participation (2007:1-97)	The National Policy Framework for Public Participation (2007:6) is a document that provides a policy framework for public participation in South Africa. This builds on the commitment of the government to deepen democracy and above all, in the concept of local government, to comprise the community as part of the municipality (National Policy Framework for Public Participation, 2007:6). In terms of Chapter 1 of the National Policy Framework for Public Participation (2007:6) it states: The government promotes a form of participation that is empowering and should involve a range of activities including the creation of democratic representative structures, assisting those structures to plan at a local level through community-based planning that relates to placemaking, to implement and monitor those plans using a range of working groups that support community-based services and to further support these local structures. In addition, the government seeks to deepen the involvement of local communities in local governance by incorporating the community at large in consultation around key municipal processes like integrated development planning and so forth. This applies in respect of implementation, planning and monitoring/evaluation.

National Development Plan 2030 (2012:1-489)	The National Development Plan (NDP) 2030 (2012:24) offers a long-term perspective on South African development. It defines desired destinations and identifies the different roles that sectors and societies have to play in achieving certain developmental goals. The approach of the plan revolves around citizens being active in development and a strong leadership throughout society working together to solve problems (NDP 2030, 2012:1). The plan addresses the need to enhance the capabilities of South Africans so that people may live desired lives and to also develop the capabilities of the country to grow faster and raise living standards for all (NDP 2030, 2012:1). The NDP 2030 (2012:1) is a plan for South Africa that requires action, change and sacrifice from all sectors of society. The NDP 2030 (2012:1-489) includes some chapters that specifically relates to the <i>notion of placemaking</i> within South Africa. These chapters include: Chapter 4 This chapter focusses on economic infrastructure and the foundation of social and economic development (NDP 2030, 2012:159-196). This chapter relates to placemaking with regards to statements about public transportation. Chapter 8 This chapter elaborates on transforming human settlements and the national space economy, but specifically recognises principles for spatial development with regards to transforming human settlements (NDP 2030, 2012:258-293). This chapter within the document is acknowledged as the most important chapter taking into consideration placemaking from a planning perspective in South Africa. Chapter 12 This chapter discusses building safer communities (NDP 2030, 2012:385-406). With safety being perceived as an intangible quality of successful places as well as one of the interrelated concepts of social sustainability, this chapter may be considered as related to placemaking within South Africa. Chapter 15 This chapter focusses on transforming society and uniting the country as well as nation building and social cohesion (NDP 2030, 2012:456-478) but specifically relates to placemaking with regards to improving public services and spaces, building integrated facilities within communities to ensure the sharing of public spaces across different races and classes and promoting citizen participation in forums such as Integrated Development Plans.
Integrated Urban Development Framework (2016:1-114)	The Integrated Urban Development Framework (IUDF) (2016:4) marks a new deal for South African cities and towns. It sets a policy framework to guide the development of inclusive, resilient and liveable urban settlements, while addressing the unique conditions and challenges that South African cities and towns face (IUDF, 2016:4). The key outcome of the IUDF is <i>spatial transformation</i> that relates to <i>placemaking</i> (IUDF, 2016:4). The identified policy levers and priorities are vital for increasing the potential of urban areas, by integrating and aligning investments to improve the urban form (IUDF, 2016:4). The intention of this document is to <i>retrofit existing city footprints to produce coordinated, compact and connected cities through using transit-oriented and other urban planning strategies, such as placemaking, to provide desirable social, economic and environmental results</i>, as envisioned in the NDP 2030 (IUDF, 2016:4). This should be done in a way that promotes urban resilience and safety as well as strengthen rural-urban linkages (IUDF, 2016:4). <i>All sectors, spheres of government and civil society are called upon to use the IUDF as a guide to achieve a united and innovative response to the building of inclusive, safe, resilient and liveable urban settlements</i> (IUDF, 2016:4).

National Spatial Development Framework (2019:1-247)	The National Spatial Development Framework (2019:32), also known as the NSDF, proclaims that South African settlements should radically, decisively and sustainably be transformed into productive, liveable and resilient places for all. This transformation should be enabled through wise urban planning, land-use planning, development and management (NSDF, 2019:32). It should also be enabled through the provision of access to land and economic opportunities as well as the provision of other amenities and opportunities that good settlements may offer (NSDF, 2019:32). The NSDF (2019:45) emphasises that a growing urban population will lead to higher densities within urban areas in the future. This will further lead to a greater need for co-production and collaboration in spaces that may promote a more mindful contribution which different individuals and groups can make in order to resolve challenges or problems in innovative and sustainable ways (NSDF, 2019:45). The co-production and collaboration of people in spaces is in unison with the notion of placemaking. Part of the National Spatial Development Shapers within the NSDF (2019:51) is <i>Section 3.3 Urbanisation, the Pursuit of a Better Life and a Desire for Quality Urban Living and Spaces</i>. This section acknowledges that the promise for a better life for all will become a major concern for government in the future (NSDF, 2019:51). This section also mentions that urban inhabitants are finding ways to make life better and are thus becoming far more involved in making better quality urban spaces (NSDF, 2019:51). This leads to more active citizenry and public participation (NSDF, 2019:51), thereby emphasising the important role that placemaking may have in the future of South African cities and towns.
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Source: Own construction (2020) based on various sources as indicated in the table above

Placemaking may be described as the upliftment of a social setting through physical intervention (Strydom *et al.*, 2018:175). Strydom *et al.* (2018:175) is of opinion that placemaking may have the ability to create positive social change through sharing ideas and learning new skills to eventually create a final desired outcome. This sharing and learning of skills to transform an environment promotes placemaking as an enabling tool to be used by urban planners to facilitate the making of places whilst including various other role-players (Strydom *et al.*, 2018:175). In perceiving the transformation of space, relatedly placemaking, as a method to achieve or enhance social sustainability within cities and towns, the statement that was made by Strydom and Puren (2016:1324) is important to consider. Strydom and Puren (2016:1324) stated that placemaking is central within the urban planning profession, but planners do not hold monopoly over placemaking.

Some cities that have experimented with placemaking and in turn achieved successful results have induced national policy changes that enhance placemaking, diversity, social sustainability and economic competitiveness (Markusen & Gudwa, 2010:4). A new policy vision that focusses on in-depth placemaking as an approach to urban planning and where all levels of government and agencies join forces across functional missions may foster successful initiatives and disseminate good practice and results (Markusen & Gudwa, 2010:18). Markusen and Gudwa (2010:23) is further of opinion that new policy platforms regarding placemaking may link actors from multiple sectors, local agency missions and levels of government in a visible and connected initiative that encourages placemaking innovations. Initiatives should produce gains in liveability and social sustainability as well as new jobs and economic activity in an equitable and participatory way in order for placemaking to be genuinely successful (Markusen & Gudwa, 2010:18).

The following section (c.f. 3.5) will further explore the impact of spatial transformation on social sustainability to accordingly bridge the gap between the transformation of space and social sustainability as part of final remarks regarding Chapter 3

3.5 The impact of spatial transformation on social sustainability

Social sustainability, in its everyday meaning, signifies a sense of change and transformation (Davidson, 2010:872). According to Stilwell (2000:205) spatial restructuring and transformation may significantly contribute to the enhancement of social sustainability. Urban form and its physical typologies play a crucial role in achieving sustainability goals and should therefore be oriented towards promoting a sense of safety, sense of community and place attachment to further enhance social sustainability (Eizenberg & Jabareen, 2017:9). Yildiz *et al.* (2020:3) agrees with Eizenberg and Jabareen (2017:1) that spatial transformation will bring forth a desired

physical urban form that should promote a sense of community, safety, health and place attachment which are all perceived as indicators of social sustainability. Much has already been said about how governments, planners, developers and other professionals may work together to achieve social sustainability goals, but the challenge of how to integrate this thinking in professional practice and public policy still remain (Palich & Edmonds, 2013:8).

Woodcraft (2012:32) argues that social sustainability has become shorthand in policy discourse for creating successful places where people want to live. Translating conceptual ideas about social sustainability into practical planning tools that continues to maintain integrity is considered as challenging (Woodcraft, 2012:33). Stender and Walter (2019:599) is of opinion that no consensus exists with regards to criteria that urban areas should fulfil in order to be deemed as socially sustainable, but researchers from various disciplines seem to relate social sustainability with the built environment. It is therefore important to think about concepts and approaches that may be incorporated in urban planning practice to achieve positive social outcomes. The usefulness of social sustainability as a planning tool depends on how it is enacted in planning practices (Woodcraft, 2012:32). It is thus vital to take into consideration that there might be a link between the placemaking approach to urban planning and the notion of social sustainability.

The complexity of what social sustainability exactly means to a given community and the fact that measurements of success are usually project related stresses the importance of the processes included in such projects associated with the enhancement of social sustainability (Palich & Edmonds, 2013:8). Prior to any physical outcomes, an inclusive design process may contribute to enhancing social sustainability by bringing people together, creating social networks within communities and empowering people through engaging them in making decisions with regards to communal spaces (Palich & Edmonds, 2013:8).

An inclusive design process requires equitable engagement with the community and combines design options to consider possible visions for the future (Palich & Edmonds, 2013:8). Design processes promoting the transformation of physical spaces may offer critical contributions to social sustainability (Palich & Edmonds, 2013:5). These processes act as a connecting voice and a social channel for communities and governments to interpret and translate community aspirations into a collective vision and declaration of cultural values (Palich & Edmonds, 2013:5). It is thus important to consider that placemaking, as an approach to urban planning, may be perceived as an inclusive design process that promotes the transformation of physical space, thereby offering contributions to the achievement and enhancement of social sustainability.

Taking the above-mentioned statements into consideration, placemaking should be promoted as a considerable notion to be included in various planning projects with social sustainability

objectives. Karacor (2014:254) state that the transformation of physical urban form will improve the perception of quality of life and contribute to the notion of placemaking, while taking into consideration the shaping of environments with aesthetical arrangements facilitating social interaction. Stender and Walter (2019:599) is of opinion that in order to enhance social sustainability, the design of the physical environment should be combined with how people relate to each other within specific settings.

Placemaking, as an approach to urban planning, focusses on human scale and the improvement of sustainability and life quality (Karacor, 2014:254). Some views suggest that placemaking may contribute to social development through the improvement of the physical environment because social problems are related to physical environmental quality and this suggests that these social problems may be relieved through the physical development of places (Karacor, 2014:255). Karacor (2014:255) further suggests that placemaking is needed in socially deteriorated areas because it may positively influence the well-being and quality of life for all people. Safety and security may also be promoted through vibrant street life, which is considered as an outcome of successful placemaking, thereby further contributing to the development of social sustainability (Karacor, 2014:255).

3.6 Chapter 3 conclusions

The primary goal of this chapter was to address certain research aims and objectives as stated in Chapter 1 (c.f. 1.3) of this dissertation. These research aims and objectives include defining social sustainability from a planning perspective and how this concept is gaining importance in broader urban planning approaches as well as exploring the notion of placemaking and how it may contribute to the social sustainability agenda.

The research done in Chapter 3 aimed at recognising social sustainability as a wide-ranging urban planning objective whilst acknowledging the transformation of space, relatedly placemaking as an approach to urban planning, as a possible method to achieve or enhance social sustainability within cities and towns.

Chapter 3, specifically Section 3.2, attempted to define social sustainability from a planning perspective in order to better understand how this concept is gaining importance in broader urban planning approaches and how it may be perceived as an extensive objective for urban planners and other expertise to achieve. This section has shown that the social aspect of sustainability is important within the sustainable development agenda and that urban planners and related professionals have a crucial role to play in building socially sustainable places and communities as well as contributing to the social sustainability agenda. It is apparent that urban planners may

provide important leadership in realising the unique opportunity they have for integrating the desires of numerous individuals and parties into frameworks for implementation. It is also acknowledged that urban planners, together with related professionals, aid in exemplary engagement processes with people and places in order to identify and recognise objectives of healthy planning and wellbeing to ultimately enhance and improve social sustainability.

Chapter 3, specifically Section 3.3, attempted to recognise the transformation of space as a possible method to achieve or enhance social sustainability within cities and towns. The notion of placemaking was explored as a way to physically transform space into place. The research emphasised placemaking as a socially rooted and holistic approach to urban planning that may indeed contribute to the social sustainability agenda through public engagement processes that is distinctive to the notion of placemaking, thereby also addressing the research objective of how placemaking may contribute to the social sustainability agenda. It is clear in Chapter 3 that urban planners together with other expertise may utilise placemaking as an inclusive design process to transform physical space into place in further attempt to enhance or achieve social sustainability within cities and towns.

Section 3.4 specifically focused on social sustainability and placemaking from a planning perspective in a South African context in attempt to further understand how placemaking may contribute to the social sustainability agenda within developing countries such as South Africa and to bridge the gap between social sustainability and the transformation of space. This section determined that a definite link between social sustainability and placemaking do exist within a South African context and may be confirmed through further comparing South African policy and legislation(s) relevant to social sustainability and placemaking within the country.

Section 3.5 further attempted to bridge the gap between the transformation of space and social sustainability through exploring the impact of spatial transformation on social sustainability which included final remarks regarding Chapter 3.

In accordance, the research done in Chapter 3 (literature review) will serve as a foundation for the following chapter (empirical investigation) to identify elements and establish criteria for achieving or enhancing social sustainability within cities and towns. These elements and criteria, that will be identified in Chapter 4, will aid in constructing a closed structured questionnaire in order to collect data for evaluating if community perspectives have changed through the process of transformation of physical space as perceived in the Coligny Forward project in South Africa. This research will also further aid in concluding on the interface between transformation of space and social sustainability objectives.

CHAPTER 4 EMPIRICAL INVESTIGATION: DATA COLLECTION AND ANALYSIS

4.1 Chapter introduction

According to Bradford (2017) and Guide2Research (2020) an empirical investigation seeks to find a general explanation that applies to various cases across time and functions to create fresh knowledge about how the world actually works. Empirical research may be defined as any study that includes conclusions which are exclusively derived from concrete and verifiable evidence (Guide2Research, 2020; QuestionPro, 2020). The term empirical means that research is guided by scientific experimentation/evidence and a study is perceived as empirical when it uses real-world evidence in investigating its assertions (Guide2Research, 2020; Penn State University, 2020). Guide2Research (2020) and QuestionPro (2020) also state that an empirical investigation is a research approach that uses qualitative and quantitative methods for gathering evidence.

The main objective of this research, as comprehensively discussed in Chapter 1, is to reflect on the transformation of space from a social sustainability perspective, especially focussing on the Coligny Forward project in South Africa which serves as a pilot study for other South African cities and towns in quest to enhance overall social sustainability in South Africa.

For the purpose of this research the empirical investigation will be divided into two phases in attempt to comply with the following aims and objectives of the research as stated in Chapter 1 of this dissertation (c.f. 1.3):

- Concluding on the interface between transformation of space and social sustainability objectives
- Reflecting on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project

Phase 1 of the empirical investigation will employ theory-based sampling as part of a qualitative inquiry into the notion of social sustainability and placemaking as an approach to urban planning to identify elements and establish criteria for the possible achievement or enhancement of social sustainability within cities and towns. Re-coded correlating elements and criteria that emerge will serve as a basis for constructing a closed structured questionnaire that will be used for further data collection within phase 2 of the empirical investigation.

Phase 2 of the empirical investigation will consist of case study research following a single-case design that focusses on the unique case of the Coligny Forward project. A quantitative approach

will then be followed by means of analysing and interpreting data that will be obtained through closed structured questionnaires handed out to community members in the greater Coligny area. Figure 4-1 illustrates the conceptual structure of the empirical investigation.

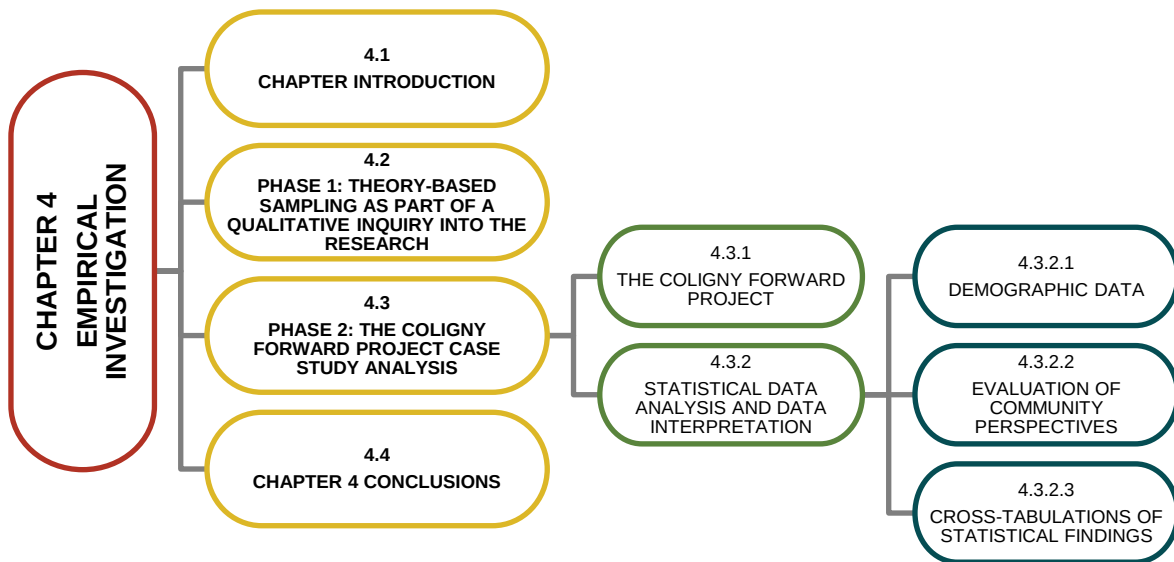


Figure 4-1: Conceptual structure of the empirical investigation

Source: Own construction (2020)

4.2 Phase 1: Theory-based sampling as part of a qualitative inquiry into the research

Identifying elements and establishing criteria for achieving or enhancing social sustainability may be challenging due to its complexity and lack of consensus by various theorists (Palich & Edmonds, 2013:2). In many instances the indicators of social sustainability are context dependant and need to reflect upon the requirements of local communities (Palich & Edmonds, 2013:2), but taking placemaking as an approach to urban planning into consideration, elements and criteria for achieving or enhancing social sustainability may become less complex. Phase 1 of the empirical investigation of this research thus focusses on the following secondary research question as stated in Chapter 1 (c.f. 1.4):

- What is the interface between transformation of space and social sustainability objectives?

Phase 1 of the empirical investigation employs theory-based sampling as part of a qualitative inquiry into the notion of social sustainability and placemaking as an approach to urban planning to aid in the identification and establishment of elements and criteria that urban areas have to fulfil in order to be deemed socially sustainable. Referring to Chapter 2 of this dissertation (c.f. 2.2.2.1) Cohen and Crabtree (2006) state that theory-based sampling is the process of selecting literature on the basis of representing important theoretical constructs. Suri (2011:69) agrees with Cohen and Crabtree (2006) by stating that theory-based sampling involves selecting cases or

literature that represent important theoretical constructs about the topic of interest. This sampling approach has the goal of developing a good understanding of the dimensions of a concept across a range of settings and conditions (Cohen & Crabtree, 2006). Trotter (2012:399) is of opinion that theory-based sampling as part of a qualitative inquiry into research allows for sampling and analysis to be linked to existing theoretical frameworks. Researchers use theory-based sampling as a research method to systematically clarify, explain and refine the variations in concepts as well as different and similar meanings of concepts as it is found (Suri, 2011:69).

The following table (Table 4-1) presented on the next page thus employs theory-based sampling as part of a qualitative inquiry into the notion of social sustainability and placemaking as an approach to urban planning. These elements and criteria that will be identified will also be divided into four categories according to colour. Each of these colours represent the four key attributes of placemaking separately. Red represents sociability; yellow represents uses and activities; green represents comfort and image; and blue represents access and linkages.

Table 4-1: Theoretically identified elements and criteria of social sustainability and placemaking

FOUR KEY ATTRIBUTES OF PLACEMAKING	THEORETICAL CONSTRUCTS	
	NOTION OF SOCIAL SUSTAINABILITY	PLACEMAKING AS AN APPROACH TO URBAN PLANNING
SOCIABILITY	- Community interaction • - Social networks • - Social interaction • - Friendliness • - Community participation • - Sense of place • - Pride • - Community stability • - Neighbourhood satisfaction • - Sense of belonging • - Community spirit • - Social inclusion and cohesion • - Quality of life • - Equity • - Sense of future • - Even age structure • - Employment opportunities • - Diversity • - Equal opportunities • - Community involvement •	- Social networks • - Social interaction • - Sense of place and attachment • - Sense of community • - Various age groups • - Diversity • - Stewardship • - Cooperation • - Neighbourly • - Prideful • - Welcoming • - Street life • - Equal opportunities •
USES & ACTIVITIES	- Usable local facilities • - Activities • - Mixed land uses • - Sustainable urban design • - Cultural activities • - Economic viability • - Meeting places • - Democracy and governance •	- Activities • - Sustainability • - Land use patterns • - Usability •
COMFORT & IMAGE	- Security • - Aesthetically pleasing places • - Safety • - Walkability • - Green open spaces • - Amount of living space • - Health of citizens • - Cleanliness • - Distinctive character • - Identity • - Adaptable spaces •	- Safety • - Cleanliness • - Walkability • - Building conditions • - Comfortability • - Attractive spaces • - Historic preservation • - Green environment • - Public open spaces •
ACCESS & LINKAGES	- Accessibility • - Good infrastructure • - Pedestrian friendly • - Transport links • - Street layout • - Connectedness • - Access to key services • - Proximity • - Social infrastructure • - Interconnectedness •	- Accessibility • - Proximity • - Connectedness • - Pedestrian activity • - Good infrastructure • - Different modes of transport • - Convenient transit stops •

Source: Ahlgren *et al.* (2018:23); Bramley *et al.* (2006:1-40); Bramley and Power (2009:32-33); Dave (2011:189-205); Davidson (2010:875); Dempsey *et al.* (2009:289-300); Eizenberg and Jabareen (2017:3); Heller & Adams (2009:18); McKenzie (2004:1-29); Palich and Edmonds (2013:1-13); Project for Public Spaces (2007); Woodcraft (2012:29-42)

The elements and criteria identified in Table 4-1 above have been designated a code (indicated by colour) according to theoretical correlation. These elements and criteria were identified by means of investigating a variety of literature regarding placemaking and social sustainability. The elements and criteria that emerged in Table 4-1 will further be re-coded and illustrated in Table 4-2 below. Table 4-2 will illustrate the re-coded elements and criteria to better comprehend how placemaking as an approach to urban planning may aid in the achievement or enhancement of social sustainability through recognising these re-coded elements and criteria as indicators of social sustainability within cities and towns.

Table 4-2: Re-coded correlating elements and criteria linking social sustainability and placemaking

FOUR KEY ATTRIBUTES OF PLACEMAKING				
INDICATORS OF SOCIAL SUSTAINABILITY	SOCIABILITY	USES & ACTIVITIES	COMFORT & IMAGE	ACCESS & LINKAGES
	Social networks, inclusion and cohesion	Usable public facilities	A sense of safety and security	Accessibility (especially to key services)
	Sense of place, belonging and attachment	Mixed land uses	Cleanliness	Good proximity
	Community participation and interaction	A variety of activities	Comfortable, adaptable and walkable areas/spaces	Connectedness
	Even age structure	Meeting places	Aesthetically pleasing and attractive places with distinctive character and identity	Pedestrian friendly
	Pride and neighbourhood satisfaction	Sustainable urban forms	Green public open spaces	Good infrastructure (roads/water/social/ electricity)
	Friendly and welcoming			Good transportation links and convenient transit stops with a variety of transport modes
	Diversity			
	Equal opportunities			

Source: Own construction (2020)

Table 4-2 above will serve as a foundation to construct a closed structured questionnaire that will be used to collect data for the purpose of phase 2 the empirical investigation of this research.

In conclusion to this section (c.f. 4.2) Ghavampour and Vale (2019:203) state that sustainability projects must be grounded in human experience, therefore social sustainability projects must begin by reimagining place-bound settings and connections, further leading to placemaking coinciding with the movement towards sustainable living. Heller and Adams (2009:19) state that successful placemaking, as an approach to urban planning, may only be achieved through the

genuine integration of urban planning and social planning disciplines. A truly multidisciplinary approach is the cornerstone of successful placemaking to achieve and enhance social sustainability in cities and towns (Heller & Adams, 2009:19).

4.3 Phase 2: The Coligny Forward project case study analysis

Phase 2 of the empirical investigation employs a case study research method that follows a single-case design focussing on the unique case of the Coligny Forward project, a space transformation initiative driven by the South Africa Day Group. As previously stated in various sections of this dissertation the main objective of this research is to reflect on the transformation of space from a social sustainability perspective, especially focussing on the Coligny Forward project in South Africa which serves as a pilot study for other South African cities and towns in quest to achieve or enhance overall social sustainability in South Africa.

The elements and criteria that were identified by means of theory-based sampling in Section 4.2 of this research served as a basis for constructing a closed structured questionnaire that was handed out to community members within the greater Coligny area by employing a convenience sampling method. The process of the data collection and engagement with the communities were solely conducted by a community informant and the researcher did not engage in the process. Phase 2 of the empirical investigation aims to collect and analyse data for the purpose of answering the following research question (c.f. 1.4):

- Did community perspectives change through the process of transformation of physical space as perceived in the Coligny Forward project?

Phase 2 of the empirical investigation will thus further include elaborations on the Coligny Forward project (c.f. 4.3.1) for clarification purposes and to explain as well as illustrate the space transformation initiatives that occurred during the Coligny Forward project in 2018. Through employing a quantitative approach, the data that was collected by means of a closed structured questionnaire will be analysed and evaluated in Subsection 4.3.2 of this dissertation in attempt to comply with the research aim of reflecting on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project in South Africa.

4.3.1 The Coligny Forward project

As previously stated in Chapter 2 (c.f. 2.2.2.2) the Association of African Planning Schools (2010:7) defines case study research as the rigorous analysis of an individual unit, be it a person or a community, stressing developmental factors in relation to the environment. Case study research focuses on individuals or groups whilst seeking to understand the participants'

perceptions of events (Cohen *et al.*, 2011:290). The contexts of case studies are also unique and dynamic as it investigates real-life unfolding interactions of events, human relationships and other factors in a unique instance (Cohen *et al.*, 2011:289). Case study research is said to be a well-suited method to analyse complex planning processes as it involves studying changes over time and emphasises the importance of regional and local contexts (Association of African Planning Schools, 2010:6).

As stated in Subsection 2.2.2.1 of the research, projects attempting to achieve or enhance social sustainability must be considered as innovative as well as effective and should have renewable resources and the potential to be replicated (McKenzie, 2004:17). Selected projects should be able to serve as a basis for generating similar projects elsewhere (McKenzie, 2004:17). These statements thus comply with the main objective of this research as stated in the section above (c.f. 4.3) and in Chapter 1 (c.f. 1.3). The single-case design that was employed allows for a deeper examination of context and a gradual understanding of African, relatedly South African, urban spaces and planning practice (Association of African Planning Schools, 2010:5). According to the Association of African Planning Schools (2010:7) case study research involving the analysis of a single unit also allows for the investigation of the effects that planning interventions have on a community. For all of the reasons as stated above, the unique case of the Coligny Forward project is thus perceived as an exemplary case for the purpose of this research.

According to South Africa Day (2020) South Africa as a nation comes from a difficult history that alienated people from a sense of belonging to the country. This history divided communities on the basis of race and in turn led to dividing South Africa in a deep and fundamental way (South Africa Day, 2020). The legacy of that history still manifests itself within communities and in order to eliminate the legacy of this history all South Africans are required to make an effort on a consistent and committed basis (South Africa Day, 2020). South Africa Day thus seek to be a holistic initiative to overcome the past legacies on an enduring and lasting basis (South Africa Day, 2020). South Africa Day is aimed at physically bringing South Africans together who would otherwise never have met without special efforts and programmes (South Africa Day, 2020). The South Africa Day Group is a non-governmental organisation and initiative that invites South Africans to contribute towards building communities through partnerships with various organisations (South Africa Day, 2020).

Shongwe and La Grange (2018) is of opinion that one of the reasons that South Africans are not optimistic about the future of the country is the bad state of cities and towns due to poor upkeep and crumbling infrastructure. The state of affairs may be blamed on lack of funds, corruption and incompetence (Shongwe & La Grange, 2018). Mr. Barend La Grange, the SA Day Chief Operations Officer and driver of the SA Towns Makeover Initiative, state that South Africans are

negative about the deterioration of rural towns in the country (Rant en Dal Prisma, 2018). The government is said to be responsible for maintaining these rural towns but the fact of the matter is that not many solutions have been given to problems that arose (Rant en Dal Prisma, 2018). Mr. Barend La Grange is thus of opinion that it is important for communities to take ownership of the environment in order to create better places and circumstances for all (Rant en Dal Prisma, 2018).

South Africa Day, a non-governmental organisation, thus want South African cities and towns to become attractive and successful places that residents may be proud of, through the active participation and involvement of communities (Shongwe & La Grange, 2018). Through the promotion of taking ownership, it leads to developing a sense of pride and belonging within communities (KyKNET Argief, 2019b). To achieve this initiative as stated above, South Africa Day decided to identify a town that would serve as the launch of this countrywide initiative and that may serve as a model for other South African cities and towns (Shongwe & La Grange, 2018). The greater Coligny area was chosen to be part of the first SA Town Makeover Initiative. This research thus explores the unique scientifically undocumented case of the Coligny Forward project, a space transformation initiative driven by the South Africa Day Group. The greater Coligny area was selected by the South African Day Group as a potential area where diverse urban planning practices and space transformation initiatives may be incorporated to renovate and re-plan this area (KyKNET Argief, 2019b). It was intended as a quick space transformation project, planned between April 2018 and August 2018. Mr. Barend La Grange stated that a strategic plan was set up to systematically finish the Coligny Forward project between April 2018 and August 2018 and a sustainability plan/programme was set in place after the completion of the project for maintenance purposes (Rant en Dal Prisma, 2018).

The South Africa Day Group established the SA Towns Makeover Initiative which mainly focusses on reviving towns across South Africa and facilitate economic development as well as investments (South Africa Day, 2020). The Coligny Forward project is one of the SA Towns Makeover Initiatives of South Africa (South Africa Day, 2020). According to SA Day Coligny (2020) the vision of the Coligny Forward project was to inspire the people of the greater Coligny area to work towards achieving greatness that is underpinned by economic prosperity, unity, optimism and pride in being residents of Coligny and South Africa. The mission of the Coligny Forward project was to inspire and restore pride in all people within the greater Coligny area and to celebrate achievements as a united community (SA Day Coligny, 2020).

According to SABC News (2018) and Bantham (2018) Coligny is a small rural town in the North West province in South Africa that underwent a much-needed makeover. The town became infamous in April 2017 when furious residents of the nearby Tlhabologang and Scotland

settlements looted its central business district and set various houses and businesses on fire (KykNET Argief, 2019a; SABC News, 2018; Shongwe & La Grange, 2018). KykNET Argief (2019a) is also of opinion that a lot of expensive vehicles and equipment were destroyed during the Coligny riots/protests in 2017 and relationships between community members were at an all-time low. In April 2017 buildings and relationships between residents of the greater Coligny area were destroyed (SABC News, 2018), but local Reverend Tewie Pieters then decided to establish the Coligny Peace Forum after the riots and protests took place in order to reconcile the people within the greater Coligny area (SABC News, 2018). South Africa Day, a non-governmental organisation with the aim to revamp and restore many delapidated rural towns across the country, decided to start in the greater Coligny area as its flagship project (SABC News, 2018).

In May 2018, a sustainability workshop with regards to the Coligny Forward project was held by Dr. Marius Joubert, the Chief Executive Officer of Nxt Lvl Southern Africa Pty Ltd. The main objectives of this session were to introduce people to each other who are actively involved with organisations which mission is to make a difference; provide the involved parties with a view of what the possibilities are for the greater Coligny area going forward and promoting confidence in the fact that various people want to make the Coligny Forward project a reality; and to review on a high level what project team competencies/capabilities exist and what additional competencies may be required for the Coligny Forward project going forward (Joubert, 2018). A few requirements were identified during the discussion which included better infrastructure, public spaces, maintenance, job opportunities, food security, better healthcare, tourist attractions and retail options (Joubert, 2018). These requirements that were identified by the involved parties also link to the identified indicators of social sustainability as mentioned in Section 4.2.

The greater Coligny area was certainly a place that one would not be proud of given its circumstances (Shongwe & La Grange, 2018). This town required a facelift that would make it an attractive place to live in, visit, to do business in and attract investments (Shongwe & La Grange, 2018). Shongwe & La Grange (2018) further stated that the greater Coligny area has its own problems with regards to infrastructure including water, sewerage, electricity and roads. More problems also include street maintenance, potholes, cleanliness, greenery and lacking general upkeep (Shongwe & La Grange, 2018). The Coligny Forward project however is a space transformation initiative that focussed on the general beautification of the town (Shongwe & La Grange, 2018). According to Shongwe and La Grange (2018) this project involved the following:

- Repairing potholes (relating to the access and linkages key attribute of placemaking especially referring to good infrastructure of roads social sustainability indicator as mentioned in Table 4-2)

- Painting roads and markers (relating to the comfort and image key attribute of placemaking as well as the aesthetically pleasing and attractive places with distinctive character and identity social sustainability indicator as mentioned in Table 4-2)
- Painting local business front views (relating to the comfort and image key attribute of placemaking as well as the aesthetically pleasing and attractive places with distinctive character and identity social sustainability indicator as mentioned in Table 4-2)
- Cutting grass in front of businesses (relating to the comfort and image key attribute of placemaking as well as the aesthetically pleasing and attractive places with distinctive character and identity; cleanliness; and green public open spaces social sustainability indicators as mentioned in Table 4-2)
- Beautification of the town's entrances (relating to the comfort and image key attribute of placemaking as well as the aesthetically pleasing and attractive places with distinctive character and identity social sustainability indicator as mentioned in Table 4-2)
- Creating public gardens (relating to the comfort and image key attribute of placemaking as well as the green public open spaces social sustainability indicator as mentioned in Table 4-2)
- Cleaning and rubbish removal (relating to the comfort and image key attribute of placemaking as well as the cleanliness social sustainability indicator as mentioned in Table 4-2)
- Planting trees (relating to the comfort and image key attribute of placemaking as well as the green public open spaces social sustainability indicator as mentioned in Table 4-2)
- Beautifying public spaces (relating to the comfort and image key attribute of placemaking as well as the aesthetically pleasing and attractive places with distinctive character and identity social sustainability indicator as mentioned in Table 4-2)
- Getting residents to take ownership (relating to the sociability key attribute of placemaking as well as the sense of place, belonging and attachment; community participation and interaction; and pride and neighbourhood satisfaction social sustainability indicators as mentioned in Table 4-2)

SABC News (2018) stated that in believing that community ownership is an integral part of bringing forth any change, South Africa Day decided that the greater Coligny area was perfect for launching the SA Towns Makeover Initiative which included the Coligny Forward project. The four pillars of the Coligny Forward project included cleaning, painting, planting and restoring (KykNET Argief, 2019c; Rant en Dal Prisma, 2018; SABC News, 2018). According to SABC News (2018) eighty trees have already been planted, buildings have been painted and windows as well as potholes have been repaired. Nearby informal settlements such as Tlhabologang, which is also part of the greater Coligny area, have been cleaned and residents seem to be happy with the

progress of the Coligny Forward project (SABC News, 2018). Rev. Tewie Pieters stated that all of these small initiatives are slowly but surely leading to the overall improvement of the greater Coligny area (KykNET Argief, 2019a).

SABC News (2018) is further of opinion that the greater Coligny area is situated on a busy route to Botswana and Namibia. Experts from the North-West University's Town Planning and Art Departments also provided inputs in the Coligny Forward project with the long-term vision in mind of positioning the greater Coligny area as a popular agricultural and tourism hub within the province (SABC News, 2018). Bantham (2018) is however of opinion that South Africans are becoming aware of the importance of coming together and changing individual circumstances for the better. Bantham (2018) stated that the greater Coligny area community experienced the true spirit of ubuntu by collaborating with urban and regional planning students from the North-West University and the South Africa Day non-governmental organisation to paint, plant and clean up the town as part of the Coligny Forward project. Bantham (2018) then further stated that the aim of the Coligny Forward project was to encourage community members to take ownership in reviving the greater Coligny area and to co-produce solutions to transform the spatial environment of the greater Coligny area.

An excursion was arranged as part of the Coligny Forward project where North-West University Urban and Regional Planning students had the opportunity to physically contribute to the transformation of space in the greater Coligny area (Bantham, 2018). Students aided in painting buildings along the main road of the greater Coligny area and the local community took over the paint brushes when it was time for the students to return back to Potchefstroom (Bantham, 2018). Figure 4-2 illustrates the physical contribution of NWU students to transform space in the greater Coligny area. Bantham (2018) further stated that the next part of the plan is to develop an art route running through the greater Coligny area with key heritage points, unique selling areas and small tourist attractions. The NWU students mentioned that the Coligny Forward project inspired them to transform space within the country and it shows what is possible when residents take ownership with regards to the environment and improvement of surroundings (Bantham, 2018).



Figure 4-2: Physical contribution of NWU students to transform space in the greater Coligny area

Source: Photographs taken by researcher (2018)

De Wet (2018) state that the community members of the greater Coligny area together with members of the South Africa Day Group worked together to bring positive change to this South African town. The Coligny Forward project was centred around beautifying Coligny and neighbouring settlements with the hope of it being the catalyst for bigger and better changes (De Wet, 2018). According to KykNET Argief (2019a) community members came together and launched targeted projects aiming to maintain peace and renew the greater Coligny area. Local Rev. Tewie Pieters stated that the challenges of the greater Coligny area were not only to make the town a better place but also take into consideration safety and reconciliation (KykNET Argief, 2019c). Rev. Tewie Pieters stated that safety was the most important challenge within the greater Coligny area, but since the start of the Coligny Forward project not a single violent incident occurred yet (KykNET Argief, 2019a). Rev. Tewie Pieters further stated that the Coligny Forward project provided a platform for community members of the greater Coligny area to take responsibility and action with regards to making the environment a better place for all (KykNET Argief, 2019a).

Mr. Barend La Grange is of opinion that the challenges within the greater Coligny area are immense in terms of community relationships and total infrastructure which is expensive to repair and restore (KykNET Argief, 2019c). He further stated that the Coligny Forward project included diverse urban planning practices and initiatives that was incorporated to renovate and re-plan the greater Coligny area (KykNET Argief, 2019c). The following phase of this initiative will however include focussing on the importance of the economy within the area as well as job creation so that overall sustainability may be promoted (KykNET Argief, 2019c).

Rev. Tewie Pieters goes on to say that one of the community members took initiative to mobilise other community members to start doing small projects within the greater Coligny area (KykNET Argief, 2019a). He further stated that to improve the environment will lead to the improvement of people's well-being (KykNET Argief, 2019a). Not a lot of people have to be involved in order to enable change, but participating in initiatives that bring forth change, such as the Coligny Forward project, is of value to the whole community (KykNET Argief, 2019a).

North-West University professional experts stated that the theory of renewal creates a form of hope for people and a community may be built up through small transformative initiatives (KykNET Argief, 2019c). She further elaborates that projects similar to the Coligny Forward project have been done in Belgium where residents transformed dilapidated areas into good public places and this emphasises the role that community members have with regards to the transformation of space (KykNET Argief, 2019c). Mr. Henk Myburg, a community volunteer in the greater Coligny area, stated that he is responsible for maintaining greenery within the town (KykNET Argief, 2019a). He goes on to say that through taking ownership and responsibility with regards to this task he feels a sense of belonging within the community and state that it is good to be part of the Coligny Forward project where change is visually recognisable (KykNET Argief, 2019c). Mr. Henk Myburg then further stated that if more people are involved in such space transformation initiatives, bigger changes and improvements might occur (KykNET Argief, 2019a). Figure 4-3 illustrates the before and after of grass cutting and planting that took place as part of the Coligny Forward project.



Figure 4-3: Coligny Forward project grass cutting and planting

Source: Adapted from Omgewingspraatjies (2018)

Mr. Barend La Grange stated that various authorities within the local government were also involved in the Coligny Forward project as it is ultimately the municipality's responsibility together with the community to drive initiatives such as the Coligny Forward project (KykNET Argief, 2019b; Rant en Dal Prisma, 2018). Rev. Tewie Pieters stated that the Coligny Forward project led to a visit from the Premier of the North West province that in turn led to further collaboration agreements with the local government (KykNET Argief, 2019c). Rev. Tewie Pieters then said that people should come together when searching for solutions to problems and this is what builds a community and make places better (KykNET Argief, 2019c).

Rev. Tewie Pieters as well as Pastor Bella Lemotlo from Church Souls Winners Faith Ministries and Chairperson of the African National Congress Peace Forum, stated that there was nothing to be proud of in the greater Coligny area and it was a mess before the Coligny Forward project took place (Wallis, 2018a; Wallis, 2018b). The whole of the community was involved during this process of upliftment and transformation of space within the greater Coligny area (Wallis, 2018a). Mr. Theo Rabe, Chief Executive Officer of NWK Limited, agrees by stating that this initiative was taken up by all the people within the greater Coligny area (Wallis, 2018b). Various stakeholders and organisations were also involved in the Coligny Forward project and looked forward to making changes within the greater Coligny area (Wallis, 2018a).

Mr. Ismael Tlotleng, a community volunteer and member of Fountain of Hope, stated that the community of the greater Coligny area wanted to clean the environment because a clean environment leads to better health and well-being for citizens (Wallis, 2018b). Mr. Daniël Arends, another community volunteer, agreed with Mr. Ismael Tlotleng by stating that a clean space is a good space (Wallis, 2018a). Ms. Jacqueline Seleke, also a community volunteer and supporter, stated that she felt privileged to be part of the cleaning team in the greater Coligny area as part of the Coligny Forward project because it was her way of giving back to the community (Wallis, 2018b). Figure 4-4 on the following page illustrates the before and after cleaning the greater Coligny area.



Figure 4-4: Coligny Forward project before and after cleaning

Source: Adapted from Omgewingspraatjies (2018)

Ms. Bets Visser, a community volunteer, stated that she was part of the painting team in the Coligny Forward project and she is proud to know that she has been part of this space transformation initiative to make the greater Coligny area aesthetically pleasing again (Wallis, 2018a). Mr. JJ van Rensburg, a Horticulturist from Garden World in Muldersdrift, stated that he was excited to be part of the Coligny Forward project to aid in beautifying and greenifying the entrances of the greater Coligny area in order to make the town more welcoming (Wallis, 2018c). Figure 4-5 illustrates the before and after painting of curbs in the greater Coligny area and Figure 4-6 illustrates the before and after painting of buildings in the greater Coligny area.



Figure 4-5: Coligny Forward project before and after curb painting

Source: Adapted from Omgewingspraatjies (2018)



Figure 4-6: Coligny Forward project before and after painting of buildings

Source: Adapted from Omgewingspraatjies (2018)

Mr. Ferdi Engelbrecht from PowerRock Road Marking said that people have a responsibility when it comes to transforming the environment and when a community comes together such as in the Coligny Forward project, the greater Coligny area may be perceived as an example for other South African cities and towns to follow (Wallis, 2018a). The Coligny Forward project together with the support of PowerRock Road Marking ensured that certain roads were repaired and that stop and crossing signage were repainted to promote a safer environment for all (South Africa Day, 2018). South Africa Day (2018) stated that this is an example of a community taking responsibility and ownership. Figure 4-7 on the following page illustrates the before and after road and pothole repairs as part of the Coligny Forward project whilst Figure 4-8 illustrates the before and after road signage painting as part of the Coligny Forward project.



Figure 4-7: Coligny Forward project before and after road and pothole repairs

Source: Adapted from Omgewingspraatjies (2018)



Figure 4-8: Coligny Forward project before and after road signage painting

Source: Adapted from South Africa Day (2018)

The greater Coligny area community members came together and showed great energy and enthusiasm towards the Coligny Forward project (La Grange, 2018). Citizens together with various stakeholders and organisations cleaned, painted buildings, removed rubbish, repaired roads and potholes, levelled land and planted trees and other greenery in attempt to renovate and renew the greater Coligny area (La Grange, 2018). La Grange (2018) stated that a visible change took place as a result of the Coligny Forward project and the involvement of many different individuals were inspiring. Hendriks (2018) stated that community members also took initiative to incorporate public art within the greater Coligny area in attempt to make the town more welcoming and aesthetically pleasing in order to promote the creation of a distinctive character and identity of place within the greater Coligny area. Figure 4-9 on the following page illustrates the public art that was incorporated as part of the Coligny Forward project.



Figure 4-9: Coligny Forward project public art initiative

Source: Adapted from Hendriks (2018)

Mr. Benedict Modise, Director of Transformation at NWK Limited, stated that it was of great importance to become part of the renovations and developments within the greater Coligny area in order to restore confidence within the residents of the town and ensure the restoration of relationships within the community (Wallis, 2018b). Ms. Jacqueline Seleke, community volunteer and supporter, also stated that the Coligny Forward project promoted community members to work together and when different cultures meet and find solutions together, new goals may be reached (Wallis, 2018b). Pastor Bella Lemotlo is of opinion that the greater Coligny area as well as its community have changed through diverse people coming together, identifying problems and combining efforts and commitments in order to maintain peace (Wallis, 2018b). She then also stated that new hope was found because of this space transformation initiative, the Coligny Forward project (Wallis, 2018b).

Dr. Bheki Shongwe, Chief Executive Officer of South Africa Day, is of opinion that a lot of South African towns are busy collapsing and the Coligny Forward project that took place in the greater Coligny area was a perfect opportunity to showcase what can be achieved when a community works together in bringing forth change (Wallis, 2018c). He further stated that it might not be

necessary to only rely on the South African government for intervention when people put differences aside and take responsibility and ownership within cities and towns (Wallis, 2018c). Mr. Chris Hart, Executive Chairman of Impact Investment Management Pty Ltd, stated that through fixing a community and transforming physical space within cities and towns, one may attract investments (Wallis, 2018c). He is also of opinion that South Africa may become a more successful and prosperous country through mobilising investment in the right places and mobilising community efforts (Wallis, 2018c).

Prof. Sarel Cilliers, Specialist in Urban Ecology and Botany at the North-West University, stated that from an urban planning and ecological point of view it is important to participate in projects such as the Coligny Forward project in order to promote the involvement of various stakeholders and organisations (Wallis, 2018c). This involvement may in turn emphasise the Coligny Forward project as a pilot study and model for other South African cities and towns as well as the world (Wallis, 2018c). Mr. Theo Rabe, NWK Limited CEO, is of opinion that the community members of the greater Coligny area sets an example for how South Africans should work together to make a difference and this portrays a message of hope within the town that should also spread across the country (Wallis, 2018b). Ms. Zinea Huston, Urban and Regional Planning PhD student at the North-West University, also made a substantial remark that the power of small change should never be underestimated (Wallis, 2018c).

The Coligny Forward project as a space transformation initiative of the South Africa Day Group was thus intended to be pilot study for other South African cities and towns (Rant en Dal Prisma, 2018). Mr. Barend La Grange stated that the greater Coligny area was a war zone previously, but if the Coligny Forward project worked, taking into consideration the bad circumstances, then it may serve as a model for other South African cities and towns (KykNET Argief, 2019c). If community members within other South African cities and towns take ownership and responsibility it will bring forth renewal and restoration within the country (KykNET Argief, 2019c). Mr. Barend La Grange then further stated that the main goal of the Coligny Forward project as a South Africa Day initiative is that it should have an effect on the rest of the country (KykNET Argief, 2019b). He then said that the Coligny Forward project already inspired other towns in South Africa, such as Potchefstroom, Nelspruit, Mafikeng and Senekal to do the same (KykNET Argief, 2019b). If residents are not happy with environmental conditions and circumstances within cities and towns, individuals should take ownership, promote initiatives and mobilise the community in order to ultimately transform, revive and renew places (KykNET Argief, 2019b).

This subsection (c.f. 4.3.1) included elaborations on the Coligny Forward project for clarification purposes as well as to explain and illustrate the space transformation initiatives that took place during the Coligny Forward project in 2018. The following subsection (c.f. 4.3.2) will thus employ

a quantitative inquiry into the research through statistically analysing, evaluating and interpreting data that was collected by means of a closed structured questionnaire, handed out to community members within the greater Coligny area, in attempt to reflect on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project. Subsection 4.3.2, which includes the statistical data analysis and data interpretation, further attempts to quantitatively represent the qualitative research by means of recording the previously collected data.

4.3.2 Statistical data analysis and data interpretation

Subsection 4.3.2 employs a quantitative research approach in attempt to answer the following research question as mentioned in Chapter 1 (c.f. 1.4):

- Did community perspectives change through the process of transformation of physical space as perceived in the Coligny Forward project?

In addition to answering the question above, Subsection 4.3.2 also attempts to fulfil the following objective of the research as stated in Chapter 1 (c.f. 1.3):

- Reflecting on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project

The data used in the quantitative empirical investigation were gained by means of a closed structure questionnaire. The elements and criteria of social sustainability and placemaking that were identified by means of theory-based sampling in Section 4.2 of the empirical research served as a basis for compiling a closed structured questionnaire. This questionnaire was circulated amongst community members in the greater Coligny area by employing a convenience sampling method. The process of the data collection and engagement with the communities were solely conducted by a community informant, the researcher did not engage in the process. The questionnaire was handed out to community members after the Coligny Forward project has been completed in August 2018. Out of the 100 questionnaires that were circulated amongst community members in the greater Coligny area, only 61 of the community participants responded by virtue of completing and returning the questionnaire to the community informant. An example of the closed structured questionnaire that was handed out to community members within the greater Coligny area is included in Annexure A of the research.

As mentioned in Chapter 2 (c.f. 2.2.2.2), the closed structured questionnaire consisted of two categories. Each of these categories (demographic data and evaluation of community perspectives within the greater Coligny area after completion of the Coligny Forward project) as

well as the questions contained therein and graphic representations of the outcomes will accordingly be discussed in detail in Subsection 4.3.2.1 and Subsection 4.3.2.2. Cross-tabulations of the statistical findings will then be included and elaborated on in Subsection 4.3.2.3.

4.3.2.1 Demographic data

The first category or section of the questionnaire aimed to obtain the demographic data of the respondents. Question 1 (What is your gender?), Question 4 (What is your marital status?) and question 7 (What is your relevance to the greater Coligny area?) were asked to determine if the respondents included a variety of different people so that the sample may be perceived as a good representation of the total population in the greater Coligny area.

Question 2 (What is your age?) was asked to determine the age distribution within the greater Coligny area as well as for the purpose of determining if different age groups, such as youth, working class and pensioners, have different perspectives with regards to the process of transformation of physical space as perceived in the Coligny Forward project.

Question 3 (In what ethnic group are you?) was asked for the purpose of using the results obtained in this question to identify if a variety of ethnic groups within the greater Coligny area think differently about certain needs and sustainability as well as if the perspectives of a variety of ethnic groups differ with regards to the process of transformation of physical space as perceived in the Coligny Forward project.

Question 5 (What is your current employment status?) was asked to determine if the employed and non-employed within the greater Coligny area have different perspectives with regards to the process of transformation of physical space as perceived in the Coligny Forward project.

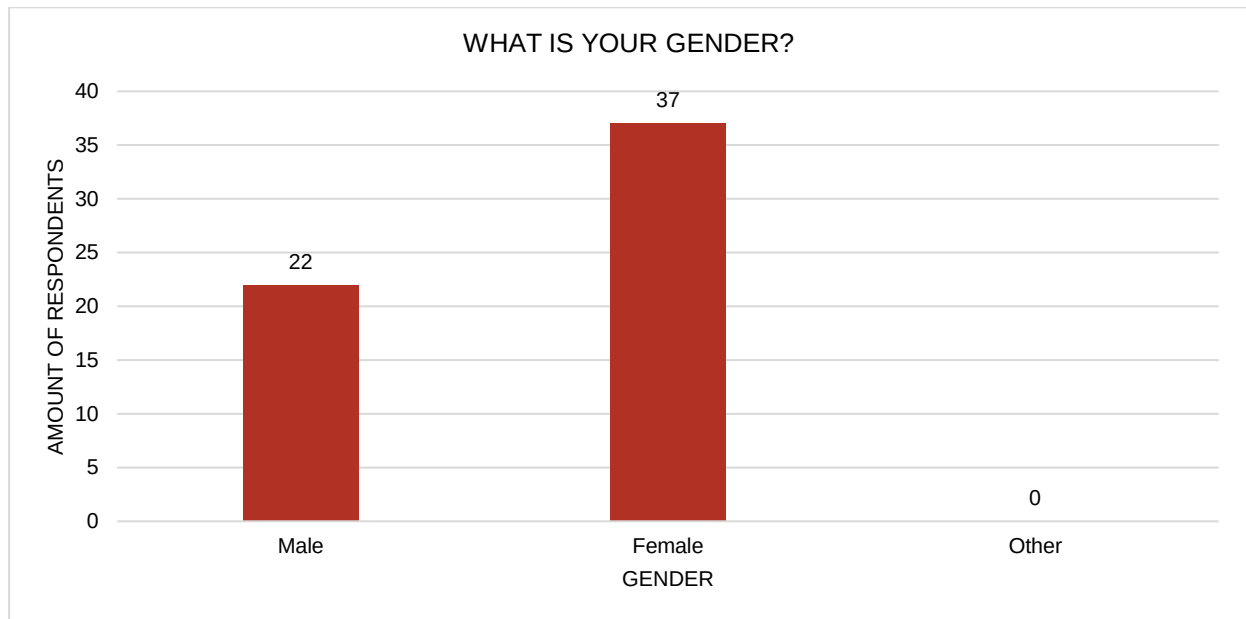
Question 6 (Where do you reside?) was asked to determine in what part of the greater Coligny area do the respondents reside in. The greater Coligny area consists of various neighbourhoods and includes informal settlements, such as Tlhabologang, so it was important to determine where exactly the respondents reside in to fully comprehend how community members from different neighbourhoods experienced the process of transformation of physical space as perceived in the Coligny Forward project.

The findings of the demographic data will be captured in the subsections that follow.

4.3.2.1.1 Respondents' gender

Of the 61 respondents, 59 indicated a gender. Graph 4-1 on the next page illustrates the representatives of each gender. 22 of the respondents indicated male (37,3%), 37 of the

respondents indicated female (62,7%) and 0 of the respondents indicated other (0%). The majority of the respondents were thus female.



Graph 4-1: Representatives of each gender

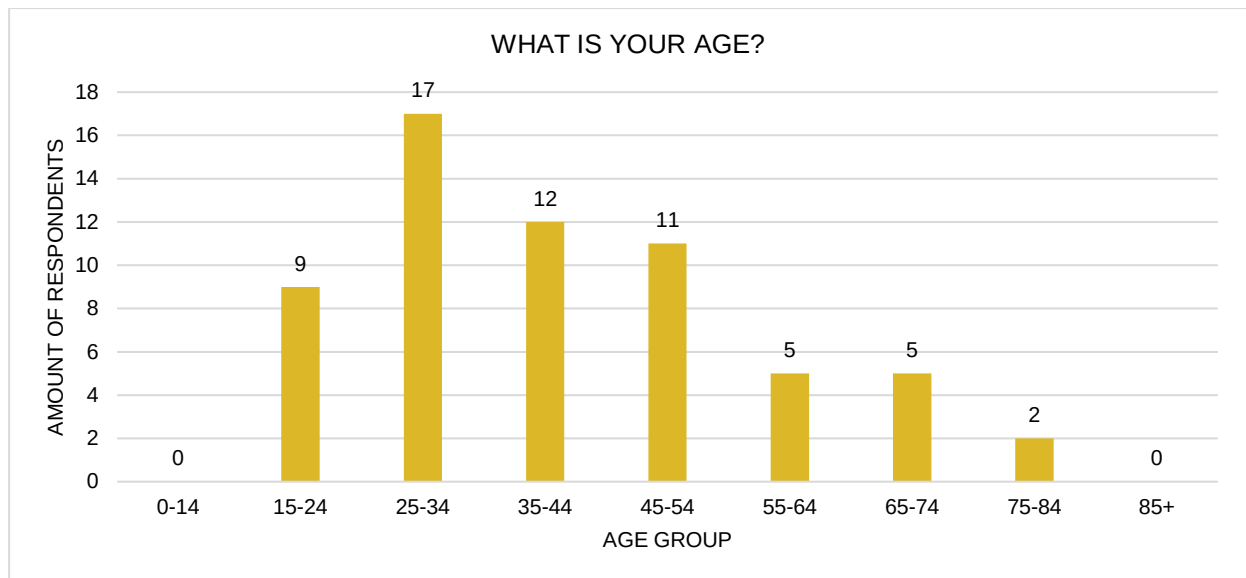
Source: Own construction from questionnaire data (2020)

4.3.2.1.2 Respondents' age

Graph 4-2 on the following page illustrates the age distribution of the respondents. It is seen in the graph below that the age groups have been divided into 9 categories as follows:

- 0 (0%) of the respondents were between the ages of 0 and 14
- 9 (14,7%) of the respondents were between the ages of 15 and 24
- 17 (27,9%) of the respondents were between the ages of 25 and 34
- 12 (19,7%) of the respondents were between the ages of 35 and 44
- 11 (18%) of the respondents were between the ages of 45 and 54
- 5 (8,2%) of the respondents were between the ages of 55 and 64
- 5 (8,2%) of the respondents were between the ages of 65 and 74
- 2 (3,3%) of the respondents were between the ages of 75 and 84
- 0 (0%) of the respondents were between the ages of 85 and above

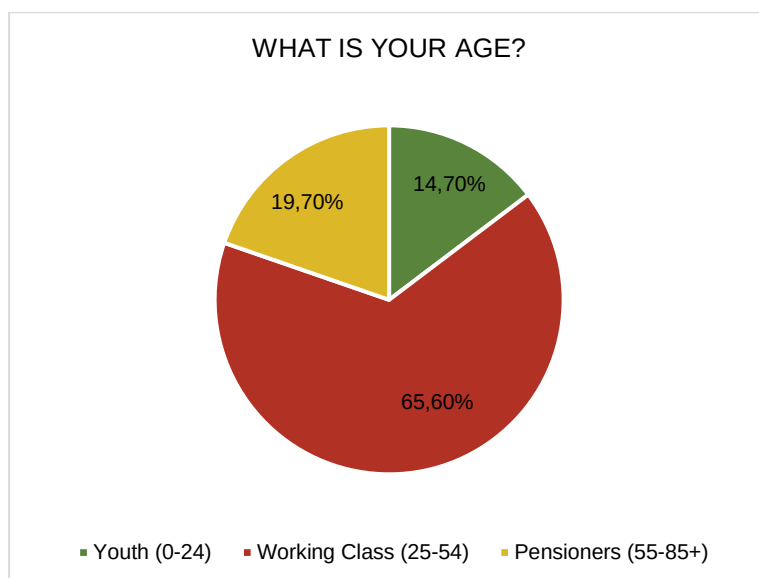
It is clearly seen in Graph 4-2 that the majority of respondents fall between the ages of 25 and 34 thereby indicating that the majority of respondents may be considered as young adults within the working class.



Graph 4-2: Age distribution of respondents

Source: Own construction from questionnaire data (2020)

The age distribution of respondents was further divided into three categories as illustrated Graph 4-3. These categories include youth, working class and pensioners. As seen in Graph 4-3, 14,7% of respondents were between the ages of 0 and 24 which is considered as youth; 19,7% of respondents were between the ages of 55 to 85 and above which is considered as pensioners; and 65,6% of respondents were between the ages of 25 and 54 which is considered as working class. Graph 4-3 thus clearly indicates that the majority of respondents were between the ages of 25 and 54 which means that the majority of respondents also fall within the working class category.

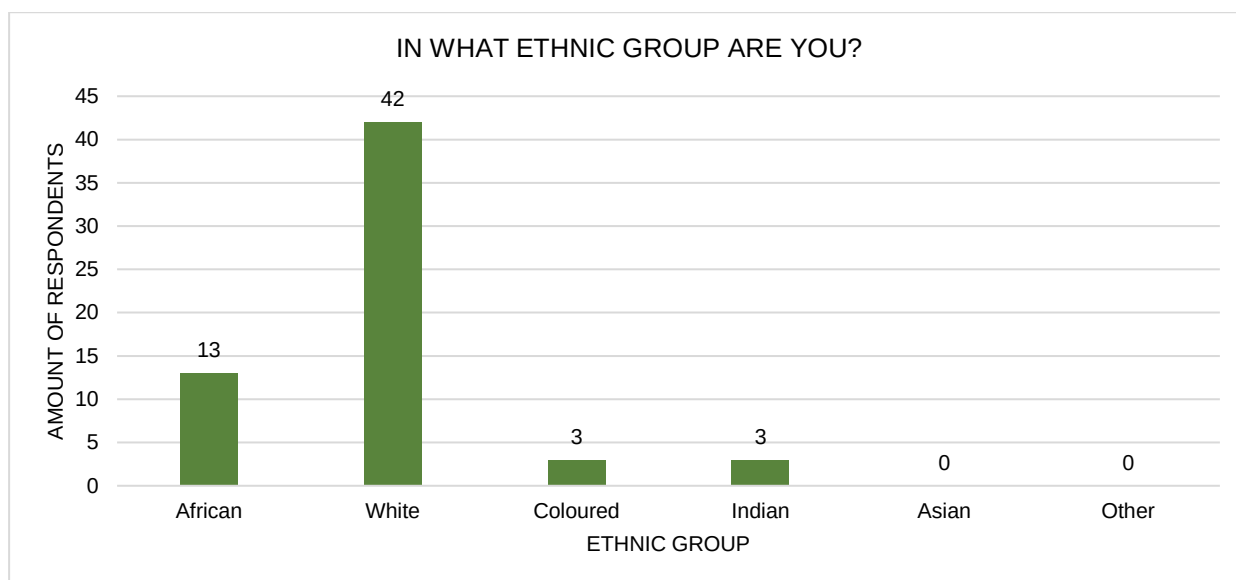


Graph 4-3: Percentage of youth, working class and pensioner representatives

Source: Own construction from questionnaire data (2020)

4.3.2.1.3 Respondents' ethnic group

Based on the observations evident in Graph 4-4 below, it is clear that 42 out of the 61 respondents which is 68,9% fell within the White ethnic group; 13 out of the 61 respondents which is 21,3% fell within the African ethnic group; 3 out of the 61 respondents which is 4,9% fell within the Coloured ethnic group; 3 out of the 61 respondents which is 4,9% fell within the Indian ethnic group and 0 out of 61 respondents which is 0% fell within the Asian and Other ethnic groups. With no respondents representing the Asian or Other ethnic group, this may be considered as a limitation of the research. The majority of respondents however indicated White as the ethnic group of choice followed by African as the second to most ethnic group of choice and then Coloured as well as Indian followed as the ethnic groups with the least representatives.

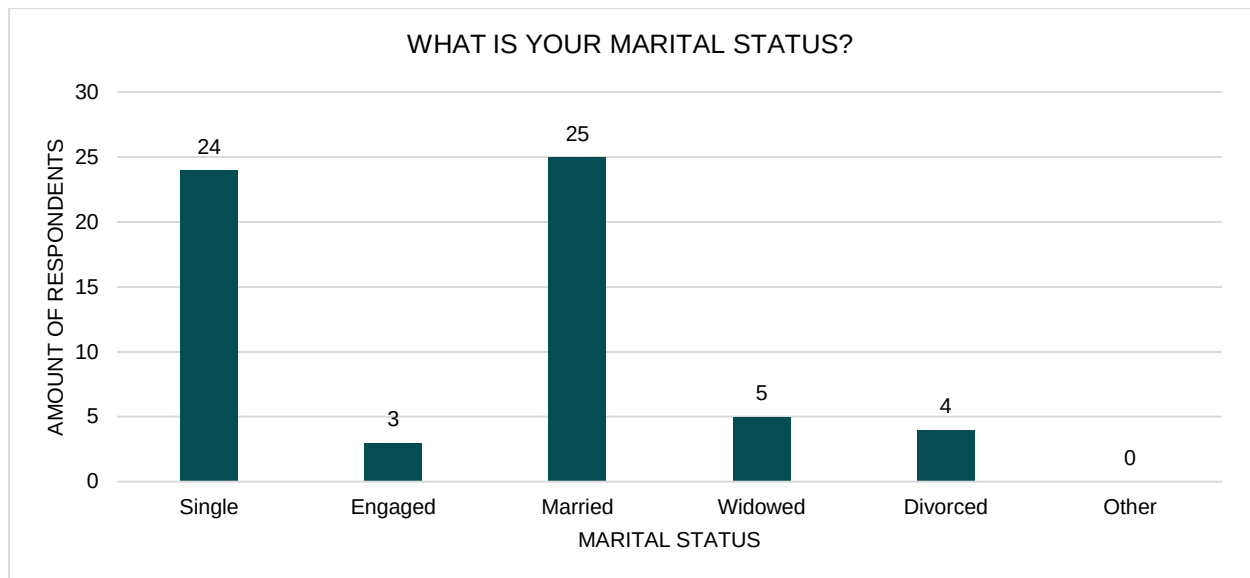


Graph 4-4: Representatives of each ethnic group

Source: Own construction from questionnaire data (2020)

4.3.2.1.4 Respondents' marital status

Graph 4-5 on the following page illustrates the marital status of respondents. The graph clearly displays that 25 (41%) of respondents are married which is also the majority; 24 (39,3%) of the respondents are single; 5 (8,2%) of respondents are widowed; 4 (6,6%) of respondents are divorced; 3 (4,9%) of respondents are engaged and 0 (0%) of respondents indicated other.

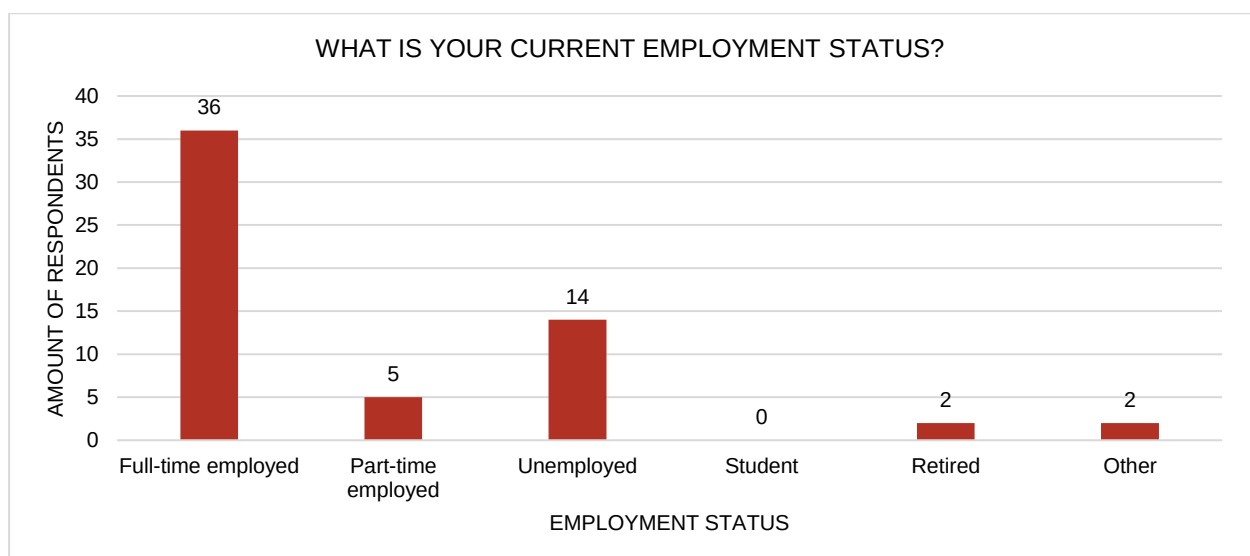


Graph 4-5: Marital status of respondents

Source: Own construction from questionnaire data (2020)

4.3.2.1.5 Respondents' employment status

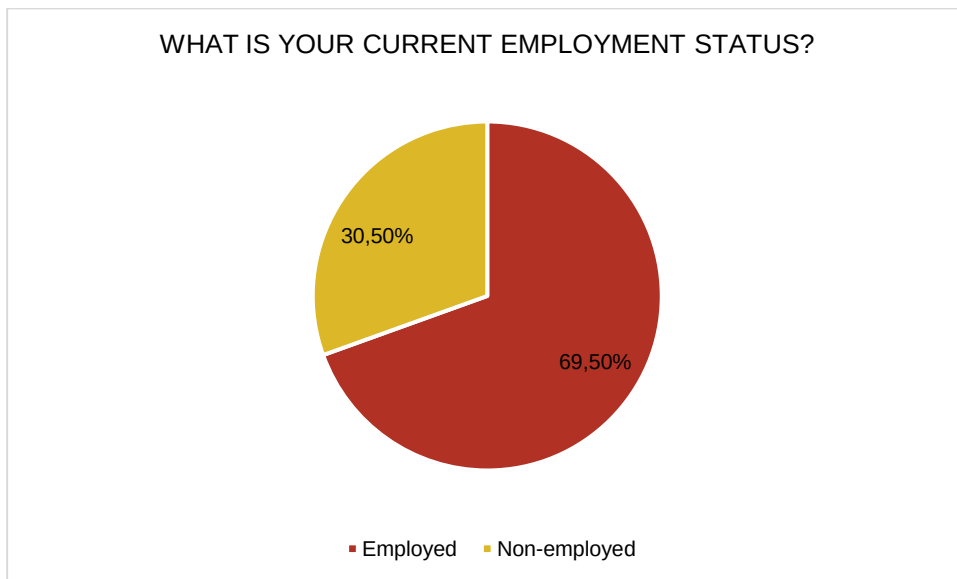
Out of the 61 respondents, 59 indicated a status of employment. Graph 4-6 shows the employment status of respondents. The status of employment has been divided into six categories as seen in Graph 4-6 below. 36 (61%) of respondents indicated full-time employed; 5 (8,5%) of respondents indicated part-time employed; 14 (23,7%) indicated unemployed; 0 (0%) indicated student; 2 (3,4%) indicated retired and 2 (3,4%) indicated other. It is evident in Graph 4-6 that the majority of respondents indicated full time employed followed by unemployed as the second to most indicated employment status.



Graph 4-6: Employment status of respondents

Source: Own construction from questionnaire data (2020)

The six categories presented in Graph 4-6 above were further divided into two main categories namely employed and non-employed as illustrated in Graph 4-7 below. The categories full-time employed and part-time employed were included as part of the employed category and the categories unemployed, student, retired and other were included as part of the non-employed category. Graph 4-7 illustrates that the majority of respondents fell into the employed category with 69,5% (41 out of 59 respondents) and 30,5% of respondents fell into the non-employed category (18 out of 59 respondents).

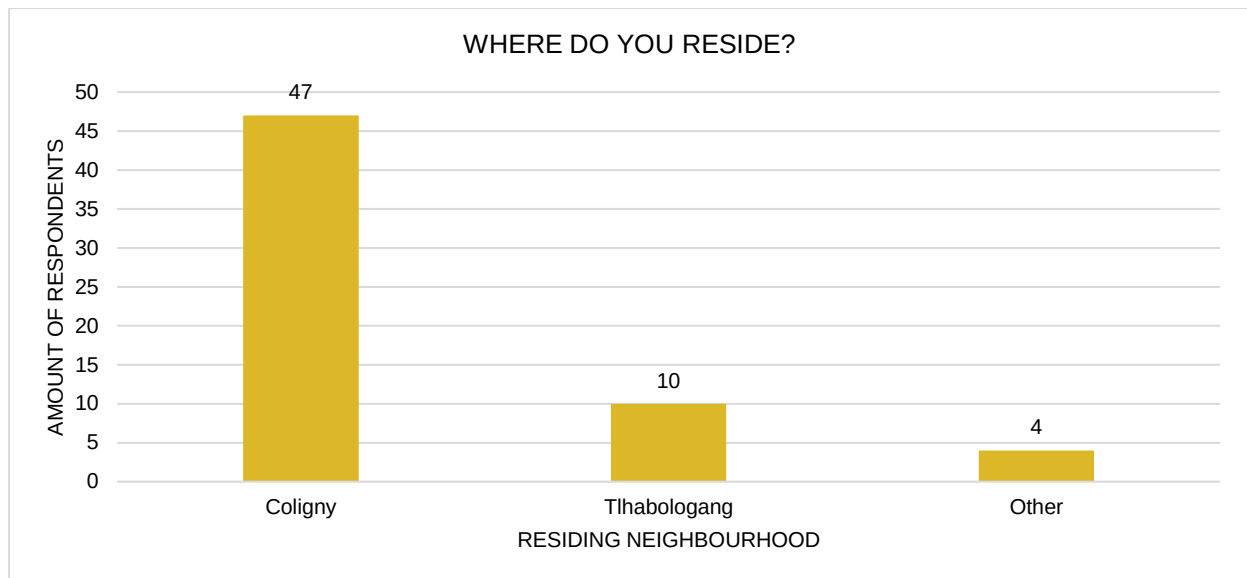


Graph 4-7: Percentage of employed and non-employed representatives

Source: Own construction from questionnaire data (2020)

4.3.2.1.6 Respondents' residing neighbourhood

As illustrated in Graph 4-8 on the following page, 47 out of 61 respondents reside within Coligny which is 77% of the respondents; 10 out of 61 respondents reside within Tlhabologang which is 16,4% of the respondents and 4 out of 61 respondents reside within another neighbourhood which is 6,6% of the respondents.

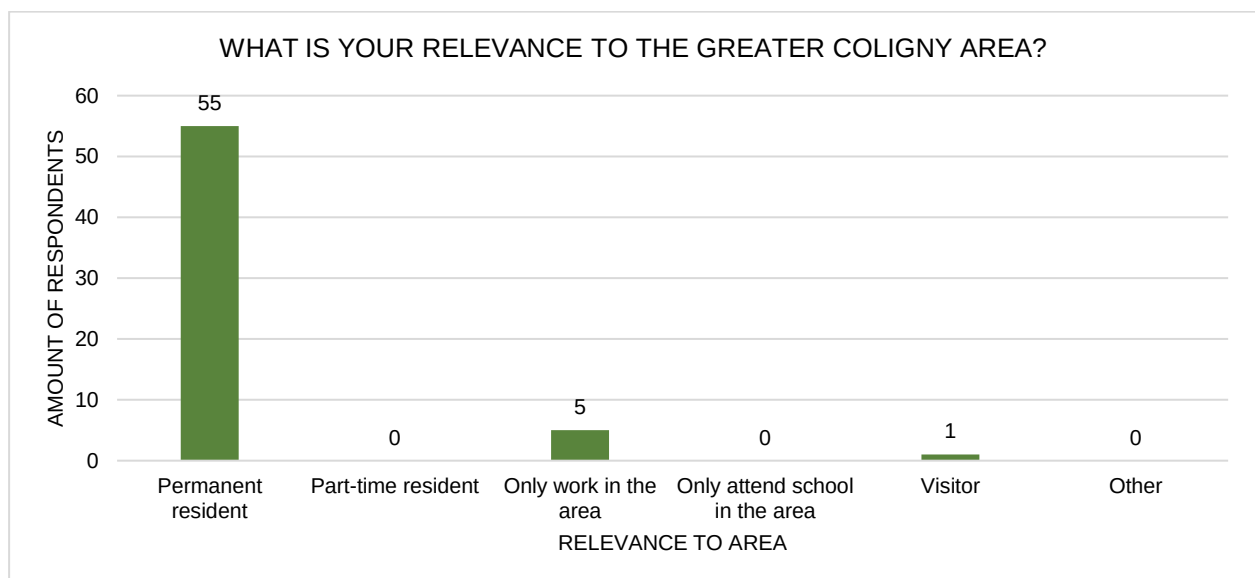


Graph 4-8: Residing neighbourhood of respondents

Source: Own construction from questionnaire data (2020)

4.3.2.1.7 Respondents' relevance to the greater Coligny area

As seen in Graph 4-9 below, respondents indicated their relevance to the greater Coligny area. The relevance to the area has been divided into 6 main categories as illustrated in Graph 4-9. 55 (90,2%) of respondents indicated permanent resident; 0 (0%) of respondents indicated part-time resident; 5 (8,2%) indicated only work in the area; 0 (0%) indicated only attend school in the area; 1 (1,6%) indicated visitor and 0 (0%) indicated other. Graph 4-9 thus clearly show the majority of respondents as permanent residents within the greater Coligny area.



Graph 4-9: Respondents' relevance to the greater Coligny area

Source: Own construction from questionnaire data (2020)

4.3.2.2 Evaluation of community perspectives in the greater Coligny area after completion of the Coligny Forward project

The second category or section of the questionnaire aimed to obtain the perspectives of the greater Coligny area community after the completion of the space transformation initiative, the Coligny Forward project. This category or section of the questionnaire aimed to capture community perspectives from a social sustainability and placemaking as an approach to urban planning point of view. The community members of the greater Coligny area had to rate the greater Coligny area after the completion of the Coligny Forward project by means of strongly disagreeing, disagreeing, agreeing or strongly agreeing with the questions asked. These questions that were asked in the second category or section of the questionnaire all link to the identified elements and established criteria of social sustainability and placemaking as mentioned in Section 4.2 of the research.

The questions asked may also be divided into the four main categories representing the key attributes of placemaking as previously mentioned in Subsection 3.3.3.2.3 as well as Section 4.2. of this dissertation. These key attributes include sociability, uses and activities, comfort and image as well as access and linkages. Question 8 to question 42 were asked to obtain data for evaluating community perspectives within the greater Coligny area after completion of the Coligny Forward project in attempt to comply with the research objective of reflecting on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project.

Question 8 (I am happy to be in this area), Question 11 (My town is peaceful), Question 14 (I am proud of my town), Question 31 (People know each other by name in this town), Question 32 (People in my town are friendly), Question 33 (People in my town are helpful), Question 37 (I know people from diverse cultures in my town), Question 38 (There are various job opportunities in my town), Question 39 (My town needs more tourists), Question 40 (My town is a good place for children), Question 41 (My town is a good place for older people) and Question 42 (My town has a promising future) were asked to determine the perspectives of greater Coligny area community after completion of the Coligny Forward project with regards to sociability.

Question 17 (There are enough public places in my town), Question 26 (My town has enough shops), Question 27 (I often visit other towns for shopping), Question 28 (My town has good public places for sport activities), Question 29 (My town has good public places for social activities) and Question 30 (My town has good public places for cultural activities) were asked to determine the perspectives of greater Coligny area community after completion of the Coligny Forward project with regards to uses and activities.

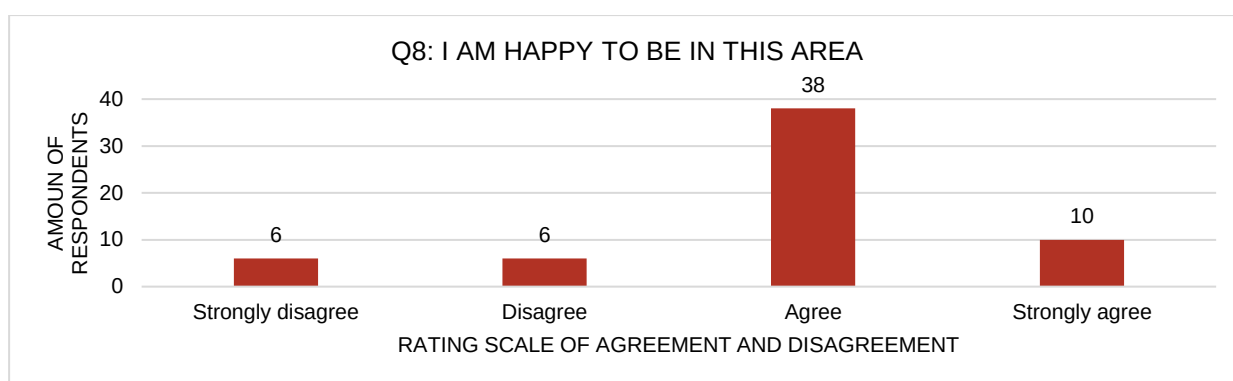
Question 9 (My town is an attractive place), Question 10 (My town is beautiful), Question 12 (I feel safe in my town), Question 13 (My town is clean), Question 18 (There are enough seats in public places for me to sit), Question 19 (It is easy to walk from one place in my town to another), Question 34 (I help with cleaning my town), Question 35 (I will help to make the town beautiful) and Question 36 (I pick up litter when I see it) were asked to determine the perspectives of greater Coligny area community after completion of the Coligny Forward project with regards to comfort and image.

Question 15 (My town is well maintained), Question 16 (My town has good infrastructure like roads/water/electricity), Question 20 (The sidewalks are in good condition), Question 21 (I use the taxi to go to places in my town), Question 22 (I drive by car to various places in my town), Question 23 (I ride a bicycle to various places in my town), Question 24 (I ride the bus to various places in my town) and Question 25 (Transit stops are in convenient locations) were asked to determine the perspectives of greater Coligny area community after completion of the Coligny Forward project with regards to access and linkages.

The findings of the data obtained in the second category or section of the questionnaire will be captured in the subsections that follow.

4.3.2.2.1 Response to happiness in the greater Coligny area

Out of 61 respondents, 60 answered Question 8. Graph 4-10 on the following page illustrates Question 8 as well as the scale of respondents' agreement and disagreement regarding Question 8 of the closed structured questionnaire. 38 (63,3%) of respondents agree which is also the majority; 10 (16,7%) of respondents strongly agree; 6 (10%) of respondents strongly disagree and 6 (10%) of respondents disagree. 48 (80%) of respondents fall within the agreement category while 12 (10%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that they are happy in the greater Coligny area after the completion of the Coligny Forward project.

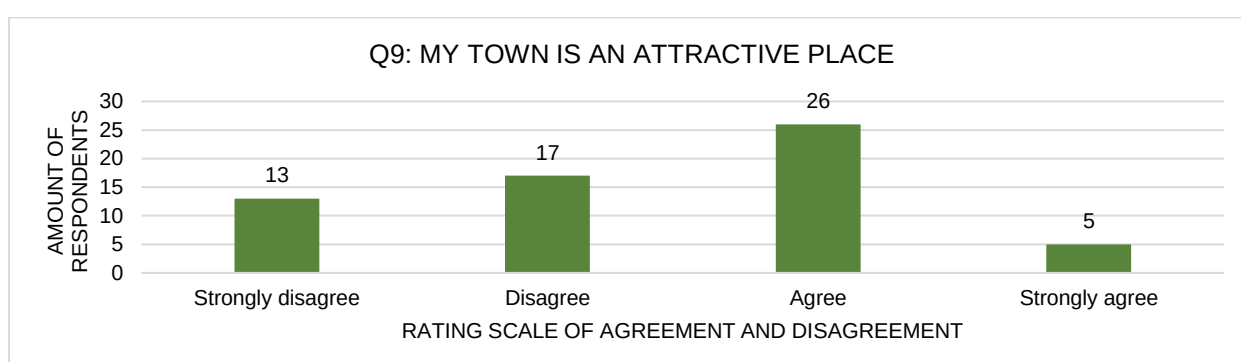


Graph 4-10: Respondents' scale of agreement and disagreement regarding Question 8

Source: Own construction from questionnaire data (2020)

4.3.2.2.2 Response to the greater Coligny area as an attractive place

Graph 4-11 illustrates Question 9 as well as the scale of respondents' agreement and disagreement regarding Question 9 of the closed structure questionnaire. 26 (42,6%) of respondents agree which is also the majority; 17 (27,9%) of respondents disagree; 13 (21,3%) of respondents strongly disagree and 5 (8,2%) of respondents strongly agree. 31 (50,8%) of respondents fall within the agreement category while 30 (49,2%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that the greater Coligny area is an attractive place after the process of transformation of physical space as perceived in the Coligny Forward project.



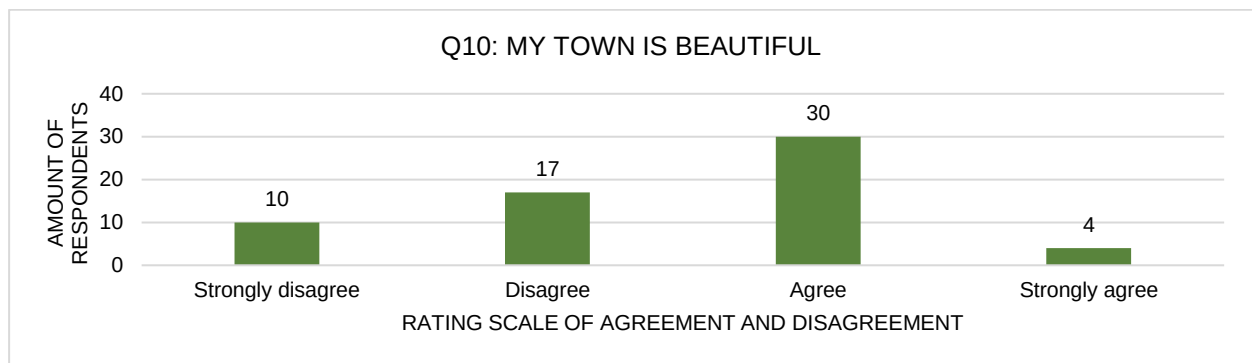
Graph 4-11: Respondents' scale of agreement and disagreement regarding Question 9

Source: Own construction from questionnaire data (2020)

4.3.2.2.3 Response to the greater Coligny area as a beautiful town

Graph 4-12 on the following page illustrates Question 10 as well as the scale of respondents' agreement and disagreement regarding Question 10 of the closed structure questionnaire. 30

(49,2%) of respondents agree which is also the majority; 17 (27,9%) of respondents disagree; 10 (16,4%) of respondents strongly disagree and 4 (6,6%) of respondents strongly agree. 34 (55,8%) of respondents fall within the agreement category while 27 (44,3%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that the greater Coligny area is beautiful after the process of transformation of physical space as perceived in the Coligny Forward project.

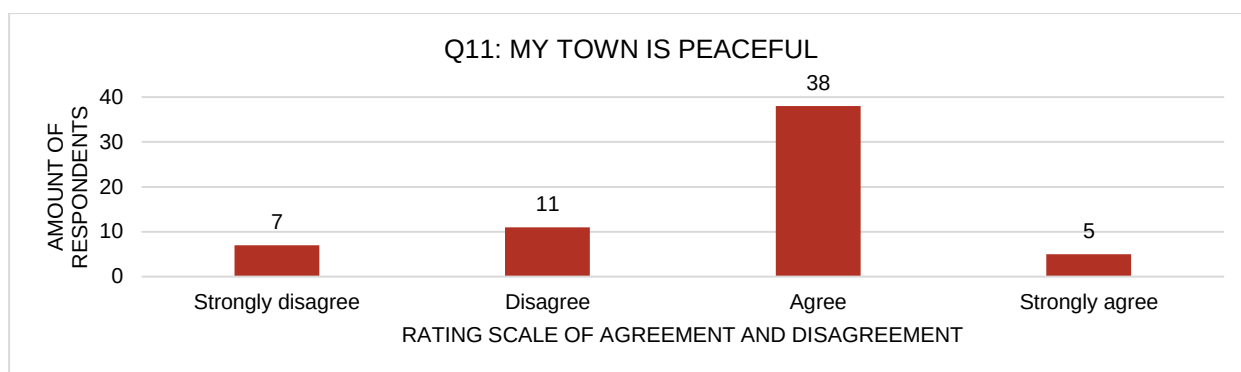


Graph 4-12: Respondents' scale of agreement and disagreement regarding Question 10

Source: Own construction from questionnaire data (2020)

4.3.2.2.4 Response to the greater Coligny area as a peaceful town

Graph 4-13 on the next page illustrates Question 11 as well as the scale of respondents' agreement and disagreement regarding Question 11 of the closed structure questionnaire. 38 (62,3%) of respondents agree which is also the majority; 11 (18%) of respondents disagree; 7 (11,5%) of respondents strongly disagree and 5 (8,2%) of respondents strongly agree. 45 (70,5%) of respondents fall within the agreement category while 18 (29,5%) fall within the disagreement category, thus indicating that the majority respondents agree that the greater Coligny area is peaceful after the process of transformation of physical space as perceived in the Coligny Forward project.

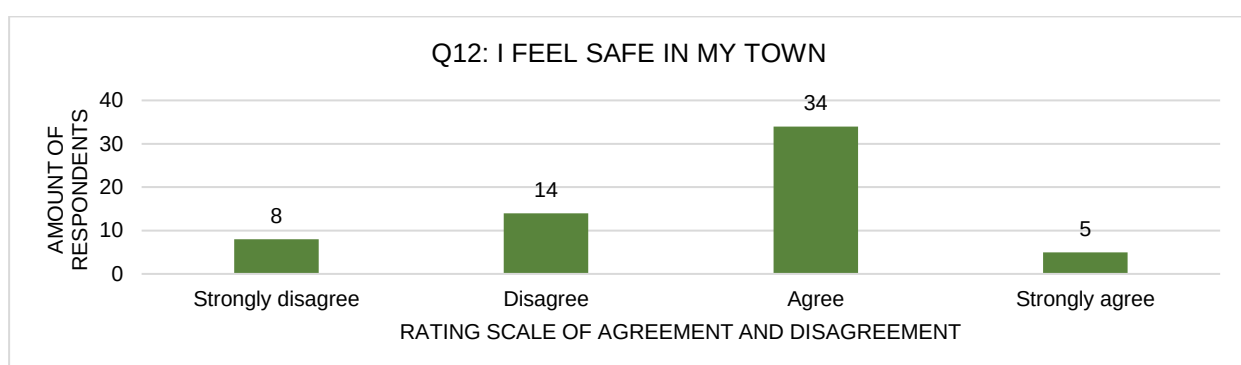


Graph 4-13: Respondents' scale of agreement and disagreement regarding Question 11

Source: Own construction from questionnaire data (2020)

4.3.2.2.5 Response to safety in the greater Coligny area

Graph 4-14 illustrates Question 12 as well as the scale of respondents' agreement and disagreement regarding Question 12 of the closed structure questionnaire. 34 (55,7%) of respondents agree which is also the majority; 14 (23%) of respondents disagree; 8 (13,1%) of respondents strongly disagree and 5 (8,2%) of respondents strongly agree. 39 (63,9%) of respondents fall within the agreement category while 22 (36,1%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that they feel safe in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.



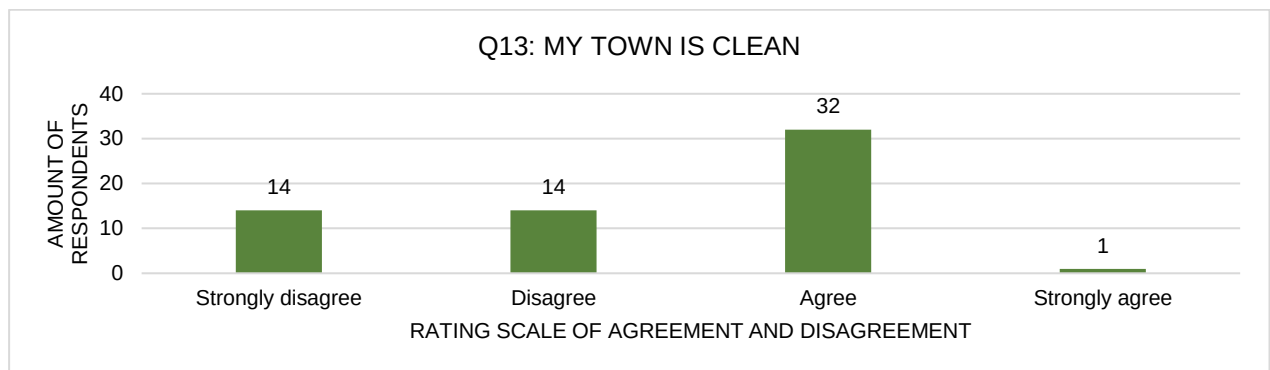
Graph 4-14: Respondents' scale of agreement and disagreement regarding Question 12

Source: Own construction from questionnaire data (2020)

4.3.2.2.6 Response to cleanliness in the greater Coligny area

Graph 4-15 on the following page illustrates Question 13 as well as the scale of respondents' agreement and disagreement regarding Question 13 of the closed structure questionnaire. 32

(52,5%) of respondents agree which is also the majority; 14 (23%) of respondents disagree; 14 (23%) of respondents strongly disagree and 1 (1,6%) of respondents strongly agree. 33 (54%) of respondents fall within the agreement category while 28 (46%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that the greater Coligny area is clean after the process of transformation of physical space as perceived in the Coligny Forward project.

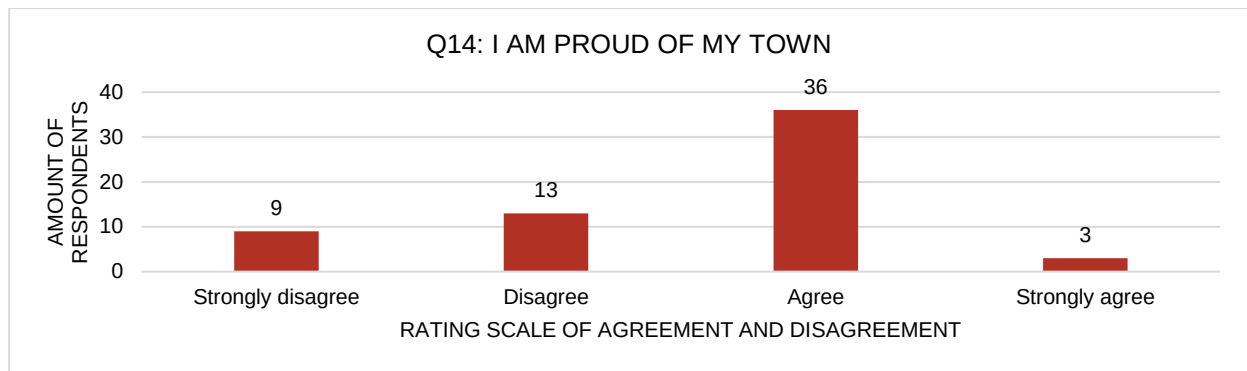


Graph 4-15: Respondents' scale of agreement and disagreement regarding Question 13

Source: Own construction from questionnaire data (2020)

4.3.2.2.7 Response to feeling proud of the greater Coligny area

Graph 4-16 on the next page illustrates Question 14 as well as the scale of respondents' agreement and disagreement regarding Question 14 of the closed structure questionnaire. 36 (59%) of respondents agree which is also the majority; 13 (21,3%) of respondents disagree; 9 (14,8%) of respondents strongly disagree and 3 (4,9%) of respondents strongly agree. 39 (63,9%) of respondents fall within the agreement category while 22 (36,1%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that they are proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

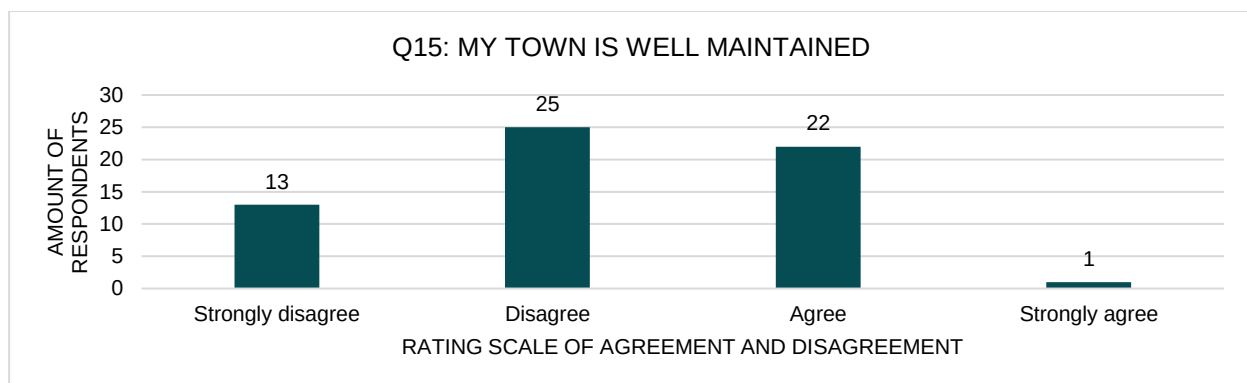


Graph 4-16: Respondents' scale of agreement and disagreement regarding Question 14

Source: Own construction from questionnaire data (2020)

4.3.2.2.8 Response to maintenance within the greater Coligny area

Graph 4-17 illustrates Question 15 as well as the scale of respondents' agreement and disagreement regarding Question 15 of the closed structure questionnaire. 25 (41%) of respondents disagree which is also the majority; 22 (36,1%) of respondents agree; 13 (21,3%) of respondents strongly disagree and 1 (1,6%) of respondents strongly agree. 38 (62,3%) of respondents fall within the disagreement category while 23 (37,7%) of respondents fall within the agreement category, thus indicating that the majority respondents disagree that the greater Coligny area is well maintained. Majority respondents are of opinion that the greater Coligny area is not well maintained after the process of transformation of physical space as perceived in the Coligny Forward project.

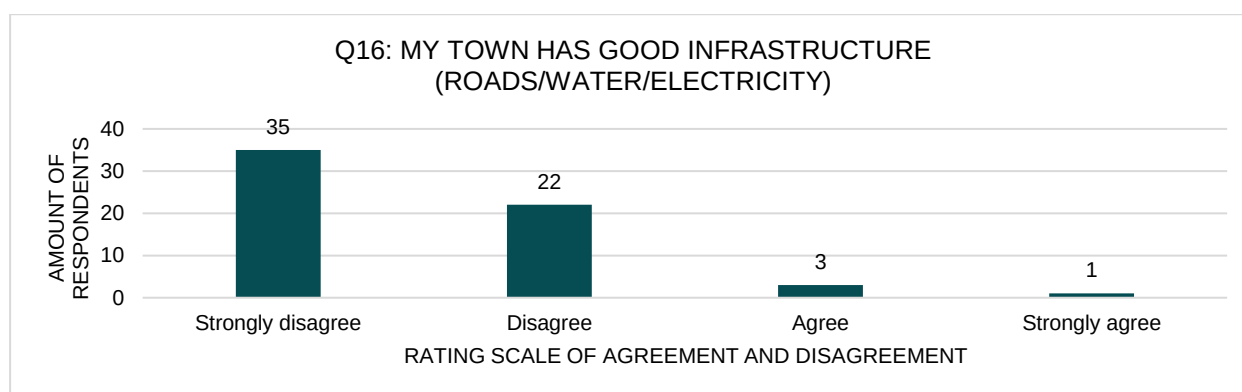


Graph 4-17: Respondents' scale of agreement and disagreement regarding Question 15

Source: Own construction from questionnaire data (2020)

4.3.2.2.9 Response to infrastructure (roads/water/electricity) within the greater Coligny area

Graph 4-18 illustrates Question 16 as well as the scale of respondents' agreement and disagreement regarding Question 16 of the closed structure questionnaire. 35 (57,4%) of respondents strongly disagree which is also the majority; 22 (36,1%) of respondents disagree; 3 (4,9%) of respondents agree and 1 (1,6%) of respondents strongly agree. 57 (93,5%) of respondents fall within the disagreement category while 4 (6,5%) of respondents fall within the agreement category, thus indicating that the majority respondents disagree that the greater Coligny area has good infrastructure (roads/water/electricity). Majority respondents are of opinion that the greater Coligny area does not have good infrastructure (roads/water/electricity) after the process of transformation of physical space as perceived in the Coligny Forward project.

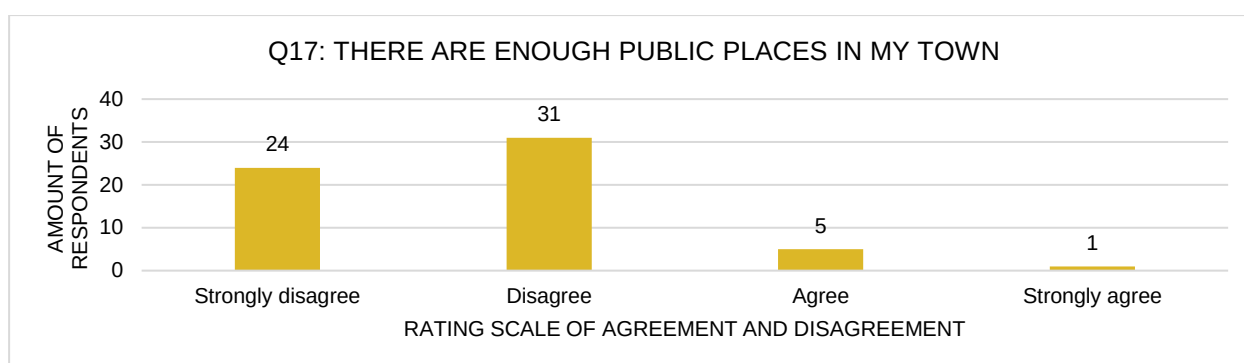


Graph 4-18: Respondents' scale of agreement and disagreement regarding Question 16

Source: Own construction from questionnaire data (2020)

4.3.2.2.10 Response to number of public places in the greater Coligny area

Graph 4-19 on the following page illustrates Question 17 as well as the scale of respondents' agreement and disagreement regarding Question 17 of the closed structure questionnaire. 31 (50,8%) of respondents disagree which is also the majority; 24 (39,3%) of respondents strongly disagree; 5 (8,2%) of respondents agree and 1 (1,6%) of respondents strongly agree. 55 (90,2%) of respondents fall within the disagreement category while 6 (9,8%) of respondents fall within the agreement category, thus indicating that the majority respondents disagree that there are enough public places in the greater Coligny. Majority respondents are of opinion that there are not enough public places in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

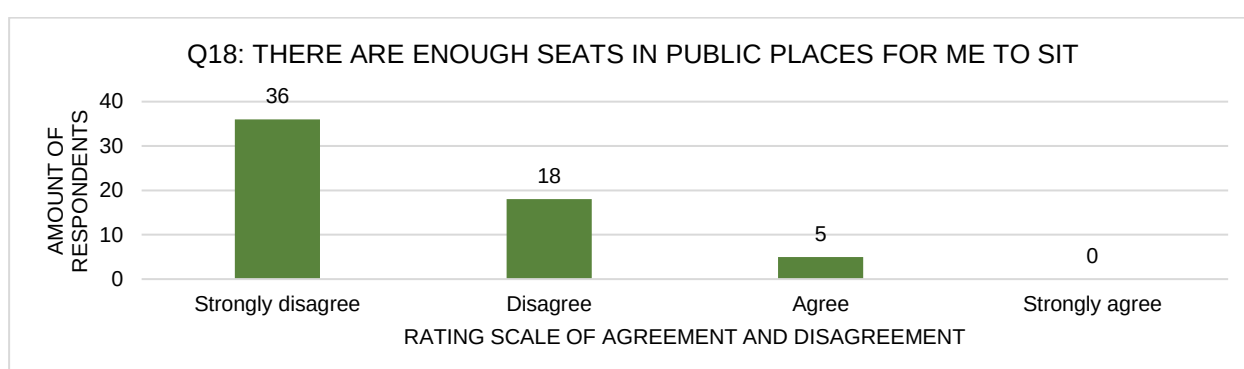


Graph 4-19: Respondents' scale of agreement and disagreement regarding Question 17

Source: Own construction from questionnaire data (2020)

4.3.2.2.11 Response to number of seats in public places to sit in the greater Coligny area

Out of 61 respondents, 59 answered Question 18. Graph 4-20 illustrates Question 18 as well as the scale of respondents' agreement and disagreement regarding Question 17 of the closed structure questionnaire. 36 (61%) of respondents strongly disagree which is also the majority; 18 (30,5%) of respondents disagree; 5 (8,5%) of respondents agree and 0 (0%) of respondents strongly agree. 54 (91,5%) of respondents fall within the disagreement category while 5 (8,5%) of respondents fall within the agreement category, thus indicating that the majority respondents disagree that there are enough seats in public places for them to sit in the greater Coligny. Majority respondents are of opinion that there are not enough seats in public places for them to sit in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

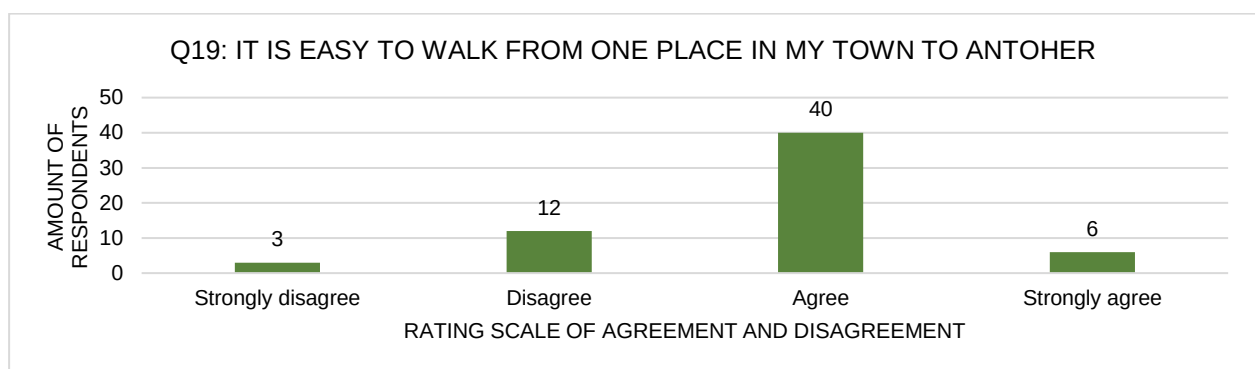


Graph 4-20: Respondents' scale of agreement and disagreement regarding Question 18

Source: Own construction from questionnaire data (2020)

4.3.2.2.12 Response to walkability in the greater Coligny area

Graph 4-21 illustrates Question 19 as well as the scale of respondents' agreement and disagreement regarding Question 19 of the closed structure questionnaire. 40 (65,6%) of respondents agree which is also the majority; 12 (19,7%) of respondents disagree; 6 (9,8%) of respondents strongly agree and 3 (4,9%) of respondents strongly disagree. 46 (75,4%) of respondents fall within the agreement category while 15 (24,6%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that it is easy to walk from one place to another in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

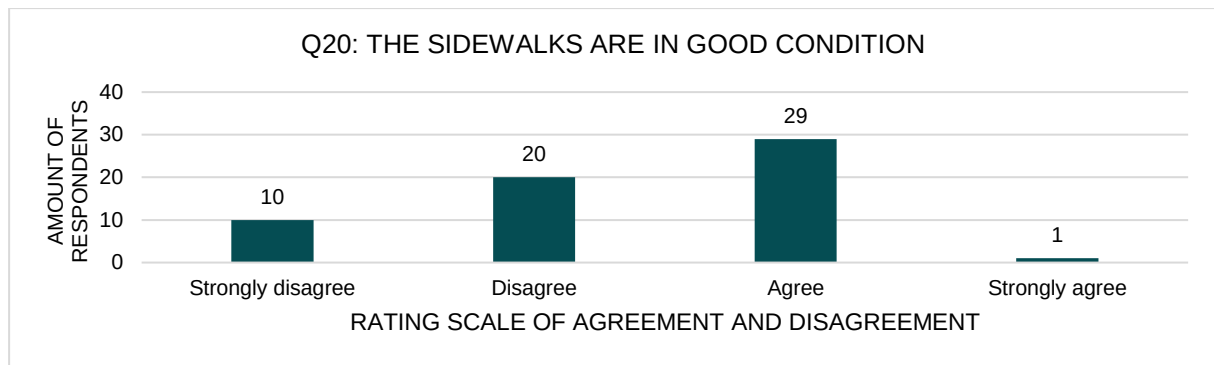


Graph 4-21: Respondents' scale of agreement and disagreement regarding Question 19

Source: Own construction from questionnaire data (2020)

4.3.2.2.13 Response to sidewalk conditions in the greater Coligny area

Out of 61 respondents, 60 answered Question 20. Graph 4-22 on the next page illustrates Question 20 as well as the scale of respondents' agreement and disagreement regarding Question 20 of the closed structure questionnaire. 29 (48,3%) of respondents agree which is also the majority; 20 (33,3%) of respondents disagree; 10 (16,7%) of respondents strongly disagree and 1 (1,7%) of respondents strongly agree. 30 (50%) of respondents fall within the disagreement category while 30 (50%) of respondents fall within the agreement category, thus indicating that the respondents agree and disagree equally that the sidewalks are in good condition in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

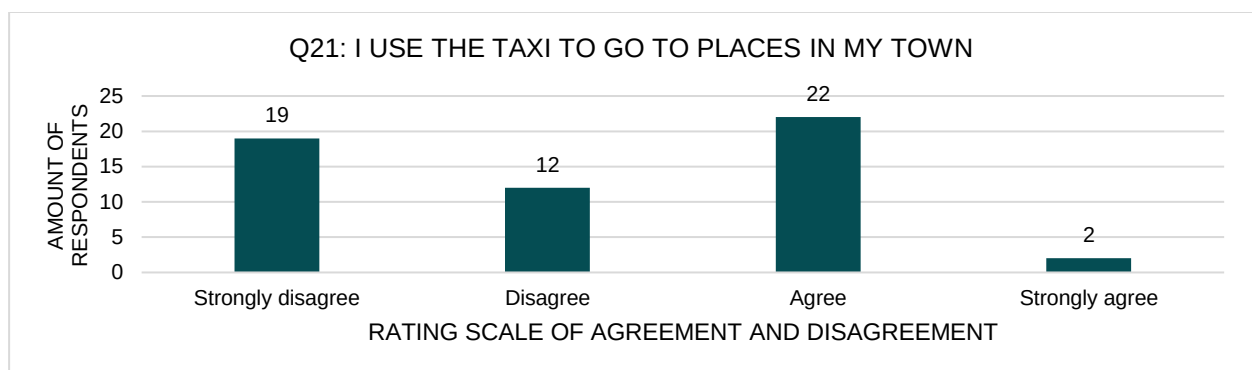


Graph 4-22: Respondents' scale of agreement and disagreement regarding Question 20

Source: Own construction from questionnaire data (2020)

4.3.2.2.14 Response to taxi usage in the greater Coligny area

Out of 61 respondents, 55 answered Question 21. Graph 4-23 illustrates Question 21 as well as the scale of respondents' agreement and disagreement regarding Question 21 of the closed structure questionnaire. 22 (40%) of respondents agree which is also the majority; 19 (34,5%) of respondents strongly disagree; 12 (21,8%) of respondents disagree and 2 (3,6%) of respondents strongly agree. 31 (56,4%) of respondents fall within the disagreement category while 24 (43,6%) of respondents fall within the agreement category, thus indicating that the majority respondents disagree that they use the taxi to go to places in the greater Coligny area. Majority respondents do not use the taxi to go to places in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

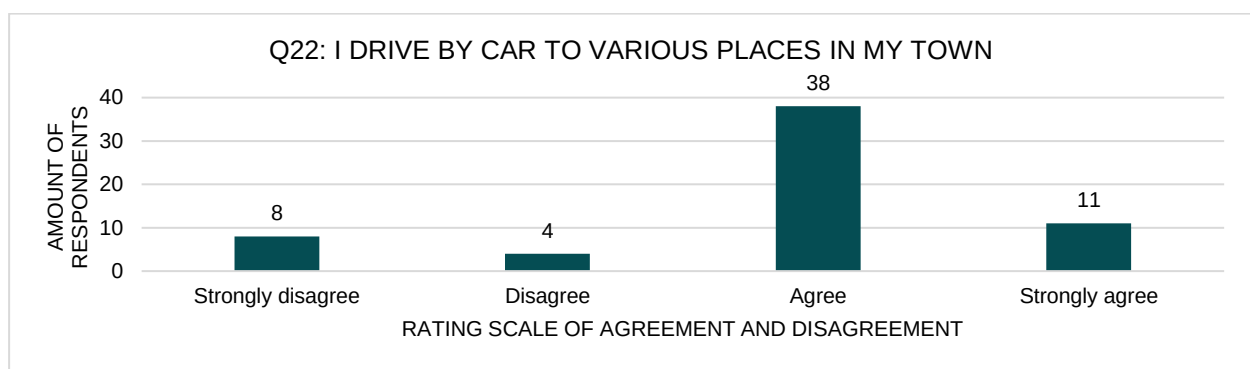


Graph 4-23: Respondents' scale of agreement and disagreement regarding Question 21

Source: Own construction from questionnaire data (2020)

4.3.2.2.15 Response to car usage in the greater Coligny area

Graph 4-24 illustrates Question 22 as well as the scale of respondents' agreement and disagreement regarding Question 22 of the closed structure questionnaire. 38 (62,3%) of respondents agree which is also the majority; 11 (18%) of respondents strongly agree; 8 (13,1%) of respondents strongly disagree and 4 (6,6%) of respondents disagree. 49 (80,3%) of respondents fall within the agreement category while 12 (19,7%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that they drive by car to various places in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

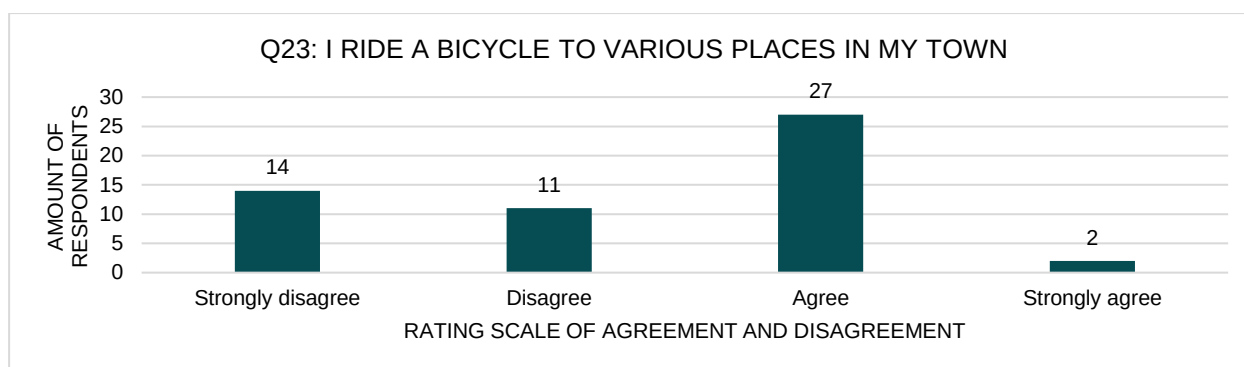


Graph 4-24: Respondents' scale of agreement and disagreement regarding Question 22

Source: Own construction from questionnaire data (2020)

4.3.2.2.16 Response to bicycle usage in the greater Coligny area

Out of 61 respondents, 54 answered Question 23. Graph 4-25 on the following page illustrates Question 23 as well as the scale of respondents' agreement and disagreement regarding Question 23 of the closed structure questionnaire. 27 (50%) of respondents agree which is also the majority; 14 (25,9%) of respondents strongly disagree; 11 (20,4%) of respondents disagree and 2 (3,7%) of respondents strongly agree. 29 (53,7%) of respondents fall within the agreement category while 25 (46,3%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that they ride a bicycle to various places in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

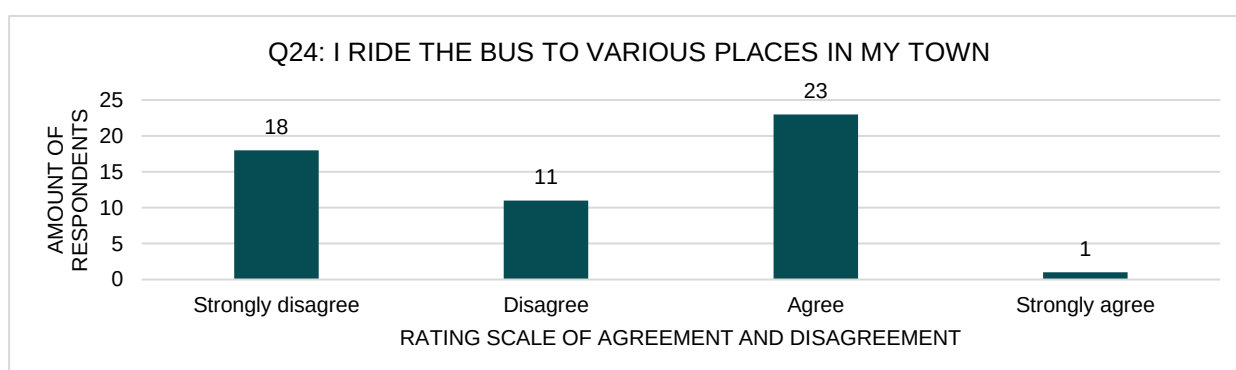


Graph 4-25: Respondents' scale of agreement and disagreement regarding Question 23

Source: Own construction from questionnaire data (2020)

4.3.2.2.17 Response to bus usage in the greater Coligny area

Out of 61 respondents, 53 answered Question 24. Graph 4-26 illustrates Question 24 as well as the scale of respondents' agreement and disagreement regarding Question 24 of the closed structure questionnaire. 23 (43,4%) of respondents agree which is also the majority; 18 (34%) of respondents strongly disagree; 11 (20,8%) of respondents disagree and 1 (1,9%) of respondents strongly agree. 29 (54,7%) of respondents fall within the disagreement category while 24 (45,3%) of respondents fall within the agreement category, thus indicating that the majority respondents disagree that they ride the bus to various places in the greater Coligny area. Majority respondents do not use the bus to go to various places in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

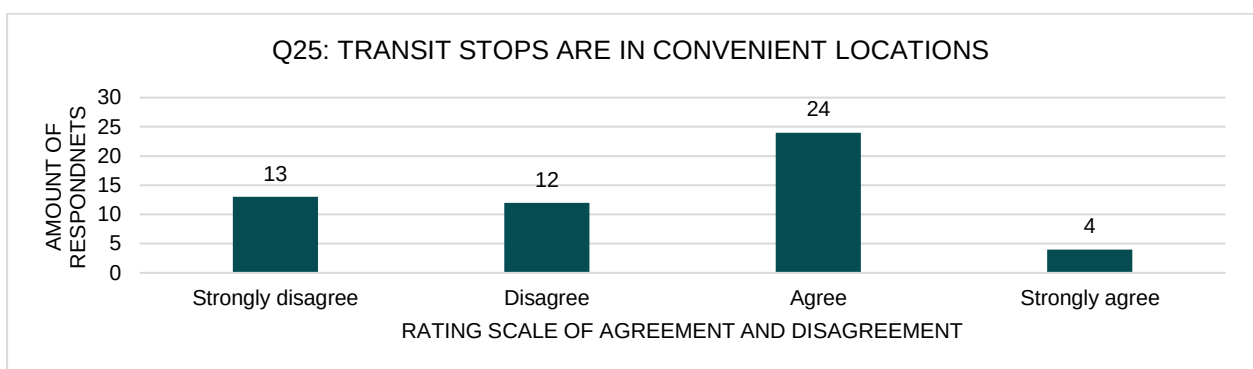


Graph 4-26: Respondents' scale of agreement and disagreement regarding Question 24

Source: Own construction from questionnaire data (2020)

4.3.2.2.18 Response to transit stop locations in the greater Coligny area

Out of 61 respondents, 53 answered Question 25. Graph 4-27 illustrates Question 25 as well as the scale of respondents' agreement and disagreement regarding Question 25 of the closed structure questionnaire. 24 (45,3%) of respondents agree which is also the majority; 13 (24,5%) of respondents strongly disagree; 12 (22,6%) of respondents disagree and 4 (7,5%) of respondents strongly agree. 28 (52,8%) of respondents fall within the agreement category while 25 (47,2%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that transit stops are in convenient locations in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

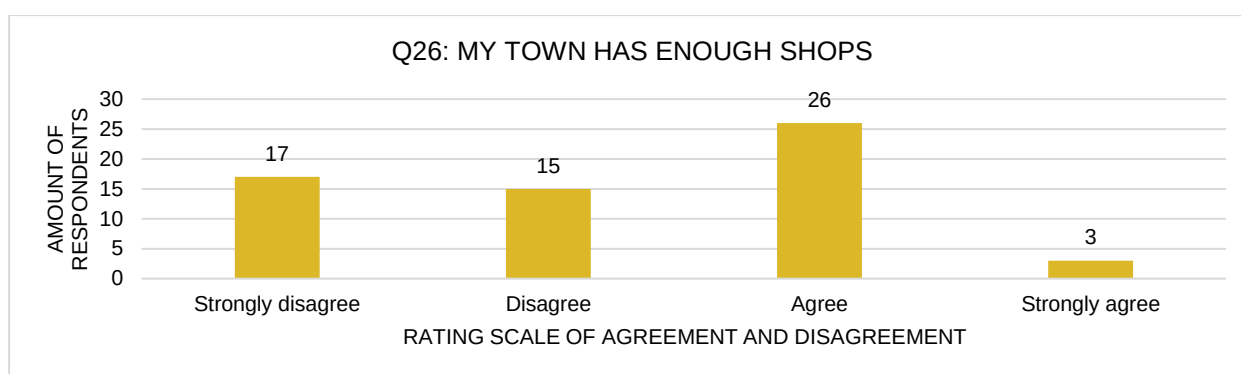


Graph 4-27: Respondents' scale of agreement and disagreement regarding Question 25

Source: Own construction from questionnaire data (2020)

4.3.2.2.19 Response to number of shops in the greater Coligny area

Graph 4-28 on the next page illustrates Question 26 as well as the scale of respondents' agreement and disagreement regarding Question 26 of the closed structure questionnaire. 26 (42,6%) of respondents agree which is also the majority; 17 (27,9%) of respondents strongly disagree; 15 (24,6%) of respondents disagree and 3 (4,9%) of respondents strongly agree. 32 (52,5%) of respondents fall within the disagreement category while 29 (47,5%) of respondents fall within the agreement category, thus indicating that the majority respondents disagree that the greater Coligny area has enough shops. Majority respondents are of opinion that there are not enough shops in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

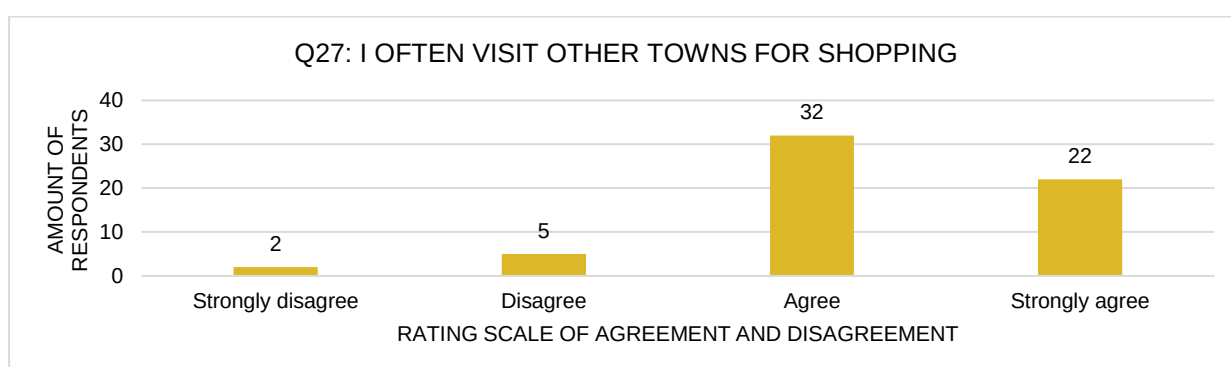


Graph 4-28: Respondents' scale of agreement and disagreement regarding Question 26

Source: Own construction from questionnaire data (2020)

4.3.2.2.20 Response to visiting other towns for shopping

Graph 4-29 illustrates Question 27 as well as the scale of respondents' agreement and disagreement regarding Question 27 of the closed structure questionnaire. 32 (52,5%) of respondents agree which is also the majority; 22 (36,1%) of respondents strongly agree; 5 (8,2%) of respondents disagree and 2 (3,3%) of respondents strongly disagree. 54 (88,5%) of respondents fall within the agreement category while 7 (11,5%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that they often visit other towns for shopping after the process of transformation of physical space as perceived in the Coligny Forward project.



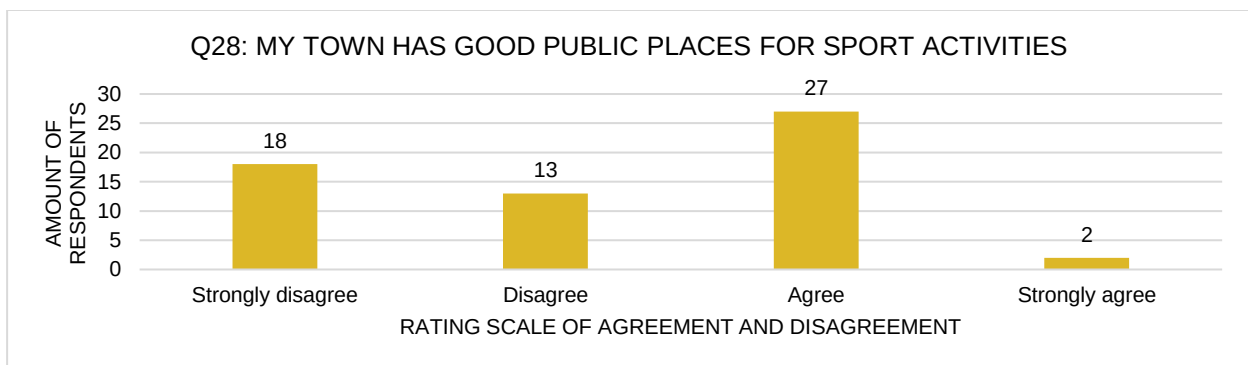
Graph 4-29: Respondents' scale of agreement and disagreement regarding Question 27

Source: Own construction from questionnaire data (2020)

4.3.2.2.21 Response to public places for sport activities in the greater Coligny area

Out of 61 respondents, 60 answered Question 28. Graph 4-30 on the next page illustrates Question 28 as well as the scale of respondents' agreement and disagreement regarding

Question 28 of the closed structure questionnaire. 27 (45%) of respondents agree which is also the majority; 18 (30%) of respondents strongly disagree; 13 (21,7%) of respondents disagree and 2 (3,3%) of respondents strongly agree. 31 (51,7%) of respondents fall within the disagreement category while 29 (48,3%) of respondents fall within the agreement category, thus indicating that the majority respondents disagree that the greater Coligny area has good public places for sport activities. Majority respondents are of opinion that the greater Coligny area does not have good public places for sport activities after the process of transformation of physical space as perceived in the Coligny Forward project.

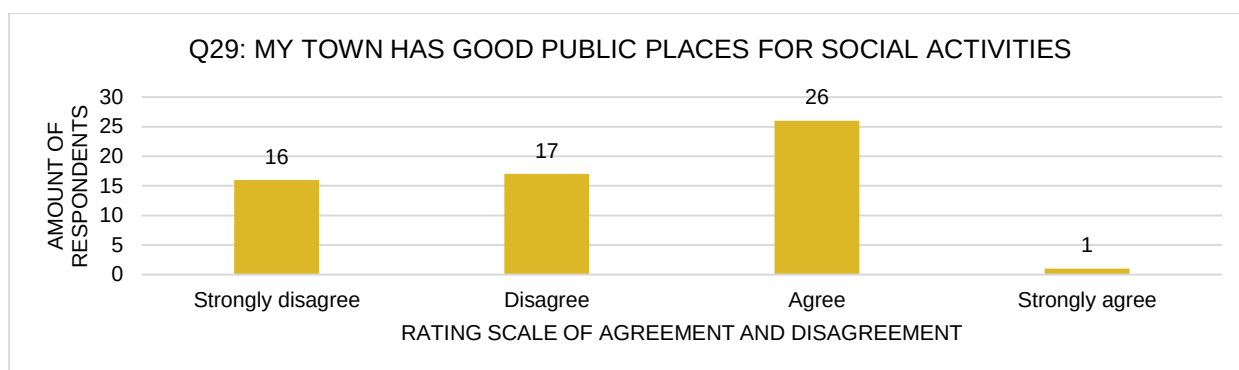


Graph 4-30: Respondents' scale of agreement and disagreement regarding Question 28

Source: Own construction from questionnaire data (2020)

4.3.2.2.22 Response to public places for social activities in the greater Coligny area

Out of 61 respondents, 60 answered Question 29. Graph 4-31 on the following page illustrates Question 29 as well as the scale of respondents' agreement and disagreement regarding Question 29 of the closed structure questionnaire. 26 (43,3%) of respondents agree which is also the majority; 17 (28,3%) of respondents disagree; 16 (26,7%) of respondents strongly disagree and 1 (1,7%) of respondents strongly agree. 33 (55%) of respondents fall within the disagreement category while 27 (45%) of respondents fall within the agreement category, thus indicating that the majority respondents disagree that the greater Coligny area has good public places for social activities. Majority respondents are of opinion that the greater Coligny area does not have good public places for social activities after the process of transformation of physical space as perceived in the Coligny Forward project.

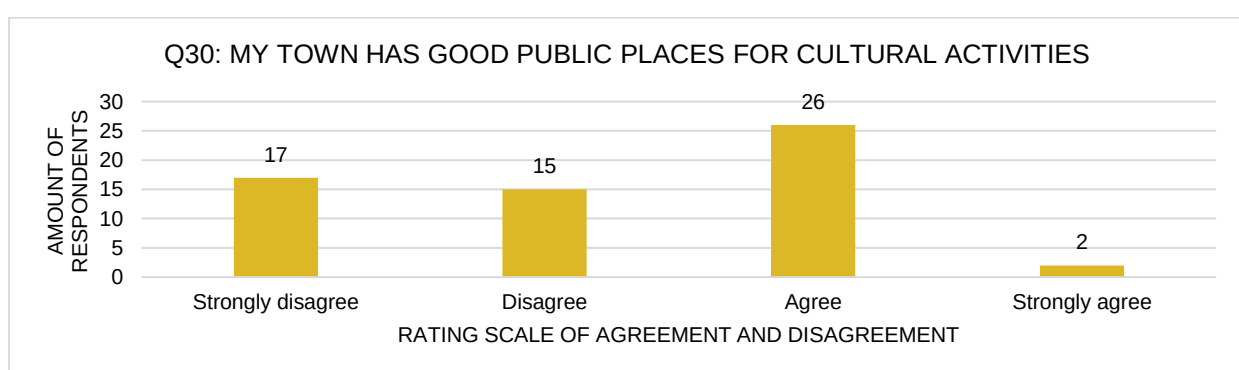


Graph 4-31: Respondents' scale of agreement and disagreement regarding Question 29

Source: Own construction from questionnaire data (2020)

4.3.2.2.23 Response to public places for cultural activities in the greater Coligny area

Out of 61 respondents, 60 answered Question 30. Graph 4-32 illustrates Question 30 as well as the scale of respondents' agreement and disagreement regarding Question 30 of the closed structure questionnaire. 26 (43,3%) of respondents agree which is also the majority; 17 (28,3%) of respondents strongly disagree; 15 (25%) of respondents disagree and 2 (3,3%) of respondents strongly agree. 32 (53,3%) of respondents fall within the disagreement category while 28 (46,7%) of respondents fall within the agreement category, thus indicating that the majority respondents disagree that the greater Coligny area has good public places for cultural activities. Majority respondents are of opinion that the greater Coligny area does not have good public places for cultural activities after the process of transformation of physical space as perceived in the Coligny Forward project.

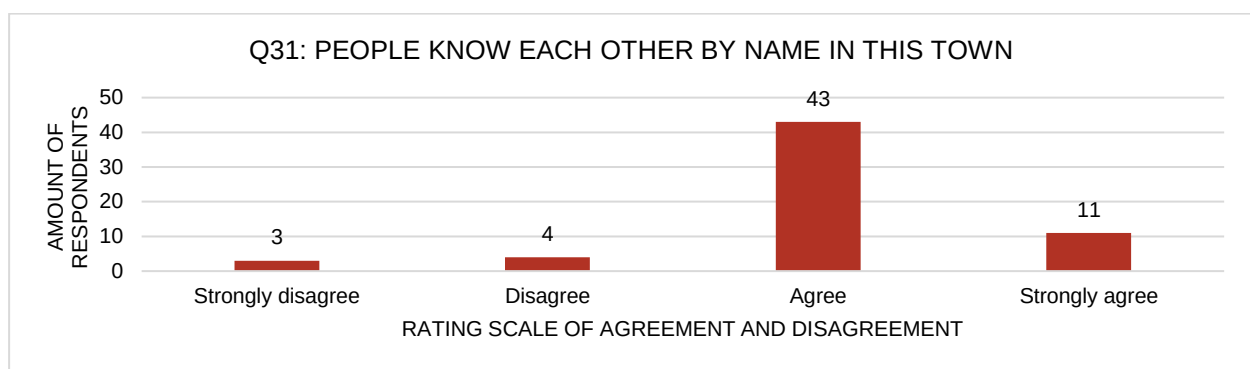


Graph 4-32: Respondents' scale of agreement and disagreement regarding Question 30

Source: Own construction from questionnaire data (2020)

4.3.2.2.24 Response to knowing each other by name in the greater Coligny area

Graph 4-33 illustrates Question 31 as well as the scale of respondents' agreement and disagreement regarding Question 31 of the closed structure questionnaire. 43 (70,5%) of respondents agree which is also the majority; 11 (18%) of respondents strongly agree; 4 (6,6%) of respondents disagree and 3 (4,9%) of respondents strongly disagree. 54 (88,5%) of respondents fall within the agreement category while 7 (11,5%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that people know each other by name in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

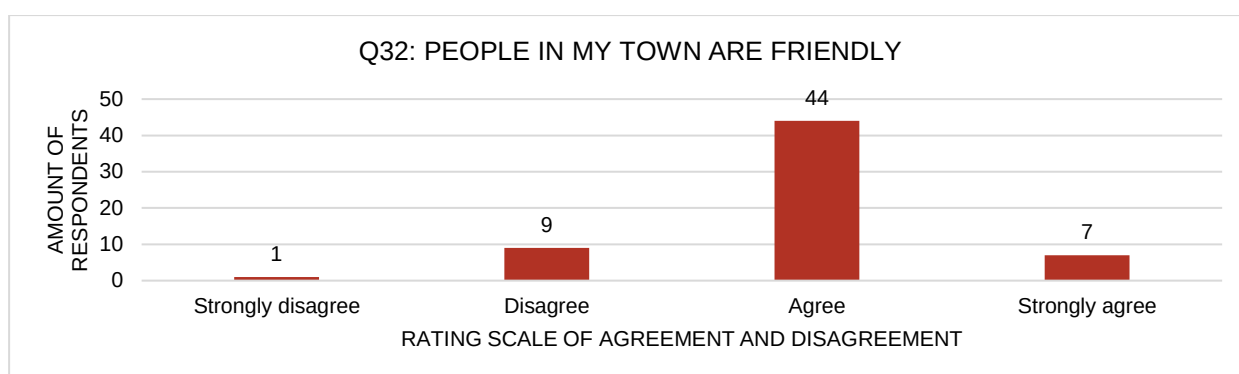


Graph 4-33: Respondents' scale of agreement and disagreement regarding Question 31

Source: Own construction from questionnaire data (2020)

4.3.2.2.25 Response to friendliness in the greater Coligny area

Graph 4-34 on the following page illustrates Question 32 as well as the scale of respondents' agreement and disagreement regarding Question 32 of the closed structure questionnaire. 44 (72,1%) of respondents agree which is also the majority; 9 (14,8%) of respondents disagree; 7 (11,5%) of respondents strongly agree and 1 (1,6%) of respondents strongly disagree. 51 (83,6%) of respondents fall within the agreement category while 10 (16,4%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that people in the greater Coligny area are friendly after the process of transformation of physical space as perceived in the Coligny Forward project.

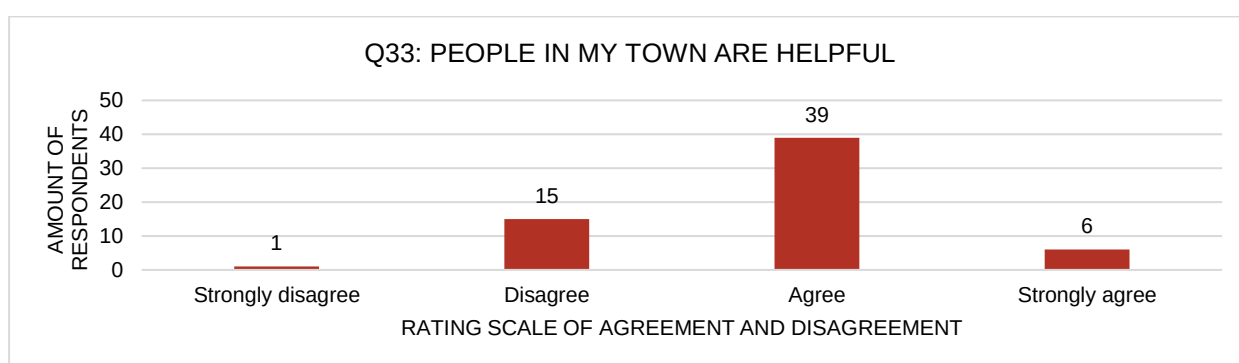


Graph 4-34: Respondents' scale of agreement and disagreement regarding Question 32

Source: Own construction from questionnaire data (2020)

4.3.2.2.26 Response to being helpful in the greater Coligny area

Graph 4-35 illustrates Question 33 as well as the scale of respondents' agreement and disagreement regarding Question 33 of the closed structure questionnaire. 39 (63,9%) of respondents agree which is also the majority; 15 (24,6%) of respondents disagree; 6 (9,8%) of respondents strongly agree and 1 (1,6%) of respondents strongly disagree. 45 (73,8%) of respondents fall within the agreement category while 16 (26,2%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that people in the greater Coligny area are helpful after the process of transformation of physical space as perceived in the Coligny Forward project.



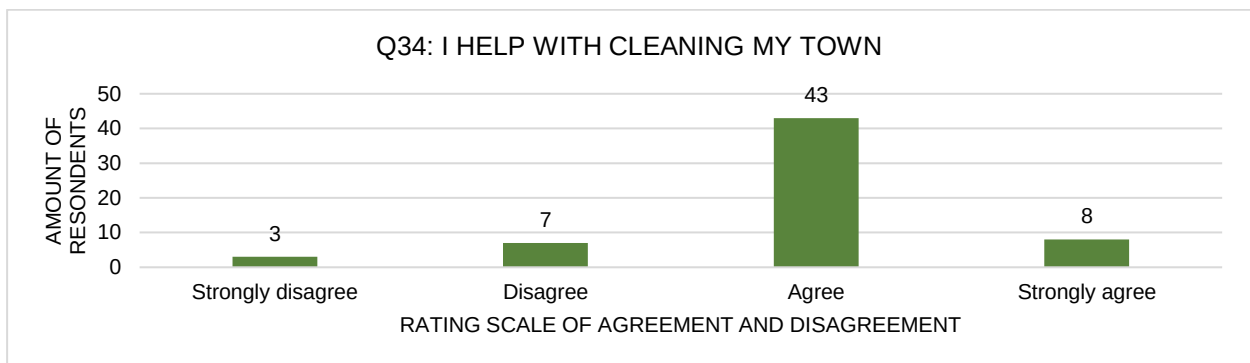
Graph 4-35: Respondents' scale of agreement and disagreement regarding Question 33

Source: Own construction from questionnaire data (2020)

4.3.2.2.27 Response to help clean the greater Coligny area

Graph 4-36 on the next page illustrates Question 34 as well as the scale of respondents' agreement and disagreement regarding Question 34 of the closed structure questionnaire.

43 (70,5%) of respondents agree which is also the majority; 8 (13,1%) of respondents strongly agree; 7 (11,5%) of respondents disagree and 3 (4,9%) of respondents strongly disagree. 51 (83,6%) of respondents fall within the agreement category while 10 (16,4%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that they help with cleaning the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

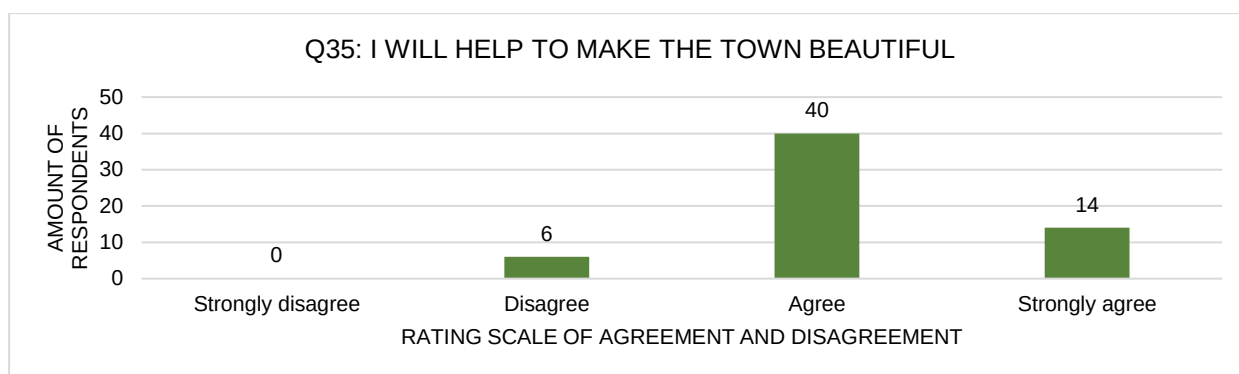


Graph 4-36: Respondents' scale of agreement and disagreement regarding Question 34

Source: Own construction from questionnaire data (2020)

4.3.2.2.28 Response to help to make the greater Coligny area beautiful

Out of 61 respondents, 60 answered Question 35. Graph 4-37 on the following page illustrates Question 35 as well as the scale of respondents' agreement and disagreement regarding Question 35 of the closed structure questionnaire. 40 (66,7%) of respondents agree which is also the majority; 14 (23,3%) of respondents strongly agree; 6 (10%) of respondents disagree and 0 (0%) of respondents strongly disagree. 54 (90%) of respondents fall within the agreement category while 6 (10%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that they will help make the greater Coligny area beautiful after the process of transformation of physical space as perceived in the Coligny Forward project.

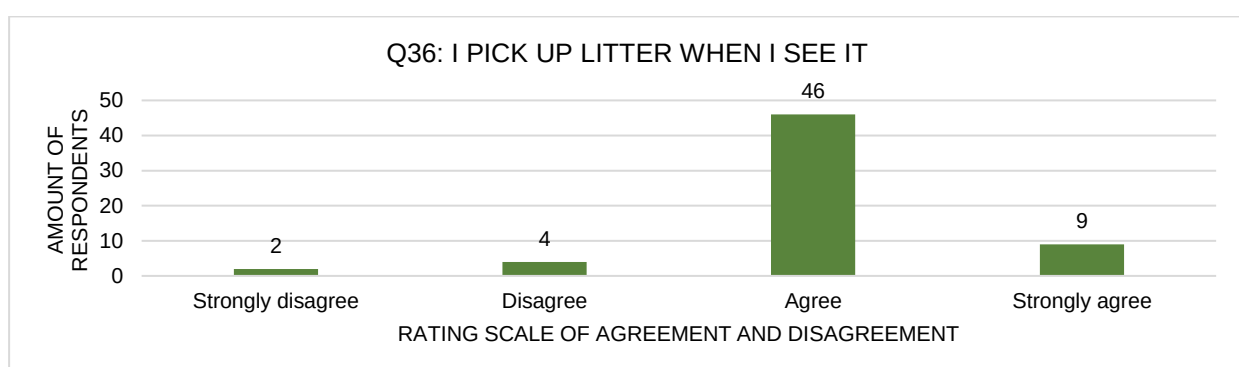


Graph 4-37: Respondents' scale of agreement and disagreement regarding Question 35

Source: Own construction from questionnaire data (2020)

4.3.2.2.29 Response to picking up litter in the greater Coligny area

Graph 4-38 illustrates Question 36 as well as the scale of respondents' agreement and disagreement regarding Question 36 of the closed structure questionnaire. 46 (75,4%) of respondents agree which is also the majority; 9 (14,8%) of respondents strongly agree; 4 (6,6%) of respondents disagree and 2 (3,3%) of respondents strongly disagree. 55 (90,2%) of respondents fall within the agreement category while 6 (9,8%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that they pick up litter when they see it in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.



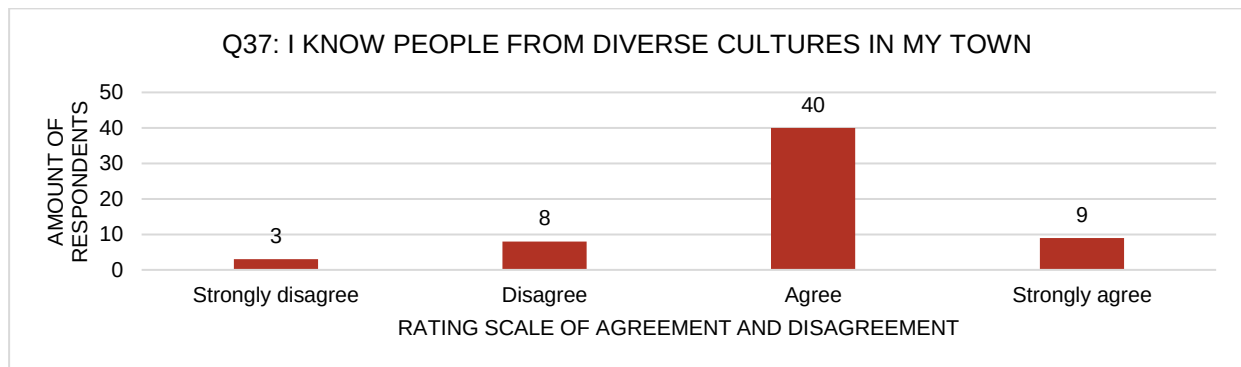
Graph 4-38: Respondents' scale of agreement and disagreement regarding Question 36

Source: Own construction from questionnaire data (2020)

4.3.2.2.30 Response to knowing people from diverse cultures in the greater Coligny area

Out of 61 respondents, 60 answered Question 37. Graph 4-39 on the following page illustrates Question 37 as well as the scale of respondents' agreement and disagreement regarding

Question 37 of the closed structure questionnaire. 40 (66,7%) of respondents agree which is also the majority; 9 (15%) of respondents strongly agree; 8 (13,3%) of respondents disagree and 3 (5%) of respondents strongly disagree. 49 (81,7%) of respondents fall within the agreement category while 11 (18,3%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that they know people from diverse cultures in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

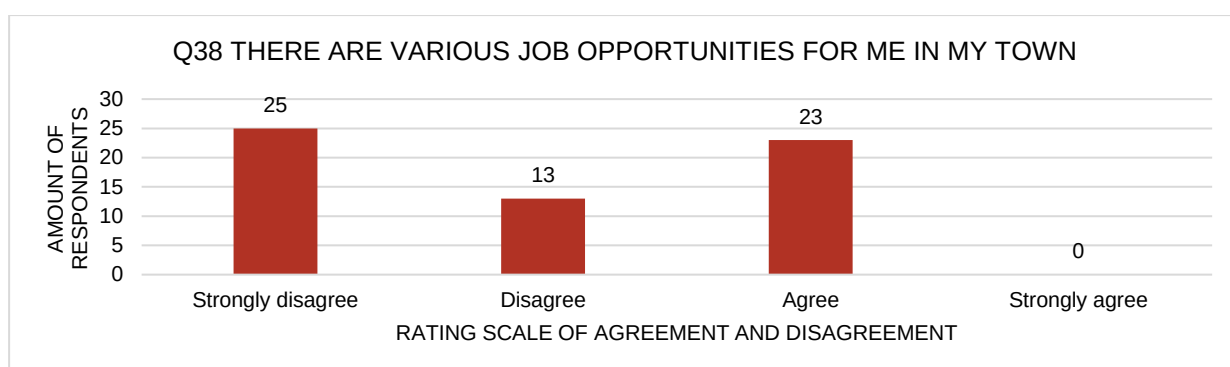


Graph 4-39: Respondents' scale of agreement and disagreement regarding Question 37

Source: Own construction from questionnaire data (2020)

4.3.2.2.31 Response to job opportunities in the greater Coligny area

Graph 4-40 on the following page illustrates Question 38 as well as the scale of respondents' agreement and disagreement regarding Question 38 of the closed structure questionnaire. 25 (41%) of respondents strongly disagree which is also the majority; 23 (37,7%) of respondents agree; 13 (21,3%) of respondents disagree and 0 (0%) of respondents strongly agree. 38 (62,3%) of respondents fall within the disagreement category while 23 (37,7%) of respondents fall within the agreement category, thus indicating that the majority respondents disagree that there are various job opportunities in the greater Coligny area. Majority respondents are of opinion that there are not various job opportunities for them in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

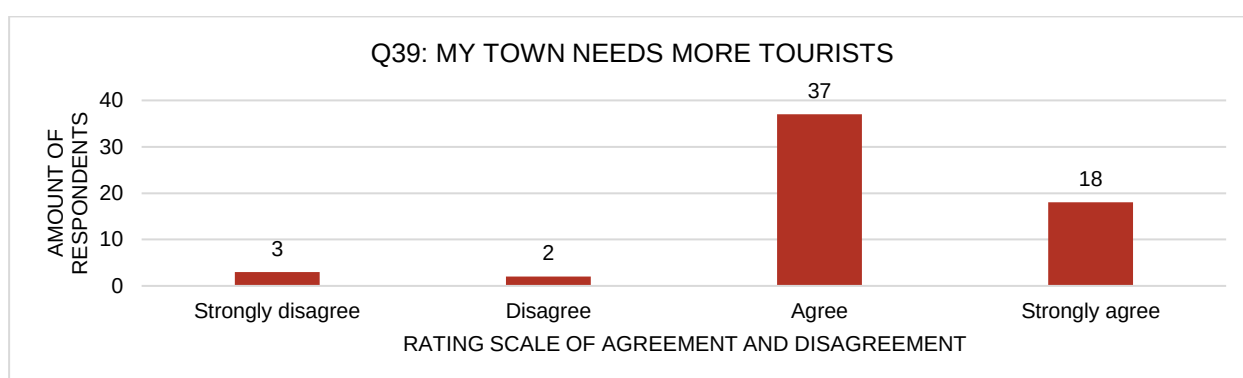


Graph 4-40: Respondents' scale of agreement and disagreement regarding Question 38

Source: Own construction from questionnaire data (2020)

4.3.2.2.32 Response to the need of tourists in the greater Coligny area

Out of 61 respondents, 60 answered Question 39. Graph 4-41 illustrates Question 39 as well as the scale of respondents' agreement and disagreement regarding Question 39 of the closed structure questionnaire. 37 (61,7%) of respondents agree which is also the majority; 18 (30%) of respondents strongly agree; 3 (5%) of respondents strongly disagree and 2 (3,3%) of respondents disagree. 55 (91,7%) of respondents fall within the agreement category while 5 (8,3%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that the greater Coligny area needs more tourists after the process of transformation of physical space as perceived in the Coligny Forward project.



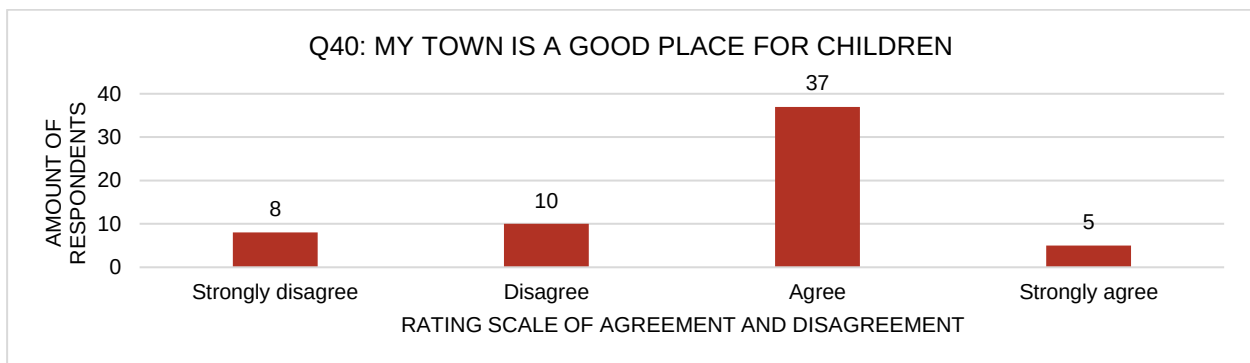
Graph 4-41: Respondents' scale of agreement and disagreement regarding Question 39

Source: Own construction from questionnaire data (2020)

4.3.2.2.33 Response to the greater Coligny area as a good place for children

Out of 61 respondents, 60 answered Question 40. Graph 4-42 on the following page illustrates Question 40 as well as the scale of respondents' agreement and disagreement regarding

Question 40 of the closed structure questionnaire. 37 (61,7%) of respondents agree which is also the majority; 10 (16,7%) of respondents disagree; 8 (13,3%) of respondents strongly disagree and 5 (8,3%) of respondents strongly agree. 42 (70%) of respondents fall within the agreement category while 18 (30%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that the greater Coligny area is a good place for children after the process of transformation of physical space as perceived in the Coligny Forward project.

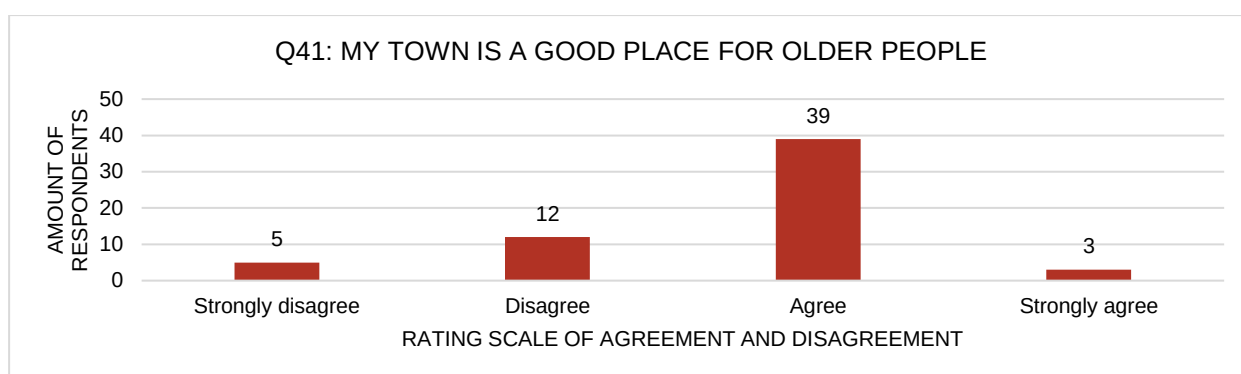


Graph 4-42: Respondents' scale of agreement and disagreement regarding Question 40

Source: Own construction from questionnaire data (2020)

4.3.2.2.34 Response to the greater Coligny area as a good place for older people

Out of 61 respondents, 59 answered Question 40. Graph 4-43 on the next page illustrates Question 41 as well as the scale of respondents' agreement and disagreement regarding Question 41 of the closed structure questionnaire. 39 (66,1%) of respondents agree which is also the majority; 12 (20,3%) of respondents disagree; 5 (8,5%) of respondents strongly disagree and 3 (5,1%) of respondents strongly agree. 44 (71,2%) of respondents fall within the agreement category while 17 (28,8%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that the greater Coligny area is a good place for older people after the process of transformation of physical space as perceived in the Coligny Forward project.

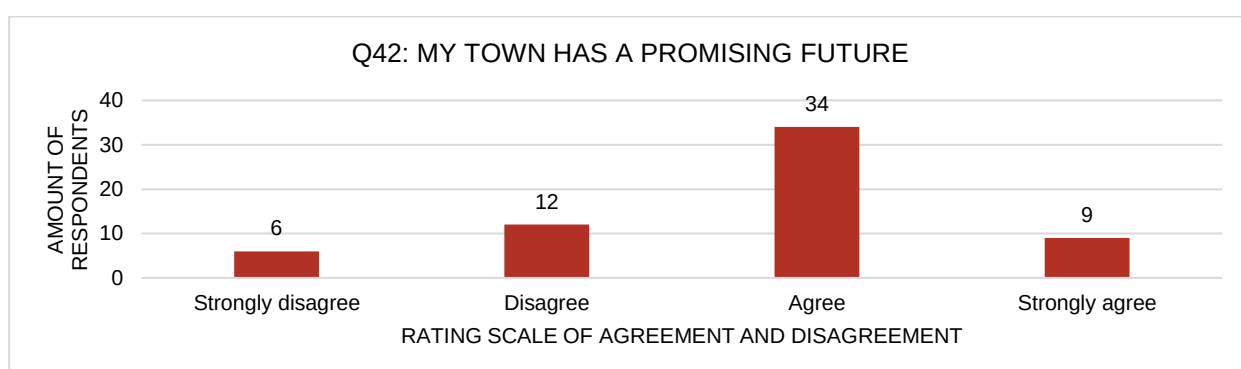


Graph 4-43: Respondents' scale of agreement and disagreement regarding Question 41

Source: Own construction from questionnaire data (2020)

4.3.2.2.35 Response to a promising future for the greater Coligny area

Graph 4-44 illustrates Question 42 as well as the scale of respondents' agreement and disagreement regarding Question 42 of the closed structure questionnaire. 34 (55,7%) of respondents agree which is also the majority; 12 (19,7%) of respondents disagree; 9 (14,8%) of respondents strongly agree and 6 (9,8%) of respondents strongly disagree. 43 (70,5%) of respondents fall within the agreement category while 18 (29,5%) of respondents fall within the disagreement category, thus indicating that the majority respondents agree that the greater Coligny area has a promising future after the process of transformation of physical space as perceived in the Coligny Forward project.



Graph 4-44: Respondents' scale of agreement and disagreement regarding Question 42

Source: Own construction from questionnaire data (2020)

4.3.2.3 Cross-tabulations of statistical findings

Cohen *et al.* (2011:623) describes cross-tabulations as presentational devices whereby one variable is presented in relation to another. Cross-tabulations enables the researcher to examine

relationships within the data that may not be evident or apparent (DeFranzo, 2020). In order to further analyse the data that was gathered from the questionnaire, specific questions from each category or section of the questionnaire were selected and the results have been cross-tabulated to determine the relationship between the several variables. Figure 4-10 illustrates the conceptual structure of all included cross-tabulations. The remainder of this chapter elaborates on each of these cross-tabulations by discussing the reasoning for cross-tabulating the selected questions as well as discussing the statistical findings thereof in the context of this research.

As part of the statistical investigation and interpretation the Cramer's V test values will also be discussed. These values determine the effect size and practical significance of the associations (Ellis & Steyn, 2003:52). $V \sim 0,5$ indicates a large effect or practical significant association; $V \sim 0,3$ indicates a medium effect or practical visible significant association; and $V \sim 0,1$ indicates a small effect or practical non-significant association (Ellis & Steyn, 2003:52).

For the purpose of this research a convenience sample was used and therefore the P-values will not be interpreted but are reported for the sake of completeness.

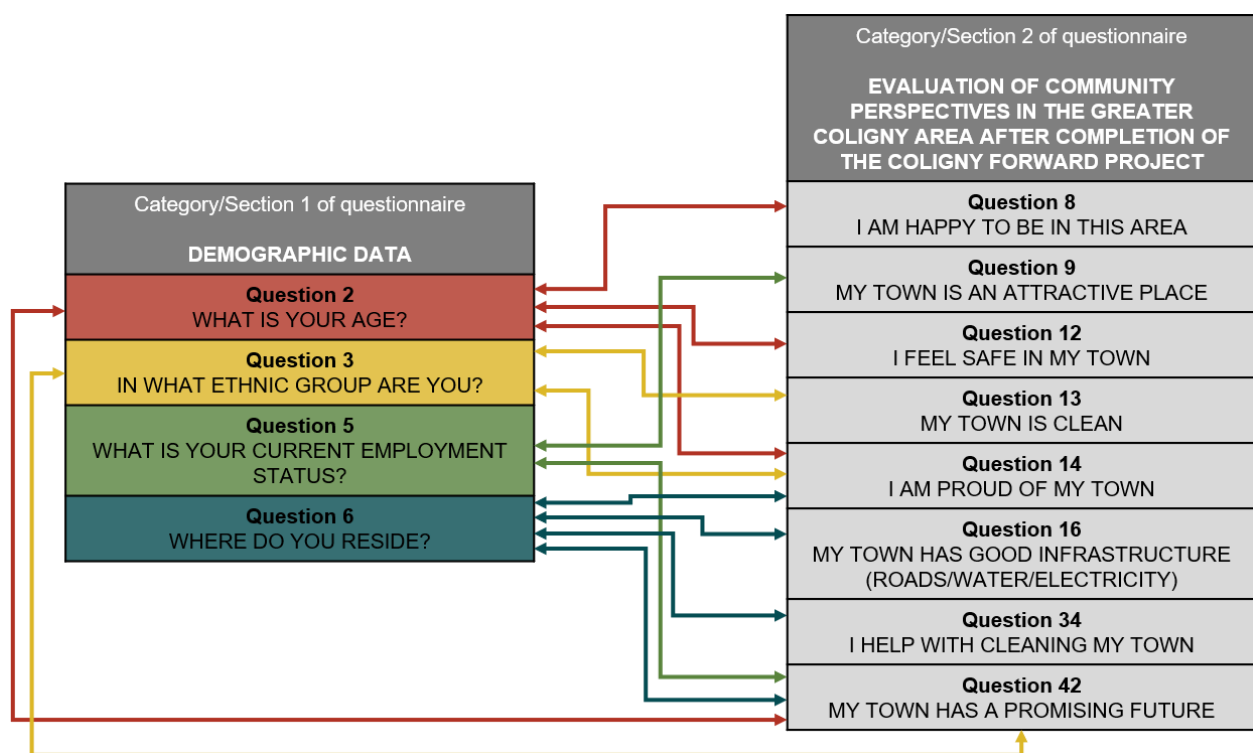


Figure 4-10: Conceptual structure of the cross-tabulations

Source: Own construction (2020)

4.3.2.3.1 Cross-tabulation 1 - Happiness of different age groups in the greater Coligny area

Question 2 (What is your age?) was cross-tabulated with Question 8 (I am happy to be in this area) in attempt to determine whether different age groups are happier in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-3 indicates that all of the age groups tend to strongly agree and agree that they are happy in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. With 82,1%, the working class seem to be happiest in the greater Coligny area, followed by the youth with 77,8% and lastly the pensioners with 75%. The majority of youth, working class and pensioners are thus happy to be in the greater Coligny area after the completion of the Coligny Forward project.

Table 4-3: Correlation between age groups and happiness in the greater Coligny area

		Question 8 I AM HAPPY TO BE IN THIS AREA		Total
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 2 WHAT IS YOUR AGE?	Youth	2 (22,2%)	7 (77,8%)	9 (100%)
	Working Class	7 (17,9%)	32 (82,1%)	39 (100%)
	Pension	3 (25%)	9 (75%)	12 (100%)
Total		12 (20%)	48 (80%)	60 (100%)

Source: Own construction (2020)

The data in Table 4-4 on the following page show that out of a sample of 61 cases, 60 were valid in this cross-tabulation. A small effect or practical non-significant association was present in this cross-tabulation since the Cramer's $V = 0,073$ ($p = 0,853$) as seen in Table 4-4. Although there is no practical significance evident in the outcome of this cross-tabulation, the data gathered still indicate that the vast majority (80%) agree that they are happy in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-4: Association between age groups and happiness in the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Happiness of different age groups	Q2 with Q8	60 (98,4%)	0,853	0,073	0,853

Source: Own construction (2020)

4.3.2.3.2 Cross-tabulation 2 - Different age groups' feeling of safety in the greater Coligny area

Question 2 (What is your age?) was cross-tabulated with Question 12 (I feel safe in my town) in attempt to determine whether different age groups feel safer than other age groups in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-5 indicates that all of the age groups tend to strongly agree and agree that they feel safe in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. With 67,5%, the working class seem to feel safer in the greater Coligny area than the pensioners with 58,3% and the youth with 55,6%.The majority of youth, working class and pensioners do however agree to feeling safe in the greater Coligny area after the completion of the Coligny Forward project.

Table 4-5: Correlation between age groups and the feeling of safety in the greater Coligny area

		Question 12 I FEEL SAFE IN MY TOWN		Total
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 2 WHAT IS YOUR AGE?	Youth	4 (44,4%)	5 (55,6%)	9 (100%)
	Working Class	13 (32,5%)	27 (67,5%)	40 (100%)
	Pension	5 (41,7%)	7 (58,3%)	12 (100%)
Total		22 (36,1%)	39 (63,9%)	61 (100%)

Source: Own construction (2020)

A small effect or practical non-significant association was present in this cross-tabulation since the Cramer's $V = 0,104$ ($p = 0,720$) as seen in Table 4-6 below. Although there is only a small effect apparent in the outcome of this cross-tabulation, the data gathered still indicate that the majority respondents (63,9%) agree that they feel safe in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-6: Association between age groups and the feeling of safety in the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Different age groups' feeling of safety	Q2 with Q12	61 (100%)	0,720	0,104	0,720

Source: Own construction (2020)

4.3.2.3.3 Cross-tabulation 3 - Different age groups and if they feel proud of the greater Coligny area

Question 2 (What is your age?) was cross-tabulated with Question 14 (I am proud of my town) in attempt to determine whether different age groups are prouder of the greater Coligny area than other age groups after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-7 on the next page indicates that most of the age groups tend to strongly agree and agree that they feel proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. With 67,5%, the working class seem to feel prouder of the greater Coligny area than the youth with 66,7%. As seen in Table 4-7 below, the pensioners seem to be divided with regards to feeling proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project with 50% in agreement and 50% in disagreement. The majority of youth and working class do however agree to feeling proud of the greater Coligny area after the completion of the Coligny Forward project.

Table 4-7: Correlation between age groups and if they feel proud of the greater Coligny area

		Question 14 I AM PROUD OF MY TOWN		Total
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 2 WHAT IS YOUR AGE?	Youth	3 (33,3%)	6 (66,7%)	9 (100%)
	Working Class	13 (32,5%)	27 (67,5%)	40 (100%)
	Pension	6 (50%)	6 (50%)	12 (100%)
	Total	22 (36,1%)	39 (63,9%)	61 (100%)

Source: Own construction (2020)

Table 4-8 sows a small effect or practical non-significant association present in this cross-tabulation since the Cramer's $V = 0,144$ ($p = 0,533$). Although there is only a small effect evident in the outcome of this cross-tabulation, the data gathered still indicate that the majority respondents (63,9%) agree that they are proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-8: Association between age groups and if they feel proud of the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Different age groups and if they feel proud of the area	Q2 with Q14	61 (100%)	0,533	0,144	0,533

Source: Own construction (2020)

4.3.2.3.4 Cross-tabulation 4 - Different age groups' belief about a promising future for the greater Coligny area

Question 2 (What is your age?) was cross-tabulated with Question 12 (My town has a promising future) in attempt to determine whether different age groups believe in a better/promising future for the greater Coligny area than other age groups after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-9 shows that all of the age groups tend to strongly agree and agree that they believe in a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. With 77,8%, the youth seem to believe in a better and more promising future for the greater Coligny area than the working class with 70% and the pensioners with 66,7%. The majority of youth, working class and pensioners do however agree to believing in a better/promising future for the greater Coligny area after the completion of the Coligny Forward project.

Table 4-9: Correlation between age groups and belief of a promising future for the greater Coligny area

		Question 42 MY TOWN HAS A PROMISING FUTURE		Total
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 2 WHAT IS YOUR AGE?	Youth	2 (22,2%)	7 (77,8%)	9 (100%)
	Working Class	12 (30%)	28 (70%)	40 (100%)
	Pension	4 (33,3%)	8 (66,7%)	12 (100%)
Total		18 (29,5%)	43 (70,5%)	61 (100%)

Source: Own construction (2020)

Table 4-10 illustrates a small effect or practical non-significant association present in this cross-tabulation since the Cramer's $V = 0,072$ ($p = 0,853$). Although there is no significant association apparent in the outcome of this cross-tabulation, the data gathered still indicate that the majority respondents (70,5%) agree that they believe in a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-10: Association between age groups and belief of a promising future for the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Different age groups and their belief in a promising future for the area	Q2 with Q42	61 (100%)	0,853	0,072	0,853

Source: Own construction (2020)

4.3.2.3.5 Cross-tabulation 5 - Different ethnic groups' feeling about cleanliness in the greater Coligny area

Question 3 (In what ethnic group are you?) was cross-tabulated with Question 13 (My town is clean) in attempt to determine whether various ethnic groups/cultures feel different than other ethnic groups/cultures about cleanliness in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

No respondent indicated Asian or Other within the closed structured questionnaire, therefore these ethnic groups have not been included in this cross-tabulation. Table 4-11 indicates that most of the ethnic groups tend to strongly agree and agree that the greater Coligny area is clean after the process of transformation of physical space as perceived in the Coligny Forward project. With 66,7%, the Coloured and Indian ethnic group feel strongly about the greater Coligny area being clean after completion of the Coligny Forward project, followed by the White ethnic group with 54,8%. The African ethnic group however strongly disagree and disagree with 53,8% indicating that they do not feel the greater Coligny area is clean after completion of the Coligny Forward project. The African ethnic group is thus the only ethnic group that feels different than all the other ethnic groups presented. The majority of the White, Coloured and Indian ethnic groups do however agree that the greater Coligny area is clean after the completion of the Coligny Forward project.

Table 4-11: Correlation between ethnic groups and the feeling of cleanliness in the greater Coligny area

		Question 13 MY TOWN IS CLEAN		Total
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 3 IN WHAT ETHNIC GROUP ARE YOU?	African	7 (53,8%)	6 (46,2%)	13 (100%)
	White	19 (45,2%)	23 (54,8%)	42 (100%)
	Coloured	1 (33,3%)	2 (66,7%)	3 (100%)
	Indian	1 (33,3%)	2 (66,7%)	3 (100%)
Total		28 (45,9%)	43 (70,5%)	61 (100%)

Source: Own construction (2020)

A small effect or practical non-significant association was present in this cross-tabulation since the Cramer's $V = 0,109$ ($p = 0,869$) as seen in Table 4-12 below. Although there is only a small effect evident in the outcome of this cross-tabulation, the data gathered still show that the majority respondents (70,5%) agree that the greater Coligny area is clean after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-12: Association between ethnic groups and the feeling of cleanliness in the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Different ethnic groups and their feeling of cleanliness in the area	Q3 with Q13	61 (100%)	0,869	0,109	0,869

Source: Own construction (2020)

4.3.2.3.6 Cross-tabulation 6 - Different ethnic groups and if they feel proud of the greater Coligny area

Question 3 (In what ethnic group are you?) was cross-tabulated with Question 14 (I am proud of my town) in attempt to determine whether various ethnic groups/cultures are prouder of the greater Coligny area than other ethnic groups/cultures after the process of transformation of physical space as perceived in the Coligny Forward project.

No respondent indicated Asian or Other within the closed structured questionnaire, therefore these ethnic groups have not been included in this cross-tabulation. Table 4-13 on the following page indicates that most of the ethnic groups tend to strongly agree and agree that they feel proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. With 66,7%, the White and Indian ethnic group seem to feel prouder of the greater Coligny area than the African ethnic group with 61,5%. As seen in Table 4-13 below, the Coloured ethnic group seem to strongly disagree and disagree with regards to feeling proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project with 66,7% in disagreement. The coloured ethnic group is thus the only ethnic group that feels different than all the other ethnic groups presented, thereby indicating that the Coloured ethnic group is not proud of the greater Coligny area after the completion of the Coligny Forward project. The majority of the African, White and Indian ethnic groups do however agree to feeling proud of the greater Coligny area after the completion of the Coligny Forward project.

Table 4-13: Correlation between ethnic groups and if they feel proud of the greater Coligny area

		Question 14 I AM PROUD OF MY TOWN		Total
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 3 IN WHAT ETHNIC GROUP ARE YOU?	African	5 (38,5%)	8 (61,5%)	13 (100%)
	White	14 (33,3%)	28 (66,7%)	42 (100%)
	Coloured	2 (66,7%)	1 (33,3%)	3 (100%)
	Indian	1 (33,3%)	2 (66,7%)	3 (100%)
Total		22 (36,1%)	39 (63,9%)	61 (100%)

Source: Own construction (2020)

A small effect or practical non-significant association was present in this cross-tabulation since the Cramer's $V = 0,151$ ($p = 0,706$) as seen in Table 4-14. Although there is only a small practical significant association evident in the outcome of this cross-tabulation, the data gathered still indicate that the majority respondents (63,9%) agree that they are proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-14: Association between ethnic groups and if they feel proud of the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Different ethnic groups and if they feel proud of the area	Q3 with Q14	61 (100%)	0,706	0,151	0,706

Source: Own construction (2020)

4.3.2.3.7 Cross-tabulation 7 - Different ethnic groups' belief about a promising future for the greater Coligny area

Question 3 (In what ethnic group are you?) was cross-tabulated with Question 42 (My town has a promising future) in attempt to determine whether various ethnic groups/cultures believe in a

better/promising future for the greater Coligny area than other ethnic groups/cultures after the process of transformation of physical space as perceived in the Coligny Forward project.

No respondent indicated Asian or Other within the closed structured questionnaire, therefore these ethnic groups have not been included in this cross-tabulation. Table 4-15 shows that all of the ethnic groups tend to strongly agree and agree that they believe in a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. With 84,6%, the African ethnic group seem to believe in a better and more promising future for the greater Coligny area than the White, Coloured and Indian ethnic groups with 66,7%. The majority of African, White, Coloured and Indian ethnic group representatives do however agree to believing in a better/promising future for the greater Coligny area after the completion of the Coligny Forward project.

Table 4-15: Correlation between ethnic groups and belief of a promising future for the greater Coligny area

		Question 42		Total
		MY TOWN HAS A PROMISING FUTURE		
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 3 IN WHAT ETHNIC GROUP ARE YOU?	African	2 (15,4%)	11 (84,6%)	13 (100%)
	White	14 (33,3%)	28 (66,7%)	42 (100%)
	Coloured	1 (33,3%)	2 (66,7%)	3 (100%)
	Indian	1 (33,3%)	2 (66,7%)	3 (100%)
Total		18 (29,5%)	43 (70,5%)	61 (100%)

Source: Own construction (2020)

A small effect or practical non-significant association was present in this cross-tabulation since the Cramer's $V = 0,161$ ($p = 0,663$) as seen in Table 4-16 on the next page. Although there is only a small practical significant association apparent in the outcome of this cross-tabulation, the data gathered still indicate that the majority respondents (70,5%) agree that they believe in a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-16: Association between ethnic groups and belief of a promising future for the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Different ethnic groups and their belief in a promising future for the area	Q3 with Q42	61 (100%)	0,663	0,161	0,663

Source: Own construction (2020)

4.3.2.3.8 Cross-tabulation 8 - The employed and non-employed perspectives of the greater Coligny area as an attractive place

Question 5 (What is your current employment status?) was cross-tabulated with Question 9 (My town is an attractive place) in attempt to determine whether the economy has an influence on people's perspective of the greater Coligny area as an attractive place after the process of transformation of physical space as perceived in the Coligny Forward project.

Question 5 (What is your current employment status?) in the closed structured questionnaire had 6 possible options to choose from namely full-time employed, part-time employed, unemployed, student, retired and other. These 6 options have further been divided into two main categories namely employed and non-employed as illustrated in Table 4-17 on the following page. The options full-time employed and part-time employed were included as part of the employed category and the options unemployed, student, retired and other were included as part of the non-employed category for the purpose of this cross-tabulation.

Table 4-17 below indicates that only the non-employed tend to strongly agree and agree that the greater Coligny area is an attractive place. 66,7% of the non-employed is of opinion that the greater Coligny area is an attractive place after the process of transformation of physical space as perceived in the Coligny Forward project. The employed tend to strongly disagree and disagree that the greater Coligny area is an attractive place. 56,1% of the employed is of opinion that the greater Coligny area is not an attractive place after the process of transformation of physical space as perceived in the Coligny Forward project. The majority non-employed representatives do however agree that the greater Coligny area is an attractive place after completion of the Coligny Forward project.

Table 4-17: Correlation between employment status and perspective of the greater Coligny area as an attractive place

		Question 9		Total
		MY TOWN IS AN ATTRACTIVE PLACE		
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 5 WHAT IS YOUR CURRENT EMPLOYMENT STATUS?	Employed	23 (56,1%)	18 (43,9%)	41 (100%)
	Non-employed	6 (33,3%)	12 (66,7%)	18 (100%)
Total		29 (49,2%)	30 (50,8%)	59 (100%)

Source: Own construction (2020)

The data in Table 4-18 below show that out of a sample of 61 cases, 59 were valid in this cross-tabulation. A small effect or practical non-significant association was present in this cross-tabulation since the Cramer's V = 0,210 ($p = 0,107$) as seen in Table 4-18. Although there is only a small effect evident in the outcome of this cross-tabulation, the data gathered still indicate that the majority respondents (50,8%) agree that the greater Coligny area is an attractive place after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-18: Association between employment status and perspective of the greater Coligny area as an attractive place

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Employed and non-employed perspectives of the area as an attractive place	Q5 with Q9	59 (96,7%)	0,107	0,210	0,107

Source: Own construction (2020)

4.3.2.3.9 Cross-tabulation 9 - The employed and non-employed beliefs about a promising future for the greater Coligny area

Question 5 (What is your current employment status?) was cross-tabulated with Question 42 (My town has a promising future) in attempt to determine whether the employed and non-employed

have different beliefs with regards to a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Question 5 (What is your current employment status?) in the closed structured questionnaire had 6 possible options to choose from namely full-time employed, part-time employed, unemployed, student, retired and other. These 6 options have further been divided into two main categories namely employed and non-employed as illustrated in Table 4-19 below. The options full-time employed and part-time employed were included as part of the employed category and the options unemployed, student, retired and other were included as part of the non-employed category for the purpose of this cross-tabulation.

Table 4-19 shows that the employed as well as the non-employed tend to strongly agree and agree that they believe in a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. With 94,4%, the non-employed seem to believe in a better and more promising future for the greater Coligny area than the employed with 58,5%. The majority employed and non-employed representatives do however agree to believing in a better/promising future for the greater Coligny area after the completion of the Coligny Forward project.

Table 4-19: Correlation between employment status and belief of a promising future for the greater Coligny area

		Question 42 MY TOWN HAS A PROMISING FUTURE		Total
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 5 WHAT IS YOUR CURRENT EMPLOYMENT STATUS?	Employed	17 (41,5%)	24 (58,5%)	41 (100%)
	Non- employed	1 (5,6%)	17 (94,4%)	18 (100%)
Total		18 (30,5%)	41 (69,5%)	59 (100%)

Source: Own construction (2020)

The data in Table 4-20 on the next page show that out of a sample of 61 cases, 59 were valid in this cross-tabulation. A medium effect or practical visible significant association was present in

this cross-tabulation since the Cramer's $V = 0,359$ ($p = 0,006$) as illustrated in Table 4-20. The findings of this cross-tabulation indicate that the majority respondents (69,5%) agree that they do believe in a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-20: Association between employment status and belief of a promising future for the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Employed and non-employed beliefs about a promising future for the area	Q5 with Q42	59 (96,7%)	0,006	0,359	0,006

Source: Own construction (2020)

4.3.2.3.10 Cross-tabulation 10 - Respondents' residence/location influencing if they feel proud of the greater Coligny area

Question 6 (Where do you reside?) was cross-tabulated with Question 14 (I am proud of my town) in attempt to determine whether the respondents' direct environment (location/residence) have an influence on if they feel proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-21 on the next page indicates that most of the respondents residing in Coligny and Tlhabologang tend to strongly agree and agree that they feel proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. With 70%, the respondents residing in Coligny seem to feel prouder of the greater Coligny area than the respondents residing in Tlhabologang with 63,8%. As seen in Table 4-21 below, the respondents residing in other neighbourhoods tend to feel divided with regards to feeling proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project with 50% in agreement and 50% in disagreement. The majority of respondents residing in Coligny and Tlhabologang do however agree to feeling proud of the greater Coligny area after the completion of the Coligny Forward project.

Table 4-21: Correlation between respondents' residence/location and if they feel proud of the greater Coligny area

		Question 14 I AM PROUD OF MY TOWN		Total
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 6 WHERE DO YOU RESIDE?	Coligny	17 (36,2%)	30 (63,8%)	47 (100%)
	Tlhabologang	3 (30%)	7 (70%)	10 (100%)
	Other	2 (50%)	2 (50%)	4 (100%)
	Total	22 (36,1%)	39 (63,9%)	61 (100%)

Source: Own construction (2020)

Table 4-22 shows the Cramer's V = 0,090 ($p = 0,780$), thereby indicating that a small effect or practical non-significant association is present in this cross-tabulation. Although there is almost no practical significant association evident in the outcome of this cross-tabulation, the data gathered still indicate that the majority respondents (63,9%), residing in all three possible choices of neighbourhoods, agree that they are proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-22: Association between respondents' residence/location and if they feel proud of the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Respondents' residence/location influencing if they feel proud of the area	Q6 with Q14	61 (100%)	0,780	0,090	0,780

Source: Own construction (2020)

4.3.2.3.11 Cross-tabulation 11 - Respondents' residence/location and their perception of infrastructure (roads/water/electricity) in the greater Coligny area

Question 6 (Where do you reside?) was cross-tabulated with Question 16 (My town has good infrastructure like roads/water/electricity) in attempt to determine whether the respondents' direct environment (location/residence) have an influence on their perception of infrastructure

(roads/water/electricity) in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-23 indicates that most of the respondents residing in Coligny, Tlhabologang and other neighbourhoods tend to strongly disagree and disagree that the greater Coligny area has good infrastructure (roads/water/electricity) after the process of transformation of physical space as perceived in the Coligny Forward project. With 100% unanimously in disagreement, the respondents residing in Tlhabologang and other neighbourhoods seem to feel that the greater Coligny area does not have good infrastructure (roads/water/electricity) after the completion of the Coligny Forward project. 91,5% of respondents residing in Coligny are also in disagreement, thereby indicating that they also feel that the greater Coligny area does not have good infrastructure (roads/water/electricity) after the completion of the Coligny Forward project. The majority of respondents residing in all three possible choices of neighbourhoods disagree that the greater Coligny area has good infrastructure (roads/water/electricity) after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-23: Correlation between respondents' residence/location and their perception of infrastructure (roads/water/electricity) in the greater Coligny area

		Question 16 MY TOWN HAS GOOD INFRASTRUCTURE (ROADS/WATER/ELECTRICITY)		Total
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 6 WHERE DO YOU RESIDE?	Coligny	43 (91,5%)	4 (8,5%)	47 (100%)
	Tlhabologang	10 (100%)	0 (0%)	10 (100%)
	Other	4 (100%)	0 (0%)	4 (100%)
	Total	57 (93,4%)	4 (6,6%)	61 (100%)

Source: Own construction (2020)

Table 4-24 on the next page illustrates the Cramer's $V = 0,145$ ($p = 0,529$), thereby indicating that a small effect or practical non-significant association is present in this cross-tabulation. Although there is a small effect observed in the outcome of this cross-tabulation, the collected data still indicate that the majority respondents (93,4%), residing in all three possible choices of

neighbourhoods, disagree that the greater Coligny area has good infrastructure (roads/water/electricity) after the process of transformation of physical space as perceived in the Coligny Forward project. Majority respondents are thus of opinion that the greater Coligny area does not have good infrastructure (roads/water/electricity) after completion of the Coligny Forward project.

Table 4-24: Association between respondents' residence/location and their perception of infrastructure (roads/water/electricity) in the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Respondents' residence/location and their perception of infrastructure in the area	Q6 with Q16	61 (100%)	0,529	0,145	0,529

Source: Own construction (2020)

4.3.2.3.12 Cross-tabulation 12 - Respondents' residence/location and if they help to clean the greater Coligny area

Question 6 (Where do you reside?) was cross-tabulated with Question 34 (I help with cleaning my town) in attempt to determine whether the respondents' direct environment (location/residence) have an influence on if they help to clean the greater Coligny area. These questions were also cross-tabulated to determine whether respondents within different neighbourhoods in the greater Coligny area take ownership and responsibility with regards to the environment after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-25 on the following page indicates that most of the respondents residing in Coligny, Tlhabologang and other neighbourhoods tend to strongly agree and agree that they help with cleaning the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. With 100%, the respondents residing other neighbourhoods seem fully agree that they help to clean the greater Coligny area. With 90%, the respondents residing in Tlhabologang agree to help clean the greater Coligny area and with 80,9%, the respondents residing in Coligny also agree to help clean the greater Coligny area. As seen in Table 4-25 below, most of the respondents residing in all three possible choices of neighbourhoods agree to help clean the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. This indicates that majority of the respondents residing in all three possible choices of neighbourhoods in the greater Coligny area

do take ownership and responsibility with regards to the environment after the completion of the Coligny Forward project.

Table 4-25: Correlation between respondents' residence/location and if they help to clean the greater Coligny area

		Question 34 I HELP WITH CLEANING MY TOWN		Total
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 6 WHERE DO YOU RESIDE?	Coligny	9 (19,1%)	38 (80,9%)	47 (100%)
	Tlhabologang	1 (10%)	9 (90%)	10 (100%)
	Other	0 (0%)	4 (100%)	4 (100%)
	Total	10 (16,4%)	51 (83,6%)	61 (100%)

Source: Own construction (2020)

A small effect or practical non-significant association was present in this cross-tabulation since the Cramer's $V = 0,148$ ($p = 0,511$) as seen in Table 4-26 below. Although there is only a small effect apparent in the outcome of this cross-tabulation, the data gathered still indicate that the majority respondents residing in the greater Coligny area (83,6%) agree that they help clean the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. Majority of respondents are thus of opinion that they do clean the greater Coligny area, thereby taking ownership and responsibility with regards to the environment after the completion of the Coligny Forward project.

Table 4-26: Association between respondents' residence/location and if they help to clean the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Respondents' residence/location and if they help with cleaning the area	Q6 with Q34	61 (100%)	0,511	0,148	0,511

Source: Own construction (2020)

4.3.2.3.13 Cross-tabulation 13 - Respondents' residence/location and their beliefs about a promising future for the greater Coligny area

Question 6 (Where do you reside?) was cross-tabulated with Question 42 (My town has a promising future) in attempt to determine whether the respondents' direct environment (location/residence) influence their beliefs of a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-27 below shows that most of the respondents residing in Coligny, Tlhabologang and other neighbourhoods tend to strongly agree and agree that they believe in a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. With 100%, the respondents residing in Tlhabologang seem to believe in a better and more promising future for the greater Coligny area than the respondents residing in other neighbourhoods with 75% as well as respondents residing in Coligny with 63,8%. The majority of respondents residing in all three possible choices of neighbourhoods do however agree to believing in a better/promising future for the greater Coligny area after the completion of the Coligny Forward project.

Table 4-27: Correlation between respondents' residence/location and belief of a promising future for the greater Coligny area

		Question 42		Total
		MY TOWN HAS A PROMISING FUTURE		
		Strongly Disagree and Disagree	Strongly Agree and Agree	
Question 6 WHERE DO YOU RESIDE?	Coligny	17 (36,2%)	30 (63,8%)	47 (100%)
	Tlhabologang	0 (10%)	10 (100%)	10 (100%)
	Other	1 (25%)	3 (75%)	4 (100%)
	Total	18 (29,5%)	43 (70,5%)	61 (100%)

Source: Own construction (2020)

The data in Table 4-28 on the following page shows the Cramer's $V = 0,293$ ($p = 0,073$) thereby indicating that a small effect or practical non-significant association was present in this cross-tabulation, but with the Cramer's $V = 0,293$ being close to 0,3, a medium effect or practical visible significant association may be present in this cross-tabulation. Although a small to medium effect is evident in the outcome of this cross-tabulation, the data gathered do however indicate that the

majority respondents residing in the greater Coligny area (70,5%) agree that they believe in a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project.

Table 4-28: Association between respondents' residence/location and if belief of a promising future for the greater Coligny area

CROSS-TABULATION	Question Reference	Number of valid cases (N)	Chi-Square test	Cramer's V test value	P-value
Respondents' residence/location and their beliefs about a promising future for the area	Q6 with Q42	61 (100%)	0,073	0,293	0,073

Source: Own construction (2020)

4.4 Chapter 4 conclusions

The primary goal of this chapter was to address certain research aims and attempt to answer certain research questions as stated in Chapter 1 (c.f. 1.3) of this dissertation.

The research done in Chapter 4 was divided into two main phases. Phase 1 employed theory-based sampling as part of a qualitative inquiry into the research in attempt to comply with the research objective of concluding on the interface between transformation of space and social sustainability objectives. Phase 1 of the empirical investigation thus attempted to answer the following research question:

- What is the interface between transformation of space and social sustainability objectives?

Phase 2 consisted of a case study analysis including the unique case of the Coligny Forward project. Phase 2 employed a quantitative inquiry into the research through collecting data by means of a closed structured questionnaire and analysing, evaluating as well as interpreting the collected data by means of cross-tabulations in attempt to reflect on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project. Phase 2 of the empirical investigation thus attempted to answer the following research question:

- Did community perspectives change through the process of transformation of physical space as perceived in the Coligny Forward project?

In conclusion to Chapter 4, the results obtained during each phase of the empirical investigation will now be discussed.

By means of employing theory-based sampling as part of a qualitative inquiry into the notion of social sustainability and placemaking as an approach to urban planning during phase 2 (c.f. 4.2) of the empirical investigation, various correlating and comparable theoretical constructs emerged. This in turn led to the identification of elements that may be included in planning practice and interventions as well as the establishment of criteria that urban areas have to fulfil in order to be deemed socially sustainable. With placemaking being perceived as a method of transforming physical space, this research thus complies with the research objective of concluding on the interface between transformation of space and social sustainability objectives. By means of re-coding the correlating elements and criteria in Table 4-2 (c.f. 4.2) that links placemaking to social sustainability, the interface between transformation of space and social sustainability objectives became evident and various indicators of social sustainability emerged that has a direct link to the four key attributes of placemaking. The findings of Section 4.2 thus show that a definite connection or interface between the transformation of space and social sustainability do exist.

Phase 2 of the empirical investigation consisted of the Coligny Forward project case study analysis and was further divided into two main subsections namely the Coligny Forward project (c.f. 4.3.1) and statistical data analysis and data interpretation (c.f. 4.3.2). Subsection 4.3.1 elaborated on the Coligny Forward project case study and included descriptions and explanations of the space transformation initiatives as well as incorporated urban planning practices and interventions that took place in the Coligny Forward project. This subsection was necessary to include to give background with regards to the study area as it is a unique case study that has not been scientifically documented as of yet. Subsection 4.3.2 however aimed to statistically analyse and evaluate data gathered by means of a closed structured questionnaire that was circulated amongst community members of the greater Coligny area in attempt to answer the research question as stated above.

As stated in the chapter in Subsection 4.3.2.2 of this chapter, 12 questions asked in category/section 2 of the questionnaire related to the sociability key attribute of placemaking after completion of the Coligny Forward project; 6 questions asked in category/section 2 of the questionnaire related to the uses and activities key attribute of placemaking after completion of the Coligny Forward project; 9 questions asked in category/section 2 of the questionnaire related to the comfort and image key attribute of placemaking after completion of the Coligny Forward project; and 8 questions asked in category/section 2 of the questionnaire related to the access and linkages key attribute of placemaking after completion of the Coligny Forward project.

91,6% of the data collected by means of questions asked that related to sociability tended towards the agreement category. 83,3% of the data collected by means of questions asked related to uses and activities tended towards the disagreement category. 88,9% of the data collected by means

of questions asked related to comfort and image tended towards the agreement category. 62,5% of the data collected by means of questions asked related to access and linkages tended towards the disagreement category. Out of all of the 35 questions asked in category/section 2 of the questionnaire (Question 8 to Question 42), 68,7% of the data collected tended towards the agreement category. 68,7% thus indicate that the majority of respondents agree to the questions that was asked in the second category/section of the questionnaire and therefore further assumptions may be made with regards to community perspectives after the process of transformation of physical space as perceived in the Coligny Forward project.

The findings of phase 2 of the empirical investigation (c.f. 4.3) thus show that community perspectives did change through the process of transformation of physical space as perceived in the Coligny forward project, but further in depth conclusions will be made in Chapter 5 of this dissertation. The results obtained from the cross-tabulations in Subsection 4.3.2.3 will also further be concluded upon in detail in the following chapter (Chapter 5).

CHAPTER 5 CONCLUSIONS

5.1 Chapter introduction

This chapter draws on the literature review and empirical investigation presented in the preceding chapters (Chapter 3 and Chapter 4) in attempt to conclude on the most important findings and make research specific recommendations that are in line with the research aims and objectives as mentioned in Chapter 1 (c.f. 1.3) of this dissertation. Section 5.2 will consist of four thematic subsections that are specifically selected to be in line with the research aims. The thematic subsections of this chapter include the definition of social sustainability from a planning perspective (c.f. 5.2.1); the notion of placemaking and how it contributes to the social sustainability agenda (c.f. 5.2.2); the interface between transformation of space and social sustainability objectives (c.f. 5.2.3) and reflecting on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 5.2.4) in attempt to comply with the main objective of this research which is to reflect on the transformation of space from a social sustainability perspective, especially focussing on the Coligny Forward project in South Africa which serves as a pilot study for other South African cities and towns in quest to enhance overall social sustainability in South Africa. The primary research question as stated in Chapter 1 (c.f. 1.4) will also be concluded upon in Section 5.3 of this chapter. Figure 5-1 below illustrates the conceptual structure of Chapter 5.

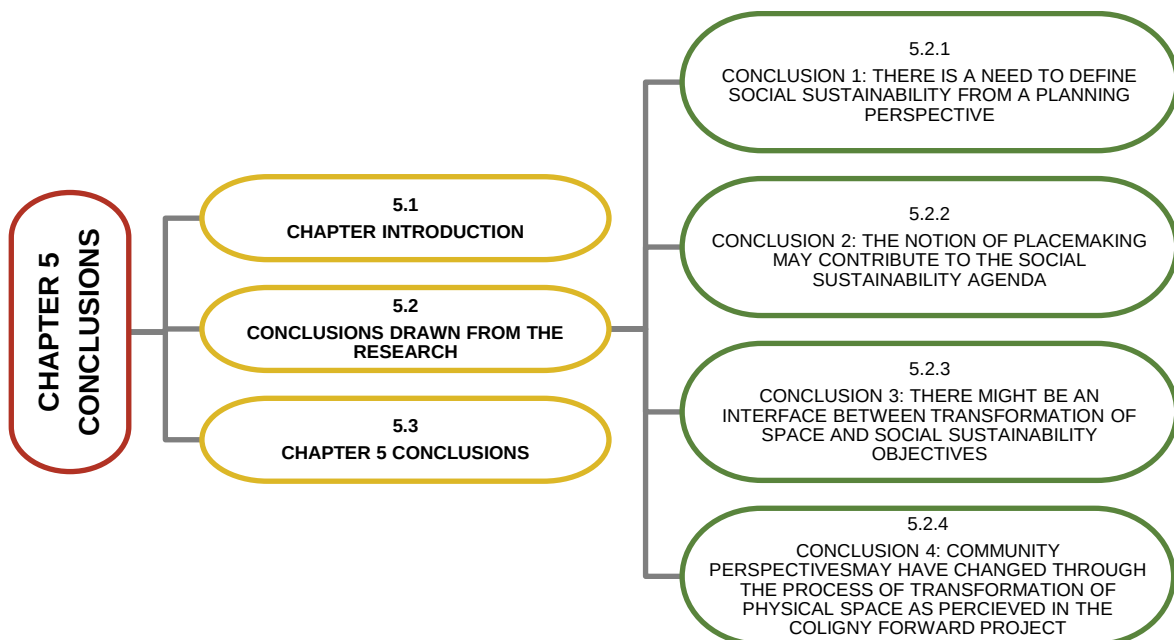


Figure 5-1: Conceptual structure of conclusions to the research

Source: Own construction (2020)

5.2 Conclusions drawn from the research

This section includes the respective conclusions drawn from the literature review and empirical investigation included in the preceding chapters, aligned to the research aims and objectives as stated in Chapter 1 (c.f. 1.3) of this dissertation.

5.2.1 Conclusion 1: There is a need to define social sustainability from a planning perspective

As previously stated in Chapter 3 (c.f. 3.2.), which consists of the literature review, limited literature exists that specifically focusses on the notion of social sustainability and the literature that do exist with regards to this topic is described as fragmented plus insufficient. Social sustainability is also perceived as a complex concept to comprehend and may be interpreted differently by various disciplines and individuals. Although the sustainable development agenda stresses the importance of social sustainability, only some research defines social sustainability within a built environment context and it is evident that there is little agreement to what this notion entails conceptually and practically according to various sources (c.f. 3.2). It is therefore difficult to determine a precise definition of social sustainability but was also necessary for the purpose of this study to discover a usable definition of social sustainability from a planning perspective in attempt to further validate the research. Chapter 3, specifically Section 3.2, thus aimed to answer the following research question as stated in Chapter 1 (c.f.1.4):

- How may social sustainability be defined from a planning perspective?

Some literature included various definitions of social sustainability. These definitions, also mentioned in Chapter 3, will be illustrated in Table 5-1 below.

Table 5-1: The definition of social sustainability according to various sources

SOCIAL SUSTAINABILITY MAY BE DEFINED AS:
A complex and general term that requires a set of social structures and relationships that are maintainable for at least over more than one generation (stilwell, 2000:206).
A notion that refers to institutions and policies aiming to integrate diverse groups and cultural practices in an unbiased and equitable manner (Stren & Polèse, 2001:3).
A life-enhancing condition within communities as well as a process that may achieve that condition (McKenzie, 2004:12). It is perceived as a positive condition marked by a strong sense of social cohesion and access to key services (McKenzie, 2004:12).
The continuing ability of cities to function as long-term viable settings for human interaction, communication and cultural development (Bramley & Power, 2009:31).

A wide-ranging and multidimensional concept focussing on the social goals of sustainable development (Dempsey <i>et al.</i> , 2009:290).
The ability of societies to resist internal forces of decay while reproducing and maintaining social, cultural and institutional conditions necessary for healthy social relations to thrive (Davidson, 2010:874).
Literally the ability to maintain society (Woodcraft, 2012:31).
A notion that strives to confront risk while addressing social concerns (Eizenberg & Jabareen, 2017:1).

Source: Own construction (2020) based on various sources as indicated in the table above

For the purpose of this research however, one corresponding and consistent definition of social sustainability was apparent in various sources and also closely related to the built environment, thereby ensuring that this definition of social sustainability is the most comprehensive and usable definition from a planning perspective. The definition best describing social sustainability from an urban planning point of view is as follows:

Social sustainability is considered as development or growth that is compatible with the harmonious evolution of civil society, fostering an environment conducive to the compatible cohabitation of socially and culturally diverse groups while simultaneously encouraging social integration and aiming to improve the quality of life for all (Bramley *et al.*, 2006:3; Bramley & Power, 2009:31; Dave, 2011:190; Davidson, 2010:873; Stren & Polèse, 2001:15; Yildiz *et al.*, 2020:2).

This research concluded in Chapter 3 (c.f. 3.2) that the above-mentioned definition adequately defines sustainability from a planning perspective (c.f. 1.3) but acknowledges that more research could be conducted to refine this definition as the planning practice evolve.

5.2.2 Conclusion 2: The notion of placemaking may contribute to the social sustainability agenda

The research done in Chapter 3, consisting of the literature review, specifically Subsection 3.3.3 elaborating on the notion of placemaking and Subsection 3.4 elaborating on social sustainability and placemaking in South Africa attempted to fulfil the research aim of exploring the notion of placemaking and how it might contribute to the social sustainability agenda as mentioned in Chapter 1 (c.f. 1.3). The research done thus aimed to answer the following research question as stated in Chapter 1 (c.f. 1.4) of this dissertation:

- How may the notion of placemaking contribute to the social sustainability agenda?

Subsection 3.3.3 comprehensively discussed the notion of placemaking and included important topics such as the concept of space and place (c.f. 3.3.3.1); the placemaking approach as part of mainstream urban planning (c.f. 3.3.3.2); different planning approaches to placemaking (c.f. 3.3.3.2.1); understanding the placemaking process (c.f. 3.3.3.2.2); and the Place Diagram as part of evaluating places from a placemaking perspective (c.f. 3.3.3.2.3). Subsection 3.4 comprehensively discussed social sustainability and placemaking from a planning perspective in a South African context and included important South African policies and legislation(s) relevant to social sustainability and placemaking. Conclusions will thus be made accordingly with regards to how the notion of placemaking contributed to the social sustainability agenda.

Research that has been conducted in the respective sections and subsections of Chapter 3 aimed to comply with the research objective of exploring the notion of placemaking and how it might contribute to the social sustainability agenda. Concluding remarks regarding the above-mentioned follows. The following statements made, also included in the literature review (Chapter 3), suggests how placemaking may contribute to the social sustainability agenda.

The social sustainability agenda may be perceived as a framework through which social, physical and environmental factors inform urban planning and design processes (Heller & Adams, 2009:18). Karacor (2014:255) suggests that social problems are related to physical environmental quality and these problems may be solved by developing the physical environment. It is asserted that placemaking is needed especially in socially deteriorated areas and by means of developing the physical environment in these areas it may positively influence the quality of life and wellbeing of citizens (Karacor, 2014:255).

The quality of the urban environment has a tremendous impact on the physical and mental health of the incumbent community (Heller & Adams, 2009:18). Placemaking contributes to social and economic developments by improving the physical environment (Karacor, 2014:255). Placemaking also emphasises the creation of lively town centres and neighbourhoods that enhances pride and sense of place as well as promote local economic development which is crucial for the improvement of life quality as well as quality of the environment (Myrick, 2011). Karacor (2014:255) is of opinion that the notion of placemaking may aid in the improvement of environmental quality as well as economic opportunities which in turn promotes safety and security that is provided by vibrant street life, thereby contributing to the development of social sustainability.

Placemaking is also perceived as a genuine holistic approach that seeks to equally recognise economic, environmental and social characteristics in the planning, development and renewal of cities and towns, but it mostly seeks to engender a sense of place through the design of spaces

intended to contribute to community engagement and inclusion (Heller & Adams, 2009:18). A sense of place is recognised as a social sustainability indicator and is an important component of wellbeing as it forms part of an individual's identity and contributes to the creation of neighbourhood or cultural identity (Heller & Adams, 2009:18).

Placemaking is perceived as the connection between sustainability and liveability (Myrick, 2011). The notion of placemaking provides a proactive approach to sustainability, especially social sustainability, within a local context (Myrick, 2011). Placemaking provides concrete actions and results that support broader sustainability goals such as smart growth, walkability, public transport, local activities, etcetera and make it a reality for people in tangible and positive ways (Myrick, 2011). Karacor (2014:254) state that placemaking focusses on human scale, thereby contributing to social sustainability and life quality.

Placemaking offers a valuable tool that communities may use to be in control of the future and the environment (Myrick, 2011). It may take advantage of what professional disciplines know, but placemaking puts the community in charge of the project (Myrick, 2011). Myrick (2011) is of opinion that a great vision and motivated community will bring forth a transformative agenda that may result in sustainable, especially socially sustainable, places.

Successful placemaking may be achieved through the integration of urban planning, social planning and design disciplines which may further lead to the achievement or enhancement of social sustainability (Heller & Adams, 2009:19). Myrick (2011) however believes that social sustainability cannot be achieved without addressing people's inherent needs for a sense of community. Lasting socially sustainable changes will only occur when inhabiting communities create a vision for the future and lead the process for change which is fostered through placemaking (Myrick, 2011). Heller and Adams (2009:18) state that real socially sustainable change will not be achieved unless local communities are in the driving seat from the start and placemaking promotes this participative democracy which leads to successful places and the development of social sustainability.

It may be concluded that the research done in Chapter 3 confirms that the notion of placemaking do contribute to the social sustainability agenda in various ways as mentioned above. This research thus falls in line with the research aim of exploring the notion of placemaking and how it might contribute to the social sustainability agenda.

For the purpose of this research, it was also important to explore social sustainability and placemaking from a planning perspective in a South African context in order to aid in bridging the gap between social sustainability and the transformation of space. Section 3.4 included South

African policies and legislation(s) relevant to social sustainability and placemaking. It is clear that the South African policies and legislation(s) relevant to social sustainability (c.f. 3.4.1) correlates with the South African policies and legislation(s) relevant to placemaking (c.f. 3.4.2). This indicates that a link between placemaking and social sustainability do exist within South African government regulations and therefore it may also be concluded that the notion of placemaking contributes to the social sustainability agenda within developing countries, such as South Africa, as well. Further planning recommendations is however needed and will be included in Chapter 6 of this dissertation.

5.2.3 Conclusion 3: There might be an interface between transformation of space and social sustainability objectives

For the purpose of this study and from an urban planning point of view, the transformation of space closely relates to placemaking as an approach to urban planning as placemaking is perceived as a method to physically transform space. The research conducted in Chapter 3 (literature review) served as a basis for employing theory-based sampling as a research method in Chapter 4 (empirical investigation). Subsection 4.2, referring to phase 1 of the empirical investigation, employed theory-based sampling as a qualitative inquiry into the notion of social sustainability and placemaking as an approach to urban planning in attempt to comply with the research aim of concluding on the interface between transformation of space and social sustainability objectives (c.f. 1.3). The research done in Chapter 3, specifically referring to Section 3.5, elaborated on the impact of spatial transformation on social sustainability in attempt to further bridge the gap between social sustainability and the transformation of space and aid in concluding on the interface between transformation of space and social sustainability objectives. This research aimed to answer the following research question as stated in Chapter 1 of this dissertation (c.f. 1.4):

- What is the interface between transformation of space and social sustainability objectives?

The most prominent findings that aid in answering the research question above is present in Table 4-1 and Table 4-2 in Chapter 4, specifically Section 4.2, of the research. It may be concluded that a definite connection or interface do exist between transformation of space and social sustainability objectives when taking placemaking as an approach to urban planning and as a method to physically transform space into consideration. The interface between transformation of space and social sustainability objectives is illustrated in Figure 5-2 below. This figure represents the identified elements and established criteria (interconnected objectives of spatial transformation and social sustainability) that urban areas have to fulfil in order to be deemed socially sustainable. The inner ring illustrated in Figure 5-2 shows the four key attributes/main

qualities of placemaking, which is perceived as method to physically transform space for the purpose of this study. The outer ring illustrated in Figure 5-2 shows the social sustainability indicators that was identified by means of employing theory-based sampling as a qualitative inquiry into the notion of social sustainability and placemaking as an approach to urban planning. Figure 5-2 thus prominently represent the connection/interface between transformation of space and social sustainability objectives.

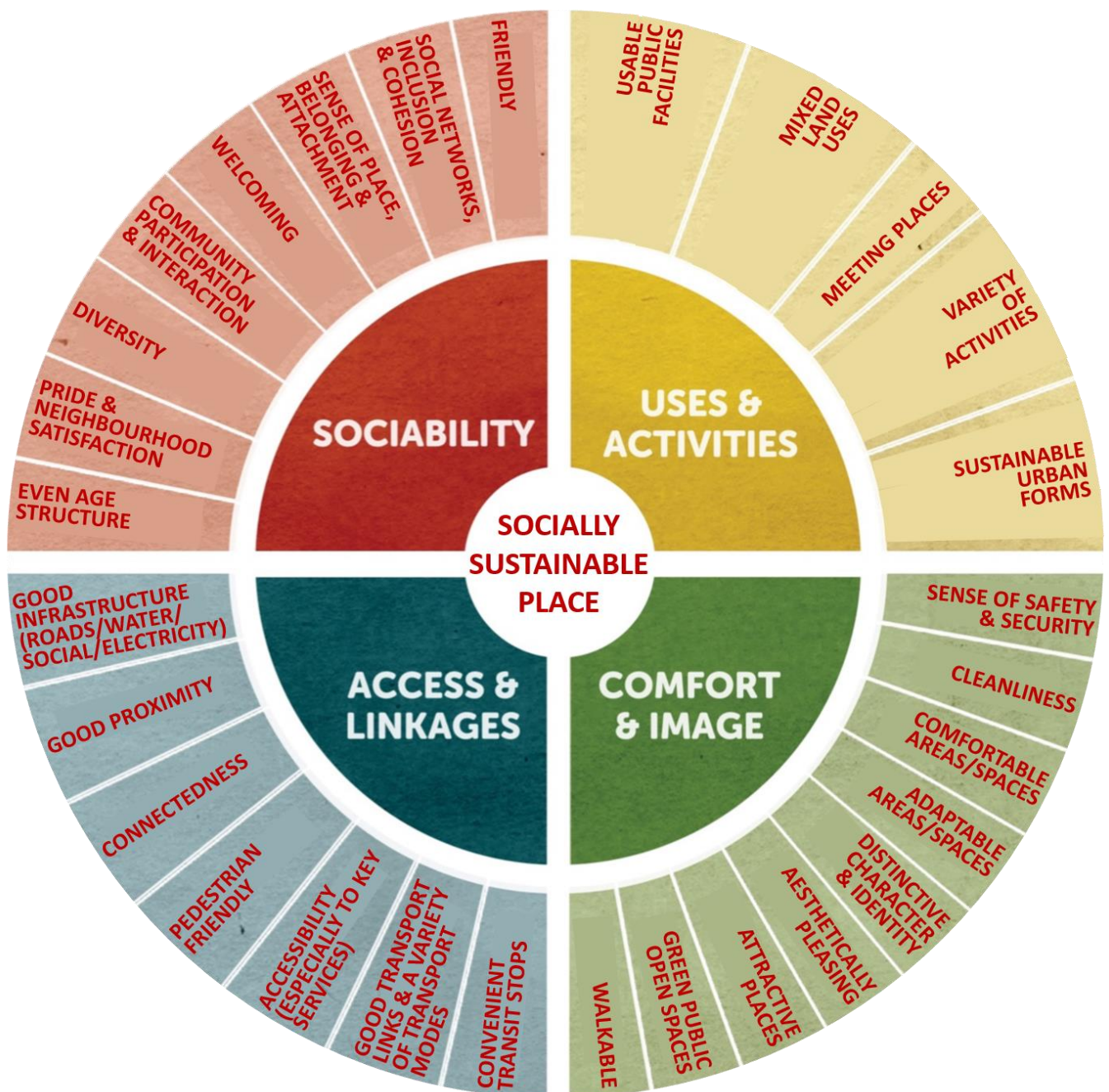


Figure 5-2: The interface between transformation of space and social sustainability objectives

Source: Own construction (2020)

5.2.4 Conclusion 4: Community perspectives may have changed through the process of transformation of physical space as perceived in the Coligny Forward project

The research conducted in Chapter 4, specifically referring to Section 4.3 consisting of phase 2 of the empirical investigation which includes the Coligny Forward project case study analysis, aimed to comply with the research aim of reflecting on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 1.3). The research done in Subsection 4.3.1 and Subsection 4.3.2 thus aimed to answer the following research question as mentioned in Chapter 1 of this dissertation (c.f. 1.4):

- Did community perspectives change through the process of transformation of physical space as perceived in the Coligny Forward project?

The research done in Subsection 4.3.1 included elaborations on the Coligny Forward project for clarification purposes as well as to explain and illustrate the space transformation initiatives that took place during the Coligny Forward project in 2018. This research relied on popular sources for data collection pertaining to the selected case study since no formal academic studies were previously conducted in the respective case study of the Coligny Forward project. Subsection 4.3.2 included the statistical data analysis and data interpretation with the aim to quantitatively represent the qualitative research by means of recording the previously collected data. The research done in Section 4.2 thus evaluated, analysed and interpreted a range of popular sources, supported by a quantitative questionnaire compiled through data obtained from theory-based sampling and circulated amongst community members within the greater Coligny area in attempt to fulfil the research aim and answer the research question as mentioned above.

In order to collect data for phase 2 of the empirical investigation, a closed structured questionnaire was circulated amongst 100 community members of the greater Coligny area, whereby only 61 community representatives responded by completing and returning the questionnaire to the community informant. The questionnaire consisted of two sections, each addressing a specific theme. The questions included in the questionnaire is present in Annexure A which comprises of an example of the closed structured questionnaire that was circulated amongst community members. The question numbers and sections are however captured in Table 5-2 on the following page. The frequencies of the collected data were analysed and the most prominent findings are captured in Table 5-2 below. How specific questions link to the key attributes of placemaking as well as concluding remarks regarding each question is also included in Table 5-2.

Table 5-2: Most prominent findings of the closed structured questionnaire and concluding remarks

CATEGORY/ SECTION	QUESTION NUMBER	MAIN CATEGORY/ KEY ATTRIBUTE OF PLACEMAKING LINK	MOST PROMINENT FINDINGS	CONCLUDING REMARKS
Category/Section 1: Demographic Data	Q1	No Link	59 respondents indicated a gender 37 respondents indicated female 22 respondents indicated male	Majority respondents are female (c.f. 4.3.2.1.1)
	Q2	No Link	61 respondents indicated an age group 0 respondents between the ages of 0 and 14 9 respondents between the ages of 15 and 24 17 respondents between the ages of 25 and 34 12 respondents between the ages of 35 and 44 11 respondents between the ages of 45 and 54 5 respondents between the ages of 55 and 64 5 respondents between the ages of 65 and 74 2 respondents between the ages of 75 and 84 0 respondents aged 85+ 9 respondents are considered as youth 40 respondents are considered as working class 12 respondents are considered as pensioners	- Majority respondents are between the ages of 25 and 34 and are considered as young adults within the working class (c.f. 4.3.2.1.2) - Majority respondents are considered as working class (c.f. 4.3.2.1.2)
	Q3	No Link	61 respondents indicated an ethnic group 13 respondents indicated African 42 respondents indicated White 3 respondents indicated Coloured 3 respondents indicated Indian 0 respondents indicated Asian 0 respondents indicated other	Majority respondents are considered as the White ethnic group followed by second to most considered as the African ethnic group (c.f. 4.3.2.1.3)
	Q4	No Link	61 respondents indicated a marital status 24 respondents indicated single 3 respondents indicated engaged 25 respondents indicated married 5 respondents indicated widowed 4 respondents indicated divorced 0 respondents indicated other	Majority respondents are considered as married followed by second to most considered as single (c.f. 4.3.2.1.4)
	Q5	No Link	59 respondents indicated an employment status 36 respondents indicated full-time employed 5 respondents indicated part-time employed 14 respondents indicated unemployed 0 respondents indicated student 2 respondents indicated retired 2 respondents indicated other 41 respondents employed	- Majority respondents are considered as full-time employees followed by second to most considered as unemployed (c.f. 4.3.2.1.5) - Majority respondents fall within the employed category (c.f. 4.3.2.1.5)

			18 respondents non-employed	
	Q6	No Link	61 respondents indicated a residing neighbourhood 47 respondents reside in Coligny 10 respondents reside in Tlhabologang 4 respondents reside in other neighbourhoods	Majority respondents reside in Coligny followed by second to most residing in Tlhabologang (c.f. 4.3.2.1.6)
	Q7	No Link	61 respondents indicated relevance to the greater Coligny area 55 respondents are permanent residents 5 respondents only work in the area 1 respondent is considered a visitor	Majority respondents are considered as permanent residents within the greater Coligny area followed by second to most considered as only working in the greater Coligny area (c.f. 4.3.2.1.7)
Category/Section 2: Evaluation of community perspectives in the greater Coligny area after completion of the Coligny Forward project	Q8	Sociability	60 respondents provided a response to happiness in the greater Coligny area 6 respondents strongly disagreed that they are happy to be in the area 6 respondents disagreed that they are happy to be in the area 38 respondents agreed that they are happy to be in the area 10 respondents strongly agreed that they are happy to be in the area	- Closely relating to the social cohesion and inclusion as well as the sense of place, belonging and attachment social sustainability indicators (c.f. 4.2) - Majority respondents agree that they are happy to be in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.1) - Community perspectives have changed for the better with regards to being happy in the greater Coligny area after completion of the Coligny Forward project
	Q9	Comfort and Image	61 respondents provided a response to perceiving the greater Coligny area as an attractive place 13 respondents strongly disagreed that the town is an attractive place 17 respondents disagreed that the town is an attractive place 26 respondents agreed that the town is an attractive place 5 respondents strongly agreed that the town is an attractive place	- Closely relating to the aesthetically pleasing and attractive places with distinctive character and identity social sustainability indicator (c.f. 4.2) - Majority respondents agree that the greater Coligny area is an attractive place after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.2) - Majority respondents agree that the greater Coligny area is beautiful after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.3) - Community perspectives have changed for the better with regards to the greater Coligny area being perceived as an attractive and beautiful town after completion of the Coligny Forward project
	Q10	Comfort and Image	61 respondents provided a response to perceiving the greater Coligny area as beautiful 10 respondents strongly disagreed that the town is beautiful 17 respondents disagreed that the town is beautiful 30 respondents agreed that the town is beautiful 4 respondents strongly agreed that the town is beautiful	
	Q11	Sociability	61 respondents provided a response to perceiving the greater Coligny area as peaceful	Closely relating to the sense of place, belonging and attachment social sustainability indicator (c.f. 4.2)

			7 respondents strongly disagreed that the town is peaceful 11 respondents disagreed that the town is peaceful 38 respondents agreed that the town is peaceful 5 respondents strongly agreed that the town is peaceful	- Majority respondents agree that the greater Coligny area is peaceful after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.4) - Community perspectives have changed for the better with regards to perceiving the greater Coligny area as peaceful after completion of the Coligny Forward project
	Q12	Comfort and Image	61 respondents provided a response to perception of safety in the greater Coligny area 8 respondents strongly disagreed that they feel safe the town 14 respondents disagreed that they feel safe in the town 34 respondents agreed that the feel safe in the town 5 respondents strongly agreed that they feel safe in the town	- Closely relating to the sense of safety and security social sustainability indicator (c.f. 4.2) - Majority respondents agree that they feel safe in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.5) - Community perspectives have changed for the better with regards to feeling safe in the greater Coligny area after completion of the Coligny Forward project
	Q13	Comfort and Image	61 respondents provided a response to perceiving the greater Coligny area as clean 14 respondents strongly disagreed that the town is clean 14 respondents disagreed that the town is clean 32 respondents agreed that the town is clean 1 respondent strongly agreed that the town is clean	- Closely relating to the cleanliness social sustainability indicator (c.f. 4.2) - Majority respondents agree that the greater Coligny area is clean after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.6) - Community perspectives have changed for the better with regards to perceiving the greater Coligny area as clean after completion of the Coligny Forward project
	Q14	Sociability	61 respondents provided a response to feeling proud of the greater Coligny area 9 respondents strongly disagreed that they are proud of the town 13 respondents disagreed that they are proud of the town 36 respondents agreed that they are proud of the town 3 respondents strongly agreed that they are proud of the town	- Closely relating to the pride and neighbourhood satisfaction social sustainability indicator (c.f. 4.2) - Majority respondents agree that they feel proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.7) - Community perspectives have changed for the better with regards to feeling proud of the greater Coligny area after completion of the Coligny Forward project
	Q15	Access and Linkages	61 respondents provided a response to perception of maintenance in the greater Coligny area 13 respondents strongly disagreed that the town is well maintained 25 respondents disagreed that the town is well maintained	- Closely relating to the accessibility (especially to key services) social sustainability indicator (c.f. 4.2) - Closely relating to the good infrastructure (roads/water/social/electricity) social sustainability indicator (c.f. 4.2)

			22 respondents agreed that the town is well maintained 1 respondent strongly agreed that the town is well maintained	Majority respondents disagree that the greater Coligny area is well maintained after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.8)
	Q16	Access and Linkages	61 respondents provided a response to perception of infrastructure (roads/water/electricity) in the greater Coligny area 35 respondents strongly disagreed that the town has good infrastructure (roads/water/electricity) 22 respondents disagreed that the town has good infrastructure (roads/water/electricity) 3 respondents agreed that the town has good infrastructure (roads/water/electricity) 1 respondent strongly agreed that the town has good infrastructure (roads/water/electricity)	- Majority respondents disagree that the greater Coligny area has good infrastructure (roads/water/electricity) after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.8) - Community perspectives have changed for the worse or might have stayed the same with regards to maintenance and infrastructure (roads/water/electricity) in the greater Coligny area after completion of the Coligny Forward project
	Q17	Uses and Activities	61 respondents provided a response to the number of public places in the greater Coligny area 24 respondents strongly disagreed that there are enough public places in the town 31 respondents disagreed there are enough public places in the town 5 respondents agreed that there are enough public places in the town 1 respondent strongly agreed that there are enough public places in the town	- Closely relating to the usable public and local facilities social sustainability indicator (c.f. 4.2) - Majority respondents disagree that the greater Coligny area has enough public places after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.10) - Respondents are thus of opinion that the greater Coligny area does not have enough public places after completion of the Coligny Forward project - Community perspectives have changed for the worse or might have stayed the same with regards to public places and facilities after completion of the Coligny Forward project
	Q18	Comfort and Image	59 respondents provided a response to the number of seats in public places to for them sit in the greater Coligny area 36 respondents strongly disagreed that there are enough seats in public places in the town 18 respondents disagreed there are enough seats in public places in the town 5 respondents agreed that there are enough seats in public places in the town 0 respondents strongly agreed that there are enough seats in public places in the town	- Closely relating to the comfortable, adaptable and walkable areas/spaces social sustainability indicator (c.f. 4.2) - Majority respondents disagree that there are enough seats in public places for them to sit in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.11) - Respondents are thus of opinion that there are not enough seats in public places for them to sit in the greater Coligny area after completion of the Coligny Forward project - Community perspectives have changed for the worse or might have stayed the same with regards to the number of seats in public places for them to sit in the greater Coligny area after completion of the Coligny Forward project

	Q19	Comfort and Image	61 respondents provided a response to perception of walkability in the greater Coligny area 3 respondents strongly disagreed that it is easy to walk from one place in the town to another 12 respondents disagreed that it is easy to walk from one place in the town to another 40 respondents agreed that it is easy to walk from one place in the town to another 6 respondents strongly agreed that it is easy to walk from one place in the town to another	- Closely relating to the comfortable, adaptable and walkable areas/spaces social sustainability indicator (especially the walkability social sustainability indicator) (c.f. 4.2) - Majority respondents agree that it is easy to walk from one place in the greater Coligny area to another after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.12) - Community perspectives have changed for the better with regards to walkability in the greater Coligny area after completion of the Coligny Forward project
	Q20	Access and Linkages	60 respondents provided a response to perception of sidewalk conditions in the greater Coligny area 10 respondents strongly disagreed that the sidewalks are in good condition 20 respondents disagreed that the sidewalks are in good condition 29 respondents agreed that the sidewalks are in good condition 1 respondent strongly agreed that the sidewalks are in good condition	- Closely relating to the pedestrian friendly and good infrastructure (roads/water/social/electricity) social sustainability indicators (c.f. 4.2) - Respondents are precisely divided with regards to perception of sidewalk conditions in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project - Respondents agree and disagree equally that the sidewalks in the greater Coligny area are in good condition after completion of the Coligny Forward project (c.f. 4.3.2.2.13) - No accurate conclusion is thus evident if community perspectives have changed for the better or worse with regards to sidewalk conditions in the greater Coligny area after completion of the Coligny Forward project
	Q21	Access and Linkages	55 respondents provided a response to taxi usage in the greater Coligny area 19 respondents strongly disagreed that they use a taxi to go to places in the town 12 respondents disagreed that they use a taxi to go to places in the town 22 respondents agreed that they use a taxi to go to places in the town 2 respondents strongly agreed that they use a taxi to go to places in the town	- Closely relating to the good transport links and convenient transit stops with a variety of transport modes social sustainability indicator (especially the variety of transport modes social sustainability indicator) (c.f. 4.2) - Majority respondents disagree that they use a taxi to go to places in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.14)
	Q22	Access and Linkages	61 respondents provided a response to car usage in the greater Coligny area 8 respondents strongly disagreed that they drive by car to various places in the town 4 respondents disagreed that they drive by car to various places in the town	Majority respondents agree that they drive by car to various places in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.15)

			38 respondents agreed that they drive by car to various places in the town 11 respondents strongly agreed that they drive by car to various places in the town	- Majority respondents agree that they ride a bicycle to various places in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.16) - Majority respondents disagree that they ride the bus to various places in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.17) - Community perspectives have changed for the worse or might have stayed the same with regards to using a taxi or riding the bus to various places in the greater Coligny area after completion of the Coligny Forward project - It may be concluded that however the majority respondents disagreed to using a taxi or riding the bus to various places in the greater Coligny area, some respondents still agreed to using a taxi or riding the bus to various places in the greater Coligny area, thereby indicating that a variety of transport modes do exist within the greater Coligny area after completion of the Coligny Forward project - Community perspectives have changed for the better with regards to driving by car or riding a bicycle to various places in the greater Coligny area after completion of the Coligny Forward project - It may also be concluded that although the community might prefer to drive by car or use a bicycle to go to various places in the greater Coligny area after completion of the Coligny Forward project, a variety of transport modes still exist within the town, but in preferring a car or bicycle as transport mode, it may be assumed that the greater Coligny area has good proximity and connectedness which are also perceived as social sustainability indicators
	Q23	Access and Linkages	54 respondents provided a response to bicycle usage in the greater Coligny area 14 respondents strongly disagreed that they ride a bicycle to various places in the town 11 respondents disagreed that they ride a bicycle to various places in the town 27 respondents agreed that they ride a bicycle to various places in the town 2 respondent strongly agreed that they ride a bicycle to various places in the town	
	Q24	Access and Linkages	53 respondents provided a response to bus usage in the greater Coligny area 18 respondents strongly disagreed that they ride the bus to various places in the town 11 respondents disagreed that they ride the bus to various places in the town 23 respondents agreed that they ride the bus to various places in the town 1 respondent strongly agreed that they ride the bus to various places in the town	
	Q25	Access and Linkages	53 respondents provided a response to transit stop locations in the greater Coligny area 13 respondents strongly disagreed that transit stops are in convenient locations 12 respondents disagreed that transit stops are in convenient locations 24 respondents agreed that transit stops are in convenient locations	

			4 respondents strongly agreed that transit stops are in convenient locations	transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.18) Community perspectives have changed for the better with regards to transit stops being in convenient locations in the greater Coligny area after completion of the Coligny Forward project
	Q26	Uses and Activities	61 respondents provided a response to number of shops in the greater Coligny area 17 respondents strongly disagreed that the town has enough shops 15 respondents disagreed that the town has enough shops 26 respondents agreed that the town has enough shops 3 respondents strongly agreed that the town has enough shops	- Closely relating to usable public facilities and meeting places social sustainability indicators (c.f. 4.2) - Majority respondents disagree that there are enough shops in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.19) - Respondents are thus of opinion that there are not enough shops in the greater Coligny area after completion of the Coligny Forward project - Majority respondents agree that they often visit other towns for shopping after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.20) - Community perspectives have changed for the worst or might have stayed the same with regards to having enough shops in the greater Coligny area after completion of the Coligny Forward project - It may thus be concluded that the community feels that there are not enough shops in the greater Coligny area after completion of the Coligny Forward project and therefore they often visit other towns for shopping
	Q27	Uses and Activities	61 respondents provided a response to often visiting other towns for shopping 2 respondents strongly disagreed that they often visit other towns for shopping 5 respondents disagreed that they often visit other towns for shopping 32 respondents agreed that they often visit other towns for shopping 22 respondents strongly agreed that they often visit other towns for shopping	
	Q28	Uses and Activities	60 respondents provided a response to perception of good public places for sport activities in the greater Coligny area 18 respondents strongly disagreed that the town has good public places for sport activities 13 respondents disagreed that the town has good public places for sport activities 27 respondents agreed that the town has good public places for sport activities 2 respondents strongly agreed that the town has good public places for sport activities	
	Q29	Uses and Activities	60 respondents provided a response to perception of good public places for social activities in the greater Coligny area 16 respondents strongly disagreed that the town has good public places for social activities	

			17 respondents disagreed that the town has good public places for social activities 26 respondents agreed that the town has good public places for social activities 1 respondent strongly agreed that the town has good public places for social activities	good public places for a variety of activities after completion of the Coligny Forward project
	Q30	Uses and Activities	60 respondents provided a response to perception of good public places for cultural activities in the greater Coligny area 17 respondents strongly disagreed that the town has good public places for cultural activities 15 respondents disagreed that the town has good public places for cultural activities 26 respondents agreed that the town has good public places for cultural activities 2 respondents strongly agreed that the town has good public places for cultural activities	
	Q31	Sociability	61 respondents provided a response to knowing people by name in the greater Coligny area 3 respondents strongly disagreed that they know people by name in the town 4 respondents disagreed that they know people by name in the town 43 respondents agreed that they know people by name in the town 11 respondents strongly agreed that they know people by name in the town	- Closely relating to the social networks, inclusion and cohesion as well as community participation and interaction social sustainability indicators (c.f. 4.2) - Majority respondents agree that they know each other by name in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.24) - Community perspectives have changed for the better with regards to knowing each other by name after completion of the Coligny Forward project
	Q32	Sociability	61 respondents provided a response to friendliness in the greater Coligny area 1 respondent strongly disagreed that people are friendly in the town 9 respondents disagreed that people are friendly in the town 44 respondents agreed that people are friendly in the town 7 respondents strongly agreed that people are friendly in the town	- Closely relating to the friendly and welcoming social sustainability indicators (c.f. 4.2) - Majority respondents agree that people in the greater Coligny area are friendly after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.25) - Community perspectives have changed for the better with regards to friendliness in the greater Coligny area after completion of the Coligny Forward project
	Q33	Sociability	61 respondents provided a response to being helpful in the greater Coligny area 1 respondent strongly disagreed that people are helpful in the town 15 respondents disagreed that people are helpful in the town	- Closely relating to the community participation and interaction as well as pride and neighbourhood satisfaction social sustainability indicators (c.f. 4.2) - Majority respondents agree that people in the greater Coligny area is helpful after the

			39 respondents agreed that people are helpful in the town 6 respondents strongly agreed that people are helpful in the town	- process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.26) - Community perspectives have changed for the better with regards to people being helpful in the greater Coligny area after completion of the Coligny Forward project
	Q34	Comfort and Image	61 respondents provided a response to help with cleaning the greater Coligny area 3 respondents strongly disagreed that they help with cleaning the town 7 respondents disagreed that they help with cleaning the town 43 respondents agreed that they help with cleaning the town 8 respondents strongly agreed that they help with cleaning the town	- Closely relating to the cleanliness social sustainability indicator (c.f. 4.2) - Majority respondents agree that they help with cleaning the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.27) - Community perspectives have changed for the better with regards to helping clean the greater Coligny area after completion of the Coligny Forward project
	Q35	Comfort and Image	60 respondents provided a response to help with making the greater Coligny area beautiful 0 respondents strongly disagreed that they would help make the town beautiful 6 respondents disagreed that they would help make the town beautiful 40 respondents agreed that they would help make the town beautiful 14 respondents strongly agreed that they would help make the town beautiful	- Closely relating to aesthetically pleasing and attractive places with distinctive character and identity as well as cleanliness social sustainability indicators (c.f. 4.2) - Majority respondents agree that they will help make the greater Coligny area beautiful after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.28) - Majority respondents agree that they pick up litter when they see it in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.29)
	Q36	Comfort and Image	61 respondents provided a response to picking up litter in the greater Coligny area 2 respondents strongly disagreed that they pick up litter when they see it 4 respondents disagreed that they pick up litter when they see it 46 respondents agreed that they pick up litter when they see it 9 respondents strongly agreed that they pick up litter when they see it	- Community perspectives have changed for the better with regards to helping make the greater Coligny area beautiful and picking up litter when they see it after completion of the Coligny Forward project - It may be concluded that since majority respondents agreed to help make the greater Coligny area beautiful and pick up litter when they see it after completion of the Coligny Forward project, the community agreed to take responsibility and ownership of the environment
	Q37	Sociability	60 respondents provided a response to knowing people from diverse cultures in the greater Coligny area	- Closely relating to the diversity social sustainability indicator (c.f. 4.2) - Majority respondents agree that they know people from diverse cultures in the greater

			3 respondents strongly disagreed that they know people from diverse cultures in the town 8 respondents disagreed that they know people from diverse cultures in the town 40 respondents agreed that they know people from diverse cultures in the town 9 respondents strongly agreed that they know people from diverse cultures in the town	Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f.4.3.2.2.30) Community perspectives have changed for the better with regards to knowing people from diverse cultures in the greater Coligny area after completion of the Coligny Forward project
	Q38	Sociability	61 respondents provided a response to job opportunities in the greater Coligny area 25 respondents strongly disagreed that there are various job opportunities in the town 13 respondents disagreed that there are various job opportunities in the town 23 respondents agreed that there are various job opportunities in the town 0 respondents strongly agreed that there are various job opportunities in the town	- Closely relating to the equal opportunities social sustainability indicator (especially regarding job opportunities) (c.f. 4.2) - Majority respondents disagree that there are various job opportunities in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.31) - Respondents are thus of opinion that there are not various job opportunities in the greater Coligny area after completion of the Coligny Forward project - Community perspectives have changed for the worse or might have stayed the same with regards to job opportunities in the greater Coligny area after completion of the Coligny Forward project
	Q39	Sociability	60 respondents provided a response to the need of tourists in the greater Coligny area 3 respondents strongly disagreed that the town needs more tourists 2 respondents disagreed that the town needs more tourists 37 respondents agreed that the town needs more tourists 18 respondents strongly agreed that the town needs more tourists	- Closely relating to the friendly and welcoming social sustainability indicator (especially the welcoming social sustainability indicator) (c.f. 4.2) - Majority respondents agree that the greater Coligny area needs more tourists after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.32) - Community perspectives have changed for the better with regards to the need of tourists in the greater Coligny area after completion of the Coligny Forward project
	Q40	Sociability	60 respondents provided a response to the greater Coligny area as a good place for children 8 respondents strongly disagreed that the town is a good place for children 10 respondents disagreed that the town is a good place for children 37 respondents agreed that the town is a good place for children	- Closely relating to the social networks, inclusion and cohesion as well as the even age structure and diversity social sustainability indicators (c.f. 4.2) - Majority respondents agree that the greater Coligny area is a good place for children and older people after the process of transformation of physical space as perceived

			5 respondents strongly agreed that the town is a good place for children	in the Coligny Forward project (c.f. 4.3.2.2.3.33 & 4.3.2.2.34)
	Q41	Sociability	59 respondents provided a response to the greater Coligny area as a good place for older people 5 respondents strongly disagreed that the town is a good place for older people 12 respondents disagreed that the town is a good place for older people 39 respondents agreed that the town is a good place for older people 3 respondents strongly agreed that the town is a good place for older people	Community perspectives have changed for the better with regards to perceiving the greater Coligny area as a good place for children and older people after completion of the Coligny Forward project
	Q42	Sociability	61 respondents provided a response to a promising future for the greater Coligny area 6 respondents strongly disagreed that the town has a promising future 12 respondents disagreed that the town has a promising future 34 respondents agreed that the town has a promising future 9 respondents strongly agreed that the town has a promising future	- Closely relating to the pride and neighbourhood satisfaction social sustainability indicator (especially regarding a sense of future) (c.f. 4.2) - Majority respondents agree that the greater Coligny area has a promising future after the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 4.3.2.2.35) - Community perspectives have changed for the better with regards to believing in a better/promising future for the greater Coligny area after completion of the Coligny Forward project

Source: Own construction (2020)

Further conclusions regarding the closed structured questionnaire data that was collected may also be made. It is evident in the data that was collected that community perspectives did change through the process of transformation of physical space as perceived in the Coligny Forward project.

As previously mentioned in Section 4.4 of this dissertation, the data obtained that related to questions asked with regards to the sociability as well as the comfort and image key attributes of placemaking mostly tended towards the agreement category. It may therefore be assumed that the quick space transformation project, the Coligny Forward project, had a positive influence on community perspectives with regards to sociability as well as comfort and image within the greater Coligny area. Community perspectives have thus changed for the better with regards to sociability as well as comfort and image after the process of transformation of physical space as perceived in the Coligny Forward project.

Also previously mentioned in Section 4.4 of this dissertation, the data obtained that related to questions asked with regards to the uses and activities as well as the access and linkages key attributes of placemaking mostly tended towards the disagreement category. It may therefore be assumed that the quick space transformation project, the Coligny Forward project, had a negative or neutral influence on community perspectives with regards to uses and activities as well as access and linkages within the greater Coligny area. Community perspectives have thus changed for the worse or might have stayed the same with regards to uses and activities as well as access and linkages after the process of transformation of physical space as perceived in the Coligny Forward project.

The majority of responses gained from all the questions asked in category/section 2 of the questionnaire did however tend towards the agreement category and therefore it may be assumed that the process of transformation of physical space as perceived in the Coligny Forward project mostly had a positive influence on community perspectives within the greater Coligny area. A further assumption and conclusion thus include that community perspectives did overall change for the better after completion of the Coligny Forward project.

Quick space transformation projects, such as the Coligny Forward project, may however not change community perspectives for the better with regards to city/town maintenance, level of infrastructure (roads/water/electricity), amount of shops in the city/town and usable public facilities/places within the city/town, but building upon this quick space transformation projects and including further targeted strategies and plans for the long-term may lead to community perspectives changing in the future which may in turn further boost and enhance social sustainability in these cities/towns where quick space transformation projects are launched.

In order to further analyse data gathered from the questionnaire, selected questions with significant findings were cross-tabulated in order to determine the relationship between several variables. The reasons for cross-tabulations, correlations and associations found within each cross-tabulation as well as concluding remarks regarding these cross-tabulations are explained in Table 5-3 on the following page.

Table 5-3: Cross-tabulation correlation and associations

CROSS-TABULATION	QUESTIONS CROSS-TABULATED	REASONS FOR CROSS-TABULATION	CORRELATION /ASSOCIATION (RESEARCH FINDINGS)	CONCLUDING REMARKS
1	Q2 with Q8	To determine whether different age groups are happier in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project	80% of the total respondents agree to being happy in the greater Coligny area after completion of the Coligny Forward project - Small effect/practical non-significant association $V = 0,073$	- Different age groups do feel happier in the greater Coligny area than other age groups after completion of the Coligny Forward project - The working class seem to be the happiest, followed by the youth and lastly the pensioners - Majority respondents do however agree to feeling happy in the greater Coligny area after completion of the Coligny Forward project (c.f. 4.3.2.3.1)
2	Q2 with Q12	To determine whether different age groups feel safer than other age groups in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project	63,9% of the total respondents agree to feeling safe in the greater Coligny area after completion of the Coligny Forward project - Small effect/practical non-significant association $V = 0,104$	- Different age groups do feel safer than other age groups in the greater Coligny area after completion of the Coligny Forward project - The working class seem to feel the safest, followed by the pensioners and lastly the youth - Majority respondents do however agree to feeling safe in the greater Coligny area after completion of the Coligny Forward project (c.f. 4.3.2.3.2)
3	Q2 with Q14	To determine whether different age groups are prouder of the greater Coligny area than other age groups after the process of transformation of physical space as perceived in the Coligny Forward project	63,9% of the total respondents agree to feeling proud of the greater Coligny area after completion of the Coligny Forward project - Small effect/practical non-significant association $V = 0,144$	- Different age groups are indeed prouder of the greater Coligny area than other age groups after completion of the Coligny Forward project - The working class seem to be the proudest, closely followed by the youth - The pensioners seem to feel divided with regards to feeling proud of the greater Coligny area after completion of the Coligny Forward project with 50% of the pensioner representatives disagreeing to feeling proud and 50% of the pensioner representatives agreeing to feeling proud - Majority respondents do however agree to feeling proud of the greater Coligny area

				after completion of the Coligny Forward project • (c.f. 4.3.2.3.3)
4	Q2 with Q42	To determine whether different age groups believe in a better/promising future for the greater Coligny area than other age groups after the process of transformation of physical space as perceived in the Coligny Forward project	70,5% of the total respondents agree to believing in a better/promising future for the greater Coligny area after completion of the Coligny Forward project - Small effect/practical non-significant association $V = 0,072$	- Different age groups' beliefs differ with regards to believing in a better/promising future for the greater Coligny area after completion of the Coligny Forward project - The youth seem to believe the most in a better/promising future, followed by the working class and lastly the pensioners - Majority respondents do however agree to believing in a better/promising future for the greater Coligny area after completion of the Coligny Forward project (c.f. 4.3.2.3.4)
5	Q3 with Q13	To determine whether various ethnic groups/cultures feel different than other ethnic groups/cultures about cleanliness in greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project	70,5% of the total respondents agree that the greater Coligny area is clean after completion of the Coligny Forward project - Small effect/practical non-significant association $V = 0,109$	- Various ethnic groups/cultures do indeed feel different than other ethnic groups/cultures about cleanliness in greater Coligny area after completion of the Coligny Forward project - The Coloured and Indian ethnic group mostly feel that the greater Coligny area is clean, followed by the White ethnic group - The African ethnic group disagree that the greater Coligny area is clean - Majority respondents do however agree that the greater Coligny area is clean after completion of the Coligny Forward project (c.f. 4.3.2.3.5)
6	Q3 with Q14	To determine whether various ethnic groups/cultures are prouder of the greater Coligny area than other ethnic groups/cultures after the process of transformation of physical space as perceived in the Coligny Forward project	63,9% of the total respondents agree to feeling proud of the greater Coligny area after completion of the Coligny Forward project - Small effect/practical non-significant association $V = 0,151$	- Various ethnic groups/cultures do indeed feel prouder of the greater Coligny area than other ethnic groups/cultures after completion of the Coligny Forward project - The White and Indian ethnic group seem to feel the proudest, followed by the African ethnic group - The Coloured ethnic group disagree to feeling proud of the greater Coligny area - Majority respondents do however agree to feeling proud of the greater Coligny area after completion of the Coligny Forward project (c.f. 4.3.2.3.6)

7	Q3 with Q42	To determine whether various ethnic groups/cultures believe in a better/promising future for the greater Coligny area than other ethnic groups/cultures after the process of transformation of physical space as perceived in the Coligny Forward project	70,5% of the total respondents agree to believing in a better/promising future for the greater Coligny area after completion of the Coligny Forward project - Small effect/practical non-significant association - V = 0,161	- Various ethnic groups/cultures do indeed have different beliefs with regards to a better/promising future for the greater Coligny area after completion of the Coligny Forward project - The African ethnic group seem to believe the most in a better/promising future, followed by the White, Coloured and Indian ethnic groups with exactly the same percentage of representatives believing in a better/promising future - Majority respondents do however agree to believing in a better/promising future for the greater Coligny area after completion of the Coligny Forward project (c.f. 4.3.2.3.7)
8	Q5 with Q9	To determine whether the economy has an influence on people's perspective of the greater Coligny area as an attractive place after the process of transformation of physical space as perceived in the Coligny Forward project	50,8% of the total respondents agree to perceiving the greater Coligny area as an attractive place after completion of the Coligny Forward project - Small effect/practical non-significant association - V = 0,210	- The economy does indeed have an influence on people's perspective of the greater Coligny area as an attractive place after completion of the Coligny Forward project - The non-employed representatives seem to perceive the greater Coligny area as an attractive place whilst the employed representatives do not seem to perceive the greater Coligny area as an attractive place - Majority respondents do however agree to perceiving the greater Coligny area as an attractive place after completion of the Coligny Forward project (c.f. 4.3.2.3.8)
9	Q5 with Q42	To determine whether the employed and non-employed have different beliefs with regards to a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project	69,5% of the total respondents agree to believing in a better/promising future for the greater Coligny area after completion of the Coligny Forward project - Medium effect/practical visible significant association - V = 0,359	- The employed and non-employed do have different beliefs with regards to a better/promising future for the greater Coligny area after completion of the Coligny Forward project - The non-employed representatives seem to mostly believe that the greater Coligny area has a better/promising future lying ahead, followed by the non-employed representatives also believing in a better/promising future for the greater Coligny area - Majority respondents do however agree to believing in a better/promising future for the greater Coligny area after completion of the Coligny Forward project

				• (c.f. 4.3.2.3.9)
10	Q6 with Q14	To determine whether respondents' direct environment (location/residence) have an influence on if they feel proud of the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project	• 63,9% of the total respondents agree to feeling proud of the greater Coligny area after completion of the Coligny Forward project • Small effect/practical non-significant association • $V = 0,090$	• The respondents' direct environment (location/residence) do have an influence on if they feel proud of the greater Coligny area after completion of the Coligny Forward project • Respondents residing in Tlhabologang seem to feel the proudest, followed by the respondents residing in Coligny • Respondents residing in other neighbourhoods are divided with regards to feeling proud of the greater Coligny area with 50% agreeing to feeling proud of the area and 50% disagreeing to feeling proud of the area • Majority respondents do however agree to feeling proud of the greater Coligny area after completion of the Coligny Forward project • (c.f. 4.3.2.3.10)
11	Q6 with Q16	To determine whether respondents' direct environment (location/residence) have an influence on their perception of infrastructure (roads/water/electricity) in the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project	• 93,4% of the total respondents disagree to perceiving infrastructure (roads/water/electricity) in the greater Coligny area as good after completion of the Coligny Forward project • Small effect/practical non-significant association • $V = 0,145$	• The respondents' direct environment (location/residence) do have an influence on their perception of infrastructure (roads/water/electricity) in the greater Coligny area after completion of the Coligny Forward project • Respondents residing in Tlhabologang and other neighbourhoods fully disagree that the greater Coligny area has good infrastructure • Respondents residing in Coligny mostly disagree that the greater Coligny area has good infrastructure • Majority respondents thus disagree that the greater Coligny area has good infrastructure (roads/water/electricity) after completion of the Coligny Forward project • The respondents thus feel that the greater Coligny area does not have good infrastructure (roads/water/electricity) after completion of the Coligny Forward project • (c.f. 4.3.2.3.11)
12	Q6 with Q34	To determine whether respondents' direct environment (location/residence) have an influence on if they help to clean the greater Coligny area. To determine whether respondents residing in different neighbourhoods in the greater Coligny	• 83,6% of the total respondents agree that they help clean greater Coligny area after completion of the Coligny Forward project • Small effect/practical non-significant association • $V = 0,148$	• The respondents' direct environment (location/residence) do have an influence on if they help clean the greater Coligny area after completion of the Coligny Forward project

		area take ownership and responsibility with regards to the environment after the process of transformation of physical space as perceived in the Coligny Forward project		• Respondents residing in other neighbourhoods fully agree to help clean the greater Coligny area, followed by respondents residing in Tlhabologang by mostly agreeing and lastly respondents residing in Coligny also agree to help clean the greater Coligny area • Majority respondents do however agree to help clean the greater Coligny area after completion of the Coligny Forward project thereby insinuating that respondents residing in different neighbourhoods in the greater Coligny area do take ownership and responsibility with regards to the environment after completion of the Coligny Forward project (c.f. 4.3.2.3.12)
13	Q6 with Q42	To determine whether respondents' direct environment (location/residence) influence their beliefs of a better/promising future for the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project	• 70,5% of the total respondents agree to believing in a better/promising future for the greater Coligny area after completion of the Coligny Forward project • Small effect/practical non-significant association OR Medium effect/practical visible significant association (with $V = 0,293$ being close to 0,3) • $V = 0,293$	• The respondents' direct environment (location/residence) do indeed influence their beliefs of a better/promising future for the greater Coligny area after completion of the Coligny Forward project • Respondents residing in Tlhabologang fully agree to believing in a better/promising future for the greater Coligny area, followed by respondents residing in other neighbourhoods by mostly agreeing that they believe in a better/promising future for the greater Coligny area and lastly respondents residing in Coligny also agree to believing in a better/promising future for the greater Coligny area • Majority respondents do however agree to believing in a better/promising future for the greater Coligny area after completion of the Coligny Forward project (c.f. 4.3.2.3.13)

Source: Own construction (2020)

The cross-tabulations of statistical findings of the closed structured questionnaire indicated the following:

- Majority of the respondents within different age groups feel happier in, feel safer in, feel prouder of and believe in a better/promising future for the greater Coligny area after the transformation of physical space as perceived in the Coligny Forward project
- Majority of the respondents within different ethnic groups perceive the greater Coligny area as clean after the transformation of physical space as perceived in the Coligny Forward project
- Majority of the respondents within different ethnic groups feel prouder of and believe in a better/promising future for the greater Coligny area after the transformation of physical space as perceived in the Coligny Forward project
- Majority respondents that are employed and non-employed representatives perceive the greater Coligny area as an attractive place and believe in a better/promising future for the greater Coligny area after the transformation of physical space as perceived in the Coligny Forward project
- Majority respondents residing in various neighbourhoods within the greater Coligny area feel prouder of and believe in a better/promising future for the greater Coligny area after the transformation of physical space as perceived in the Coligny Forward project
- Majority respondents residing in various neighbourhoods within the greater Coligny area agree to help clean the greater Coligny area, thereby taking ownership and responsibility with regards to the environment after the transformation of physical space as perceived in the Coligny Forward project
- Majority respondents residing in various neighbourhoods within the greater Coligny area do not perceive the infrastructure(roads/water/electricity) as good after the transformation of physical space as perceived in the Coligny Forward project

The findings of this research also confirm that that the process of transformation of physical space as perceived in the Coligny Forward project mostly had a positive influence on community perspectives within the greater Coligny area. Different age groups, ethnic groups, employed and non-employed representatives as well as respondents residing in various neighbourhoods within the greater Coligny area have positive perspectives with regards to the greater Coligny area after the process of transformation of physical space as perceived in the Coligny Forward project. Community perspectives thus mostly changed for the better after the process of transformation of physical space as perceived in the Coligny Forward project. The research done and conclusions made thus fulfils the research aim of reflecting on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project and

accordingly answered the related research question as mentioned above and in Chapter 1 (c.f. 1.4) of this dissertation.

The following section (c.f. 5.3) will include concluding remarks with regards to Chapter 5 and will also aim to provide a conclusion with regards to the main objective (c.f. 1.3) and primary research question (c.f. 1.4) as stated in Chapter 1 for the purpose of completeness.

5.3 Chapter 5 conclusions

The main objective of this research was to reflect on the transformation of space from a social sustainability perspective, especially focussing on the Coligny Forward project in South Africa which serves as a pilot study for other South African cities and towns in quest to enhance overall social sustainability in South Africa as stated in Chapter 1 (c.f. 1.3). The research done in this dissertation thus aimed to answer the following primary research question also present in Chapter 1 of this dissertation (c.f.1.4):

- Can the transformation of physical space enhance social sustainability in South Africa?

The research aims of this dissertation (c.f. 1.3) aided in fulfilling the main objective of the research. The secondary research questions (c.f. 1.4) were answered in attempt to fulfil the research aims and aid in answering the primary research question as stated above. It is evident in Chapter 5 that the research done throughout the dissertation answered the secondary research questions and as such complied with all of the research aims thus resulting in answering the primary research question and fulfilling the main objective of the research.

Chapter 3 (literature review) complied with the research aim of defining social sustainability from a planning perspective (c.f. 1.3) and aimed to answer the respective secondary research question as stated in Chapter 1 (c.f. 1.4) and Chapter 5 (c.f. 5.2.1) of this dissertation. Conclusions were made in Subsection 5.2.1 accordingly.

Chapter 3 (literature review) further complied with the research aim of exploring the notion of placemaking and how it might contribute to the social sustainability agenda (c.f. 1.3) and aimed to answer the respective secondary research question as stated in Chapter 1 (c.f. 1.4) and Chapter 5 (c.f. 5.2.2) of this dissertation. Conclusions were made in Subsection 5.2.2 accordingly.

Chapter 3 (literature review) as well as Chapter 4 (empirical investigation) complied with the research aim of concluding on the interface between transformation of space and social sustainability objectives (c.f. 1.3) and aimed to answer the respective secondary research question as stated in Chapter 1 (c.f. 1.4) and Chapter 5 (c.f. 5.2.3) of this dissertation. Conclusions were made in Subsection 5.2.3 accordingly.

Chapter 4 (empirical investigation) complied with the research aim of reflecting on community perspectives through the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 1.3) and aimed to answer the respective secondary research question as stated in Chapter 1 (c.f. 1.4) and Chapter 5 (c.f. 5.2.4) of this dissertation. Conclusions were made in Subsection 5.2.4 accordingly.

It is explained throughout the course of the research that taking placemaking as an approach to urban planning into consideration as well as considering placemaking as a method to transform physical space and looking at social sustainability as an objective to achieve by means of urban planning practices, space transformation initiatives and design led public engagement strategies such as placemaking, the transformation of space may actually aid in achieving and enhancing social sustainability. The research done in Chapter 4 (empirical investigation) emphasised that space transformation initiatives such as the Coligny Forward project do incorporate various urban planning practices and design led public engagement strategies. Placemaking as an approach to urban planning was included in the Coligny Forward project which led to further community engagement. The community of the greater Coligny area took responsibility and ownership of the environment during the Coligny Forward project which resulted in the community gaining a sense of belonging through the process of transformation of physical space as perceived in the Coligny Forward project. The process of transformation of physical space as perceived in the Coligny Forward project thus positively influenced the perspectives of community respondents within the greater Coligny area, as evident in the conclusions of the research (c.f. 5.2). It may thus further be concluded that the transformation of physical space can enhance social sustainability in the greater Coligny area. In further considering the Coligny Forward project in South Africa to serve as a pilot study for other South African cities and towns, it may be perceived as a quest to enhance overall social sustainability in South Africa and the conclusion may thus be made that the transformation of physical space can enhance social sustainability in South Africa, thereby complying with the main objective of this research and answering the primary research question as mentioned above.

The following chapter (Chapter 6) aims to propose planning recommendations to guide the shortcomings identified throughout the research as well as to guide broader social sustainability objectives linked to transformation of space and placemaking projects in further attempt to comply with the final research aim of proposing planning recommendations to guide broader social sustainability objectives linked to transformation of space and placemaking projects (c.f. 1.3). Chapter 6 also further aims to answer the last secondary research question as stated in Chapter 1 (c.f. 1.4) of this dissertation.

CHAPTER 6 PLANNING RECOMMENDATIONS

6.1 Chapter introduction

Based on the conclusions drawn in Chapter 5, this chapter aims to propose planning recommendations to guide broader social sustainability objectives linked to transformation of space and placemaking projects. This chapter aims to fulfil the final research aim as stated in Chapter 1 (c.f. 1.3) and focusses on answering the following research question as also mentioned in Chapter 1 (c.f. 1.4) of this dissertation:

- What planning recommendations may guide broader social sustainability objectives linked to transformation of space and placemaking projects?

With the literature review and empirical investigation complete, recommendations on the outcome of the research will be made in this chapter. These recommendations are drawn from an urban planning perspective and are proposed so as to guide the shortcomings identified throughout the research as well as to guide broader social sustainability objectives linked to transformation of space and placemaking projects. Chapter 6 will thus include planning recommendations associated with the definition of social sustainability from a planning perspective (c.f. 6.2.1), the contribution of placemaking to the social sustainability agenda (c.f. 6.2.2), the interface between transformation of space and social sustainability objectives (c.f. 6.2.3), considering community perspectives through the processes of physical space transformation projects (c.f. 6.2.4) and additional planning recommendations derived from the research (c.f. 6.2.5) in attempt to guide broader social sustainability objectives linked to transformation of space and placemaking projects. The following section (c.f. 6.2) and respective subsections will attempt to answer the research question as stated above. Figure 6-1 illustrates the conceptual structure of Chapter 6.

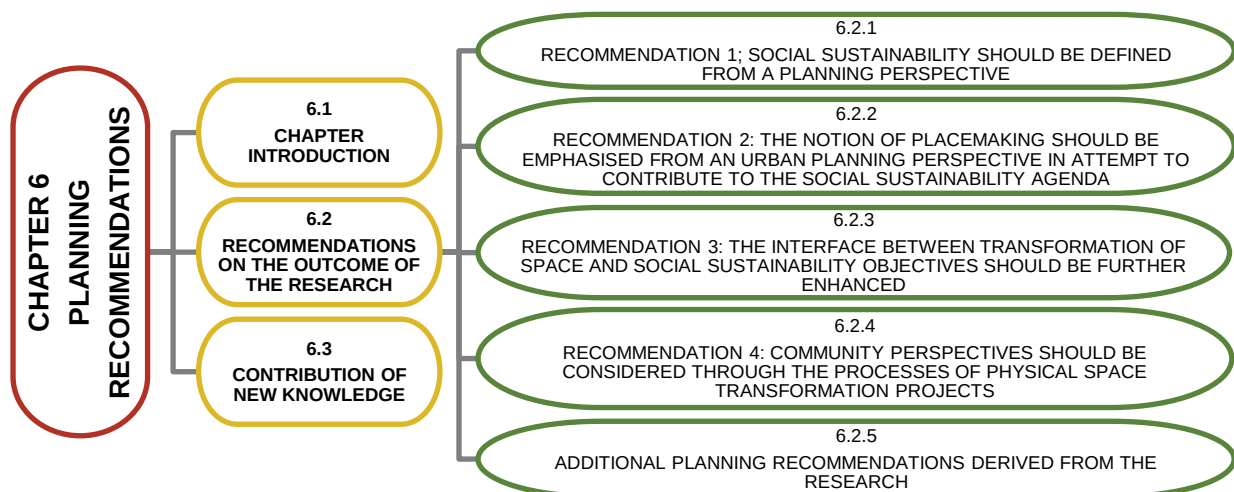


Figure 6-1: Conceptual structure of the recommendations

Source: Own construction (2020)

6.2 Recommendations on the outcome of the research

This section will include five subsections and each of these subsections will stipulate recommendations, organised according to the aforementioned categories (c.f. 6.1).

6.2.1 Recommendation 1: Social sustainability should be defined from a planning perspective

As mentioned in Chapter 1 (c.f. 1.1) and Chapter 3 (c.f. 3.2) of this dissertation there has been an increasing awareness, since the Bruntland Commission's report on global environment and development, that the built environment industry should support sustainable development visions and include social considerations throughout development project life cycles. The social pillar of sustainability has however been ignored amongst references to sustainability and has become a less integral pillar according to various sources. This in turn led to a lack of research regarding social sustainability and related topics because of difficulties to fully comprehend the subject. The sustainable development agenda promotes social sustainability as an important concept but limited research defines social sustainability within a built environment context and only little agreement exists to what this notion completely entails conceptually as well as practically (c.f. 3.2).

The research done in Chapter 3 (c.f. 3.2) and conclusions with regards to defining social sustainability from a planning perspective in Chapter 5 (c.f. 5.2.1) identified various overall definitions of social sustainability and further concluded that an adequate usable definition of social sustainability from a planning perspective do exist, but it is recommended that more research should be conducted to refine this definition as the planning practice evolve in order to create a more comprehensive and better suited definition of social sustainability, specifically within the context of the built environment. Further research with regards to defining social sustainability from a planning or a built environment perspective is recommended in order to gain better insight with regards to this topic so that urban planners together with related expertise may utilise the in depth definition of social sustainability as a framework to better understand what the notion completely entails and to ensure that socially sustainable goals are met to a higher standard or degree.

It is also further recommended that the social pillar of sustainability should not be neglected when referring to sustainability. Social sustainability was identified as one of the three main pillars of sustainability and should therefore not be ignored and perceived as a less integral pillar but should be perceived as an equal pillar amongst the environmental and economic pillars and should therefore closely be considered and incorporated into sustainable development projects.

6.2.2 Recommendation 2: The notion of placemaking should be emphasised from an urban planning perspective in attempt to contribute to the social sustainability agenda

It is evident in Chapter 3 (literature review) and concluded in Chapter 5 (c.f. 5.2.2) that the notion of placemaking should contribute to the social sustainability agenda. When taking placemaking as an approach to urban planning and as a method to transform physical space into consideration, the notion of placemaking can contribute to the social sustainability agenda in various ways. The notion of placemaking is considered as a design led public engagement strategy or activity that promotes community as well as stakeholder involvement throughout various developmental projects thereby ensuring that socially sustainable goals and objectives are met, thus further leading to the creation of socially sustainable places.

Taking the notion of placemaking as a contributing factor to the social sustainability agenda into consideration, it is recommended that professional disciplines related to shaping places, such as architects, urban planners, designers, engineers, etcetera should be reframed in order to produce liveable and socially sustainable communities and places. It is also recommended to create diverse, lively and sociable public environments that aid in building social capital with great multi-use destinations fostered through placemaking initiatives in order to achieve or enhance social sustainability in cities and towns. It may also be recommended to revitalise the economy with placemaking initiatives through focussing on what locals have to offer and incorporating such initiatives into underutilised spaces and buildings to further promote social sustainability within these areas. By means of better coordinating certain land uses and transportation, which is also perceived as key attributes of placemaking, it will result in preserving natural resources for future generations and aid in serving people's mobility needs thereby also further contributing to the social sustainability agenda. Resources within the literature review of this dissertation also suggest that it is important to create vibrant street life as well as social activity focal points within cities and towns to achieve or enhance social sustainability. Vibrant street life as well as social activity focal points are created through design led public engagement initiatives and strategies such as placemaking, thereby further recommending to incorporate placemaking as an approach to urban planning into projects with socially sustainable outcomes and objectives.

From a South African point of view, closely relating to a developing country perspective, it is recommended that better urban planning policies and legislation(s) relating to social sustainability and placemaking have to be put in place in order to develop more comprehensive strategic plans and frameworks for achieving and enhancing social sustainability through placemaking in certain developmental projects. It is suggested that new or better intergovernmental policy platforms to bridge sectoral and functional divides should be constructed in order to advance community

liveability and productivity which aids in achieving and enhancing social sustainability within cities and towns. In developing better urban planning policies and legislation(s) with regards to the above-mentioned topics, it will ensure that socially sustainable goals are met to a greater extent.

With South Africa still being perceived as a developing country, it may be assumed that different challenges exist, making it difficult to achieve or enhance social sustainability within the country's cities and towns. With placemaking being considered as an approach to urban planning, focus is being placed on local communities and by means of incorporating public engagement techniques through the process of placemaking it will ensure that urban planning practices follow a bottom-up and more holistic approach to developments. By means of involving communities within transformation of space and placemaking projects, a better relationship between various community members as well as a better relationship between community members and the environment will be established, thereby enhancing overall sustainability, but especially social sustainability, within any city or town be it in a developing country or a developed country. It is however recommended that South Africa specifically needs better urban planning policies and legislation(s) with regards to placemaking and social sustainability in order to bridge the gap between transformation of space and social sustainability within South Africa as well as aid in the creation of socially sustainable places within developing countries, such as South Africa.

6.2.3 Recommendation 3: The interface between transformation of space and social sustainability objectives should be further enhanced

With limited research done on social sustainability and transformation of space, limited literature exists with regards to this specific topic as stated in Chapter 1 (c.f. 1.6) of this dissertation. The research done throughout this dissertation however aimed to bridge the gap between social sustainability and transformation of space. The outcome of the research done in Chapter 3 (c.f. 3.5) and in Chapter 4 (c.f. 4.2) suggest that an interface between transformation of space and social sustainability objectives should exist in order to create socially sustainable places. Limited research done on social sustainability and transformation of space however suggest that certain gaps and shortcomings still exist with regards to this phenomenon. It is therefore recommended that further research should be done with regards to the interface between transformation of space and social sustainability objectives in order to further bridge the gap between transformation of space and social sustainability as well as further refine the topic as this phenomenon evolves.

It is stated in Chapter 3 (c.f.3.5) that physical spatial transformation will bring forth sustainable urban forms that promotes a sense of safety, community, health and place attachment which are all perceived as social sustainability indicators (c.f. 4.2). Urban planners and related professionals

have the responsibility to physically transform space and create sustainable urban forms. It is thus recommended that urban planners, together with other expertise, follow a holistic approach to physically transform space and this may be done through design led public engagement, inclusive design processes and spatial transformation initiatives incorporated by approaches to placemaking. By means of considering placemaking as an approach to urban planning to physically transform space, certain social sustainability indicators emerge and are perceived as goals to be met within transformation of space and placemaking projects. It is thus evident that placemaking needs to be incorporated into physical space transformation initiatives and projects in order to reach socially sustainable goals and achieve or enhance social sustainability within cities and towns through the creation of socially sustainable places.

It is also stated in Chapter 3 (3.5) that inclusive design processes that promote the physical transformation of space offers critical contributions to social sustainability and it is thus recommended that urban planners and related professionals incorporate inclusive design processes in transformation of space and placemaking projects with social sustainability objectives and outcomes. It is further suggested that the physical transformation of spaces through development will relieve certain social problems that occur in areas and urban planners should thus take into consideration the improvement of the physical environment according to the needs of the inhabitants in order to achieve and enhance social sustainability in places.

6.2.4 Recommendation 4: Community perspectives should be considered through the processes of physical space transformation projects

It is evident throughout the research done that community involvement plays a key role in creating successful places, especially socially sustainable places. It is therefore highly recommended that urban planners should take into consideration community perspectives when taking on physical space transformation and placemaking projects with social sustainability objectives. The research done in Chapter 4 (c.f. 4.3) together with conclusions made in Chapter 5 (c.f. 5.2.4) suggest that short-term quick space transformation initiatives, such as the Coligny Forward project, incorporating urban planning practices and placemaking, overall, positively influenced community perspectives with regards to the environment and the inhabiting town, thereby fostering a sense of community/belonging and enhancing social sustainability.

The perspectives of community members changed for the better especially regarding sociability as well as comfort and image, which are main attributes of placemaking, and it is thus recommended that short-term quick space transformation initiatives should be incorporated into developments and projects when promoting sociability as well as comfort and image within cities and towns while aiming to achieve or enhance social sustainability. It was also evident in Chapter

4 (4.3) and in the conclusions of the research (c.f. 5.2.4) that community perspectives might have stayed the same or changed for the worse with regards to uses and activities as well as access and linkages, which are also main attributes of placemaking, through the process of transformation of space as perceived in the Coligny Forward project. This thus indicates that short-term quick space transformation initiatives, such as the Coligny Forward project, might not promote uses and activities as well as access and linkages within cities and towns when aiming to achieve or enhance social sustainability. It is thus recommended that a follow up project or long-term strategic plan should be developed in order to tackle problems that still exist after quick space transformation initiatives or projects have been completed. This will ensure that a clear vision for future development is set out within the targeted area and more difficult tasks with longer time periods may be undertaken in order to further change community perspectives for the better and keep enhancing social sustainability throughout the long-term project processes.

It is further recommended to fully engage communities in transformation of space and placemaking projects with socially sustainable outcomes because the premise is that if people participate in activities within the local community, a stronger tie will be made to the community as well as the environment. Community members will thus take responsibility and ownership with regards to the environment when local inhabitants are in the driving seat of such aforementioned projects. This will in turn lead to further enhancing social sustainability within cities and towns.

It is also recommended that when conducting research with regards to physical space transformation projects related to placemaking and social sustainability, make sure to gain community perspectives with regards to the certain projects being launched as this will aid in further identifying strengths, weaknesses, opportunities and threats which may lead to developing a framework for urban planners to utilise when incorporating space transformation initiatives into developmental projects. This will also aid in community visions becoming tangible, identifying social sustainability indicators with regards to each specific city/town/local community as well as aid in identifying target areas where certain urban planning practices together with space transformation initiatives may be incorporated to ultimately create socially sustainable places and achieve or enhance overall social sustainability.

6.2.5 Additional planning recommendations derived from the research

Additional planning recommendations derived from the research will follow:

- It is further recommended that additional and supplementary research should be conducted, building upon the research already conducted throughout this dissertation, in

order to refine the subjects at hand and expand knowledge with regards to the research topic.

- It is also recommended that urban planners should attempt to fully comprehend the notion of social sustainability and not neglect this pillar of sustainable development when creating strategic and spatial plans to be utilised as frameworks for incorporation into developmental projects with sustainability objectives (c.f. 3.2).
- It is recommended that urban planners should acknowledge the impact that physical spatial transformation has on social sustainability as well as acknowledge the various approaches that do exist to holistically integrate urban planning practices into transformation of space and placemaking projects with socially sustainable outcomes (c.f. 3.5)
- Another recommendation includes that urban planners should not attempt transformation of space and placemaking projects with socially sustainable outcomes alone, but rather incorporate various disciplines, stakeholders, organisations, governmental authorities and community individuals within such projects in order to facilitate successful socially sustainable places that includes visions from a number of people and expertise.
- A final concluding recommendation relevant to this specific study may thus be made. The Coligny Forward project, South Africa Day physical space transformation initiative, should indeed serve as a pilot study for other South African cities and towns in quest to enhance overall social sustainability in South Africa as it is evident in Chapter 4 (c.f. 4.3) that the Coligny Forward project did positively influence community perspectives which led to the enhancement of social sustainability within the greater Coligny area. This further insinuates that the transformation of physical space can enhance social sustainability in South Africa when other cities and towns within the country utilise the Coligny Forward project as a pilot study.
- Further guidelines that urban planners should focus on, based on the results obtained in Chapter 3 and Chapter 4, specifically regarding the Coligny Forward project, include:
 - In South Africa specifically, urban planners together with other experts and governmental authorities should work together to compile better policies and legislation(s) relevant to transformation of space and placemaking projects with social sustainability objectives in order to ensure that the development of socially sustainable places are emphasised (c.f. 3.4).
 - Urban planning academics should further research the notion of social sustainability from a planning perspective in order to adapt the theory of social sustainability to various urban planning plans and practices.

- Local governmental authorities should be included in physical space transformation initiatives, such as the Coligny Forward project, in order to help guide physical space transformation and placemaking projects from a governmental point of view.
- It is highly recommended that communities participate in physical space transformation initiatives and placemaking projects in order to promote a sense of belonging and create a distinctive character and identity of place which results in communities taking ownership and responsibility, thereby creating socially sustainable places and enhancing social sustainability within cities and towns (c.f. 3.2 & 4.2).
- Urban planners together with non-governmental organisations and various stakeholders should guide physical space transformation initiatives and placemaking projects, such as the Coligny Forward project, but should ensure that the community is in the driving seat of such projects in order to achieve and enhance social sustainability (c.f. 4.3).
- Short-term physical space transformation initiatives, such as the Coligny Forward project, including urban planning practices should be perceived as a method to achieve or enhance social sustainability within cities and towns.
- Urban planners, together with other disciplines, should construct follow up or long-term plans that builds upon the short-term physical space transformation initiatives, so as to ensure that emerging challenges that may take longer to overcome has a clear directive to follow in the long run and further aid in enhancing social sustainability.

6.3 Contribution of new knowledge

The recommendations made in the respective aforementioned subsections in Chapter 6 fulfilled the research aim of proposing planning recommendations to guide broader social sustainability objectives linked to transformation of space and placemaking projects as stated in Chapter 1 (c.f. 1.3) of this dissertation and answered the final research question as mentioned in Chapter 1 (c.f. 1.4) as well as Chapter 6 (c.f. 6.1).

The research that has been conducted throughout this dissertation thus complied with all the research aims and objectives as stated in Chapter 1 (c.f. 1.3) and answered all the research questions also stated in Chapter 1 (c.f. 1.4) of this dissertation. The research that was conducted also contributes to new knowledge as this section (c.f. 6.3) will explain accordingly.

The contribution of new knowledge includes the following:

- The social pillar of sustainability was disregarded amongst various references to sustainability and in turn led to a lack of research on the topic of social sustainability. It is however evident in this research that the social dimension of sustainability should be considered as equally important to economic sustainability and environmental sustainability as these are the three main pillars of sustainable development. One of the key roles of urban planners are to encourage a substantive vision of sustainable development whilst negotiating various planning conflicts (c.f. 1.1). It was thus incredibly important to define social sustainability from an urban planning perspective as social sustainability is perceived as an overarching goal for urban planners to achieve (c.f. 3.2.2). The research done in Chapter 3, especially Section 3.2, discovered that social sustainability may be a complex concept to comprehend and is also considered as very subjective. Various definitions of social sustainability do exist within literature studies and an adequate definition of social sustainability from a planning perspective did emerge, but as stated in Chapter 6 (6.2.1) it is crucial to further research social sustainability from an urban planning perspective in order to gain better insight with regards to this topic so that urban planners together with related expertise may utilise this notion to ensure that socially sustainable goals are met to a higher standard or degree. This contribution to new knowledge linked to the research aim of defining social sustainability from a planning perspective (c.f. 1.3).
- By means of exploring the notion of placemaking in Chapter 3 (c.f. 3.3) and also conducting research on the social sustainability agenda in Chapter 3 (c.f. 3.2), it is apparent that the notion of placemaking do contribute to the social sustainability agenda in various ways. Research done in Chapter 3 (3.4) also confirmed that the notion of placemaking contributes to the social sustainability agenda even within developing countries such as South Africa. It is however important to recognise that placemaking should be taken into consideration as an approach to urban planning in order to contribute to the social sustainability agenda. By means of incorporating placemaking as a transformation of space initiative and design led public engagement strategy into urban planning practices, this will lead to the development of strategic plans with emphasis on community involvement which in turn promotes social sustainability within places, thereby contributing to the social sustainability agenda. This contribution to new knowledge linked to the research aim of exploring the notion of placemaking and how it might contribute to the social sustainability agenda (c.f. 1.3).
- It is evident in this research, especially the research done within Chapter 3 (c.f. 3.5) and Chapter 4 (c.f. 4.2) that an interface or connection between the transformation of space and social sustainability objectives do exist, especially when taking placemaking as an

approach to urban planning into consideration. It is however more important to acknowledge that the interface between transformation of space and social sustainability objectives should be enhanced (c.f. 6.2.3). For the purpose of this research placemaking as an approach to urban planning was considered as a method to physically transform space, but other space transformation initiatives and design led public engagement strategies also do exist and it may be important to include more of these initiatives and methods in further research in order to better bridge the gap between the transformation of space and social sustainability objectives. With research on social sustainability being regarded as fragmented and insufficient (c.f. 3.2.1), it is also again emphasised that academics and experts should continue to research this topic in order to refine the overall notion of social sustainability, thereby aiding in further bridging the gap between the transformation of space and social sustainability objectives. This contribution to new knowledge linked to the research aim of concluding on the interface between transformation of space and social sustainability objectives (c.f. 1.3).

- This research also reflected on community perspectives through the process of transformation of space as perceived in the Coligny Forward project, a South Africa Day physical space transformation initiative, as stated in previous chapters throughout this dissertation. New knowledge derived from this research suggest that short-term quick space transformation initiatives that incorporates transformation of space and placemaking projects as well as urban planning practices do influence community perspectives and change it for the better with regards to how the inhabited town is perceived. By means of positively changing community perspectives through the process of these space transformation initiatives, community members feel a greater sense of belonging and in turn takes ownership and responsibility with regards to the surrounding environment. This promotes socially sustainable places and contributes to the achievement and enhancement of social sustainability. Although short-term quick space transformation initiatives overall positively influence community perspectives, it is important to acknowledge that community perspectives do not change or may be more negative towards perceptions of infrastructure (roads/water/electricity) and the amount of quality public places available for various activities. This however indicated a gap that may be filled by means of creating extended strategic plans specifically built upon the previous short-term space transformation initiatives. These extended strategic plans should incorporate long-term projects and ensure that investments are being made in the right direction to further transform spaces in targeted areas and positively change community perspectives in the long run. This will then continue to enhance social sustainability within cities and towns where space transformation initiatives are launched. This contribution to new knowledge linked to the research aim of reflecting on community perspectives

through the process of transformation of physical space as perceived in the Coligny Forward project (c.f. 1.3).

- Through complying with the final research aim of proposing planning recommendations to guide broader social sustainability objectives linked to transformation of space and placemaking projects (c.f. 1.3) in chapter 6, the recommendations that were made contributed to the urban planning profession in general and accordingly contributed to new knowledge.
- The main objective of this research was to reflect on the transformation of space from a social sustainability perspective, especially focussing on the Coligny Forward project in South Africa which serves as a pilot study for other South African cities and towns in quest to enhance overall social sustainability in South Africa (c.f. 1.3). Results obtained throughout the research suggest that the transformation of physical space can indeed enhance social sustainability and by means of considering the Coligny Forward project to serve as a pilot study for other South African cities and towns, overall social sustainability can be achieved and enhanced within South Africa. This may then also be considered as a contribution to new knowledge.

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ANNEXURES

Annexure A - Closed structured questionnaire example

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GREATER COLIGNY AREA QUESTIONNAIRE		 STRONGLY DISAGREE	 DISAGREE	 AGREE	 STRONGLY AGREE																																																																																																																																																																																																													
<i>You are being invited to participate in a research study. The purpose of this research study is to evaluate the social impact of spatial transformation in small South African towns such as Coligny/Tlhabologang. If you agree to take part in this study, you will be asked to complete the following questionnaire. This questionnaire will ask about your experience of the greater Coligny area after the process of transformation of space as perceived in the Coligny Forward project. It will take you approximately 10 minutes to complete. Your participation in this study is completely voluntary and you can withdraw at any time. You are also free to skip any question you choose. Your answers will remain confidential. Informed consent is given by virtue of completing and returning the questionnaire.</i> DEMOGRAPHIC PROFILE: Please mark with an X. 1. What is your gender? <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 33%;">Male</td> <td style="width: 33%;">Female</td> <td style="width: 33%;">Other</td> </tr> </table> 2. What is your age? <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 12.5%;">0-14</td> <td style="width: 12.5%;">15-24</td> <td style="width: 12.5%;">25-34</td> <td style="width: 12.5%;">35-44</td> <td style="width: 12.5%;">45-54</td> <td style="width: 12.5%;">55-64</td> <td style="width: 12.5%;">65-74</td> <td style="width: 12.5%;">75-84</td> <td style="width: 12.5%;">85+</td> </tr> </table> 3. In what ethnic group are you? <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 16.6%;">African</td> <td style="width: 16.6%;">White</td> <td style="width: 16.6%;">Coloured</td> <td style="width: 16.6%;">Indian</td> <td style="width: 16.6%;">Asian</td> <td style="width: 16.6%;">Other</td> </tr> </table> 4. What is your marital status? <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 16.6%;">Single</td> <td style="width: 16.6%;">Engaged</td> <td style="width: 16.6%;">Married</td> <td style="width: 16.6%;">Widowed</td> <td style="width: 16.6%;">Divorced</td> <td style="width: 16.6%;">Other</td> </tr> </table> 5. What is your current employment status? <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <tr> <td style="width: 16.6%;">Full-time employed</td> <td style="width: 16.6%;">Part-time employed</td> <td style="width: 16.6%;">Unemployed</td> <td style="width: 16.6%;">Student</td> <td style="width: 16.6%;">Retired</td> <td style="width: 16.6%;">Other</td> </tr> </table> 6. Where do you reside? ☐ Coligny ☐ Tlhabologang ☐ Other, please specify 7. What is your relevance to the greater Coligny area? ☐ I am a permanent resident ☐ I am a part-time resident ☐ I only work in the area ☐ I only attend school in the area ☐ I am a visitor ☐ Other, please specify RATING: Rate your town according to your liking. Please mark with an X.		Male	Female	Other	0-14	15-24	25-34	35-44	45-54	55-64	65-74	75-84	85+	African	White	Coloured	Indian	Asian	Other	Single	Engaged	Married	Widowed	Divorced	Other	Full-time employed	Part-time employed	Unemployed	Student	Retired	Other	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td>8. I am happy to be in this area</td><td></td><td></td><td></td><td></td></tr> <tr><td>9. My town is an attractive place</td><td></td><td></td><td></td><td></td></tr> <tr><td>10. My town is beautiful</td><td></td><td></td><td></td><td></td></tr> <tr><td>11. My town is peaceful</td><td></td><td></td><td></td><td></td></tr> <tr><td>12. I feel safe in my town</td><td></td><td></td><td></td><td></td></tr> <tr><td>13. My town is clean</td><td></td><td></td><td></td><td></td></tr> <tr><td>14. I am proud of my town</td><td></td><td></td><td></td><td></td></tr> <tr><td>15. My town is well maintained</td><td></td><td></td><td></td><td></td></tr> <tr><td>16. My town has good infrastructure (roads/water/electricity)</td><td></td><td></td><td></td><td></td></tr> <tr><td>17. There are enough public places in my town</td><td></td><td></td><td></td><td></td></tr> <tr><td>18. There are enough seats in public places for me to sit</td><td></td><td></td><td></td><td></td></tr> <tr><td>19. It is easy to walk from one place in my town to another</td><td></td><td></td><td></td><td></td></tr> <tr><td>20. The sidewalks are in good condition</td><td></td><td></td><td></td><td></td></tr> <tr><td>21. I use the taxi to go to places in my town</td><td></td><td></td><td></td><td></td></tr> <tr><td>22. I drive by car to various places in my town</td><td></td><td></td><td></td><td></td></tr> <tr><td>23. I ride a bicycle to various places in my town</td><td></td><td></td><td></td><td></td></tr> <tr><td>24. I ride the bus to various places in my town</td><td></td><td></td><td></td><td></td></tr> <tr><td>25. Transit stops are in convenient locations</td><td></td><td></td><td></td><td></td></tr> <tr><td>26. My town has enough shops</td><td></td><td></td><td></td><td></td></tr> <tr><td>27. I often visit other towns for shopping</td><td></td><td></td><td></td><td></td></tr> <tr><td>28. My town has good public places for sport activities</td><td></td><td></td><td></td><td></td></tr> <tr><td>29. My town has good public places for social activities</td><td></td><td></td><td></td><td></td></tr> <tr><td>30. My town has good public places for cultural activities</td><td></td><td></td><td></td><td></td></tr> <tr><td>31. People know each other by name in this town</td><td></td><td></td><td></td><td></td></tr> <tr><td>32. People in my town are friendly</td><td></td><td></td><td></td><td></td></tr> <tr><td>33. People in my town are helpful</td><td></td><td></td><td></td><td></td></tr> <tr><td>34. I help with cleaning my town</td><td></td><td></td><td></td><td></td></tr> <tr><td>35. I will help to make the town beautiful</td><td></td><td></td><td></td><td></td></tr> <tr><td>36. I pick up litter when I see it</td><td></td><td></td><td></td><td></td></tr> <tr><td>37. I know people from diverse cultures in my town</td><td></td><td></td><td></td><td></td></tr> <tr><td>38. There are various job opportunities for me in my town</td><td></td><td></td><td></td><td></td></tr> <tr><td>39. My town needs more tourists</td><td></td><td></td><td></td><td></td></tr> <tr><td>40. My town is a good place town for children</td><td></td><td></td><td></td><td></td></tr> <tr><td>41. My town is a good place for older people</td><td></td><td></td><td></td><td></td></tr> <tr><td>42. My town has a promising future</td><td></td><td></td><td></td><td></td></tr> </table>				8. I am happy to be in this area					9. My town is an attractive place					10. My town is beautiful					11. My town is peaceful					12. I feel safe in my town					13. My town is clean					14. I am proud of my town					15. 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36. I pick up litter when I see it																																																																																																																																																																																																																		
37. I know people from diverse cultures in my town																																																																																																																																																																																																																		
38. There are various job opportunities for me in my town																																																																																																																																																																																																																		
39. My town needs more tourists																																																																																																																																																																																																																		
40. My town is a good place town for children																																																																																																																																																																																																																		
41. My town is a good place for older people																																																																																																																																																																																																																		
42. My town has a promising future																																																																																																																																																																																																																		