

**LIVING WITHOUT WATER: THE EXPERIENCES OF MOKGOLOBOTHO VILLAGERS
IN GREATER TZANEEN MUNICIPALITY IN LIMPOPO PROVINCE**

BY

MALELE RAMADUMETJA HARRIET MAUREEN

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SUPERVISOR: PROFESSOR F.G.NETSWERA

CO-SUPERVISOR: PROFESSOR.M. LETHOKO

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DECLARATION

I declare that the mini-dissertation hereby submitted to the University of Limpopo , for the degree of Master's of Development has not previously been submitted by me for a degree at this or any other university ; that it is my work in design and in execution. And that all material contained herein has been duly acknowledged.

Malele RHM (Mrs)

11 APRIL 2018

Date

DEDICATION

This dissertation is dedicated to my loving and supporting husband and our two blessed children.

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My special thanks goes to my Lord and Saviour Jesus Christ for giving me a deeper understanding that with Him everything is possible.

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ABSTRACT

The purpose of this study was to determine the challenges that hinder the Greater Tzaneen Municipality from rendering water service delivery to Mokgolobotho villagers and the villagers' perceptions of their livelihoods without adequate municipal water supply.

The study employed both quantitative and qualitative research. Two groups of respondents participated in the study. The data was gathered from 100 respondents from Mokgolobotho village, and of the 100 respondents, 90 were residents from 30 households, 1 chief, 3 indunas, 1 ward councillor, 3 ward committee members and 2 NGOs. The respondents from the community (households) were randomly sampled and a questionnaire was administered to them, while those who participated in the interview were purposefully sampled.

The scarcity of water at Mokgolobotho village has a negative impact on a number of aspects; the economic development of the village, the academic performance of learners, health of the community members is also at risk as they share water with animals (Mopani Herald, 2014:3) and it also increases the death rate caused by car accidents as villagers cross the R36 Lydenburg main road to get water at the Dan Extension 2 (Reconstruction and Development Programme Settlement). The Department of Water Affairs is very aware of the anomalies in water distribution, where people reside adjacent to water sources and yet have no access to a source of safe and reliable drinking water.

Section 27 of the Bill of Rights in the Constitution states that everyone has the right to have access to sufficient water, and the state must take reasonable legislative and other measures to achieve the progressive realization of this right. The Greater Tzaneen Municipality has failed to implement this section of the Bill of Rights at Mokgolobotho Village. The study recommends that the fulfilment of the constitutional mandate by the Greater Tzaneen Municipality and the active involvement of all the stakeholders will solve the water service delivery problem in Mokgolobotho Village.

ACRONYMS

ANC	National African Congress
COGTA	Cooperative Government and Traditional Affairs
DWA	Department of Water Affairs
GHS	Globally Harmonized System
HIV	Human Immunodeficiency Virus
IDP	Integrated Development Plan
IWRM	Integrated Water Resources Management
MDG	Millennium Development Goal
NGO	None Governmental Organization
NPM	New Public Management
NWA	National Water Act
RDP	Reconstruction and Development Programme
RSA	Republic of South Africa
UN	United Nations
UNICEF	United Nations Children's Fund
UNDP	United Nations Development Programme

VLOM	Village Level Operation and Management
WFGD	Water for Growth and Development
WHO	World Health Organization
WSSD	World Summit on Sustainable Development

TABLE OF CONTENTS

	Page
Declaration	ii
Dedication	iii
Acknowledgements	iv
Abstract	v
List of Acronyms	vi-vii
Table of contents	viii-xi
Annexures	xii

TABLE OF CONTENTS

CHAPTER 1: INTRODUCTION AND BACKGROUND TO THE STUDY

1.1. Introduction	1- 5
1.2. Problem statement	5 - 6
1.3. Motivation of the study	6 - 7
1.4. Significance of the study	7- 8
1.5. Aim of the study	8
1.6. Objectives of the study	8

1.7. Research questions	8
1.8. Preliminary literature review	8 -12
1.9. Definition of the concepts	12-13
1.10. Research design and rationale	13
1.11. Study area	13
1.12. Population	13 -14
1.13. Sample, sampling methods and sample size	14
1.14. Data collection	14 -15
1.15. Ethical considerations	15
1.16. Outline of the dissertation	15 -16

CHAPTER 2: LITERATURE REVIEW

2.1. Introduction	17-24
2.2. Theoretical framework	24- 26
2.3. Legislation framework	26 -29
2.4. Consumer rights and consumer protection	30-34
2.5. Millennium development goal (MDG)	34
2.6. Measuring service delivery in South Africa	34-39

2.7. Service delivery protests	39-41
2.8. Factors that impact negatively on water service delivery	41-48
2.9. The impact of lack of access to water	48-52
2.10. Strategies to improve water resources management in South Africa	52-53
2.11. Conclusion	53
2.12. Synthesis for the literature review	54

CHAPTER 3: RESEARCH METHODS

3.1. Introduction	55
3.2. Description of the study area	55
3.3. Research design and rationale	56 – 59
3.4. Population	59 – 60
3.5. Sample	60
3.6. Data collection	60 -62
3.7. Data analysis	62-64
3.8. Ethical considerations	64-65
3.9. Reliability and validity	65 -66

3.10. Conclusion	66 -67
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CHAPTER 4: RESEARCH FINDINGS

4.1. Introduction	68
4.2. Presentation of quantitative data, analysis, findings and interpretation	69-87
4.3. Presentation of qualitative data, analysis, findings and interpretation	88-100
4.4. Conclusion	100

CHAPTER 5: CONCLUSIONS AND RECOMMENDATIONS

5.1. Introduction	101
5.2. Summary of the research findings	101-105
5.3. Recommendation	105-107
5.4. Limitation of the study	107
5.5. Conclusion	107-108
REFERENCES	109-124

Annexures

Technical editing / language editing

Addenda

Addendum A: Document Editing Confirmation

Appendices

Appendix A: Questionnaire to respondents

Appendix B: Letter to respondents to be interviewed and interview guide

Appendix C: Letter of request to conduct research at Mokgolobotho village.

Appendix D: Letter of request to conduct research to the traditional leaders.

Appendix E: Permission letter to conduct research

Appendix F: Newspaper articles.

CHAPTER 1

1.1. INTRODUCTION AND BACKGROUND OF THE STUDY

This study aims to investigate the lack of municipal water supply at Mokgolobotho village in Greater Tzaneen Municipality in Limpopo Province. It was estimated that in 1994, some 14 million people across South Africa lacked adequate water service. Backlogs were much more severe in the poorer black rural areas than they were in the mainly more affluent urban areas (Department of Water Affairs and Forestry, 2004:4). According to Mpenyane-Monyatsi, Onyango and Momba (2012:1349), South Africa has a population of 49,4 million people, 52% of whom are estimated to be living in rural areas. Of this part of the population, 6,0 million still do not have access to a reliable source of drinking water, although the South African Constitution states that every citizen has the right to be supplied with clean, safe drinking water. This implies that a large number of communities in rural areas depend on untreated surface and groundwater sources for their daily water need.

Statistics South Africa Census 2011:8 reported that 96,0% of the population in South Africa residing in of formal dwelling units reported to have access to safe water, whether inside the dwelling unit, in the yard, from a neighbour's tap or from a communal tap. South Africa had set itself a target of achieving access to improving access to drinking water services to all its citizens by 2014. The General Household Survey (GHS) by Statistics South Africa is the data that is used to plot the trend to see whether this target will be met or not (Statistics South Africa Census, 2011:8). According to the trend shown in the General House Survey data South Africa did not meet the 100% target it set for itself by 2014. Most of the achievement made towards meeting the water targets can be attributed to the South African government taking ownership of the Millennium Development Goals process through institutional alignment of government departments, appropriate funding models assisted by international loans, dedicated monitoring programmes by provincial governments, the Presidency and Parliament (Millennium Development Goals, Country Report 2013:100). The

100% target by 2014 was not met hence the water service delivery protests (Letaba Herald, 17 October 2014:2) and (Mopani Herald, 12 December 2014:1).

South Africa is a water scarce country with highly variable rainfall and water runoff. To mitigate this situation this requires pro-active and responsive risk management, coupled with innovative water security management interventions. Climate change has exacerbated the situation, however; thus numerous parts of South Africa have, for a few years now, been experiencing below average rainfall (DWA, 2016). The average water level of dams in Limpopo Province was 71% with 12 of 24 dams above 80% and 4 dams below 50% in 2015. Due to the lack of bulk connector services, rural communities are prone to drought impacts (DWA, Annual Performance Plan, 2016).

The Reconstruction and Development Programme mandated the Department of Water Affairs and Forestry as the government department responsible to ensure that all South Africans obtain equitable access to water services. South Africa is a water scarce country as has been indicated already, and the influence of climate variability is exacerbating the situation (DWA, 2015). The growth in water requirements in South Africa will soon surpass what is currently available in many areas. Population and economic growth, and urbanization are the main drivers. The country is facing a major challenge of adapting to the potential climate change effects. This has resulted in the Department of Water Affairs (DWA) initiating a process of developing a climate change adaptation strategy (DWA, The Annual National State of Water Resources Report: October 2011 to September 2012:11).

Fresh water is vital on a daily basis to sustain all living matters, including humans. Water is at risk against over-exploitation and pollution, and requires careful management to protect this resource. South Africa's water resources are stressed, bordering on water scarce, with a water availability of 1100 cubic meters (m) per person per annum. One of principal objectives of the National Water Resources Strategy (2004) is to ensure adequate supply of water to

underpin the prosperity of the country and the well-being of its population (Water Management Areas in South Africa, 2010: 7).

It is clearly stated in the Annual Report, Greater Tzaneen Municipality, (2011/2012: 25) that one of the duties of the council is to ensure that municipal services are provided to the communities in an equitable, financially and environmentally sustainable manner. Even so, the provision of water service delivery continues unaddressed by the Greater Tzaneen Municipality for the community of Mokgolobotho village (Bulletin 10 October, 2014:5) and (Mopani Herald 12 December 2014:1). Water remains a challenge at Mokgolobotho village (Annual Report, Greater Tzaneen Municipality, 2011/2012: 37). According to the Constitution of the Republic of South Africa Section 27(b) water delivery is one of the constitutional rights, however this basic right is denied to the Mokgolobotho Villagers, who after 22 years of democracy are still living without water.

Within the Greater Tzaneen Municipality there has been a series of water service delivery protests like those in Petanenge village outside Nkowankowa (Letaba Herald, 13 July 2012: 2); Mopani News, 7 September 2012: 3). A similar water service delivery protest took place in Tickeyline and Rita villages where police fired rubber bullets to dismiss the protesters. There were a number of casualties and the protests ended up in looting and the temporary closure of Maake Plaza for some days (Mopani Herald, 2014).

At Mokgolobotho village some communal taps were installed in 2006, but the taps have yet to produce water. The Mokgolobotho community members went on a rampage and wreaked havoc in protest demanding water service delivery. Their placards read that they were tired of sharing water with animals (Letaba Herald, 17 October 2014: 2); Mopani Herald 12 December 2014:1).

Recently the focus of government policies on meeting the Millennium Development Goals has increased attention on better provision of services. Currently, services in Africa lag significantly behind those of other developing countries and are considerably more expensive than elsewhere Odaro (2012:

34). Poor Service delivery by municipalities has become a reality for many consumers in South Africa. The Consumer Protection Act No .60 of 2008 Section 53 (e) applies to service delivery by the state and includes the provision of water, electricity, waste removal, etc.

According to the Department of Water Affairs Strategic Overview of the Water Sector in South Africa (2013: 9), Water has the following percentage of distribution:

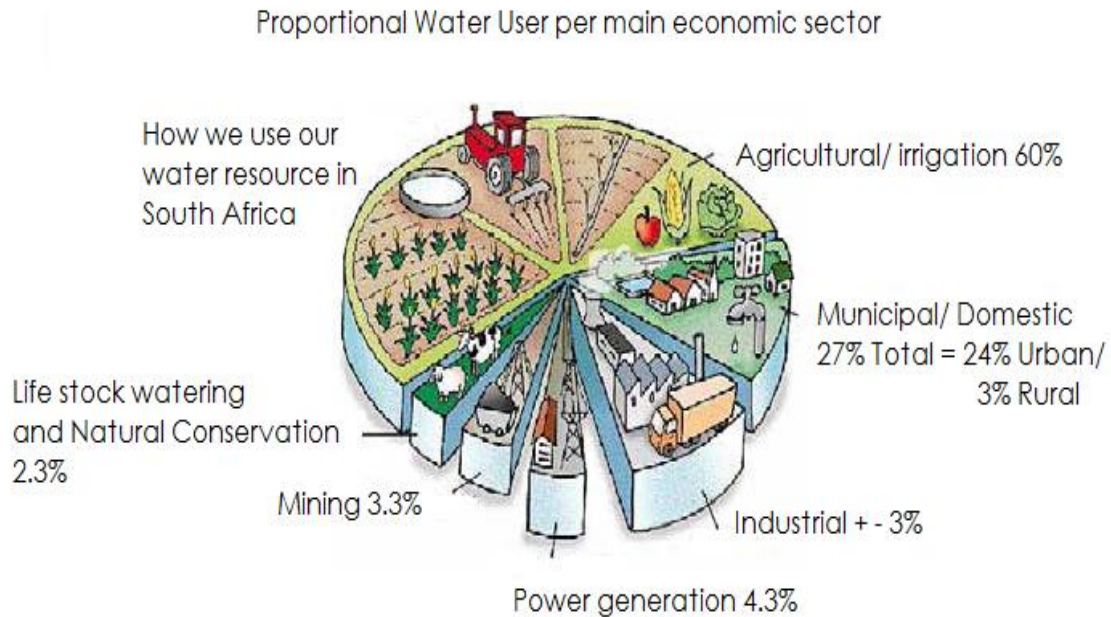


Figure 1.1: Proportional Water User per main economic sector

Municipal/Domestic 27% total = 24% urban 3% rural

Industrial ± 3% (if not part of urban domestic)

Power generation 4.3%

Irrigation 60%

Mining ± 3.3%

Livestock watering and nature conservation 2.3%

However, there remains a larger service delivery gap between urban and the rural municipalities. This uneven distribution of water supply is a great challenge to the South African government for the optimum utilization of water in the country (Department of Water Affairs Strategic Overview of the Water Sector in South Africa (2013: 9)).

Water should be viewed first as a right rather than a commodity. Private companies contracted to provide access to water should understand this basic principle to ensure that basic access is provided to all households, regardless of the availability of finances (South African Human Rights Commission,2014).

1.2. PROBLEM STATEMENT

Lack of water at Mokgolobotho village has caused a series of protests in the area (Letaba Herald, 17 October 2014:2); Mopani Herald 12 December 2014:1).This problem affects the academic performance of learners in the area as they also take part in the protests, causing temporary closure of schools. The absence of clean municipal water results in communities to resort to using the hazardous unpurified water sources like acquiring water from the nearby Letaba River, wells and boreholes.

This is a common problem in rural areas of developing countries, such as South Africa. Contamination of water by microbes means that an increasing number of rural communities reliant on untreated sources are exposed to water-related diseases. These diseases include shigellosis, cholera, salmonellosis, diarrhoea and a variety of viral, bacterial, fungal and protozoan infections (Prinsloo, 2013:1)

At Mokgolobotho village water remains a challenge (Annual Report, Greater Tzaneen Municipality, 2011/2012:37).Residents travel long distances to fetch water from the Reconstruction and Development Programme settlement. The school in the vicinity relies on unpurified water from a borehole for their daily water supply. This also affects the socio-economic status of the community members. Those who cannot walk some distance to get water buy water from those who have transport. Something that should be provided freely by the municipality ends up being a business, impoverishing the poor even further.

The fact that academic performance of learners is affected is supported by the Human Development Report (2006) which states that approximately 443 million school days are lost each year due to illness caused by a lack of access to water

or access to a poor water source. Women and water are inseparable. In most developing countries, women and girls fetch, carry, store, and manage household water. They spend an estimated 152-200 million hours a day collecting water, yet they are frequently shut out of decisions related to water. This can deprive them of income-generating jobs, the ability to care for family members, or time to attend school (Jalal, 2014:2). Furthermore, 115 people in Africa die every hour from diseases linked to poor sanitation, poor hygiene and contaminated water. A lack of access to safe drinking water and sanitation still kills more children than malaria, measles and HIV/AIDS combined (Report on the Right to Access sufficient Water and Decent Sanitation in South Africa, 2014: 5).

1.3. MOTIVATION/ RATIONALE FOR THE STUDY

The Greater Tzaneen Municipality has been put on the limelight for being the cleanest municipality and winning a series of awards through its Community Service Department for more than 10 years. On the 28 June 2013, the Greater Tzaneen Municipality was crowned the winner of the 2013 Greenest Municipality competition at Marianhill Landfill Site in Durban which among others includes water management, landscaping, sanitation, provision of services to the communities, tree planting and beautification (Greater Tzaneen Municipality Bulletin, 2013:2, Mopani Herald, 2014:3). However, despite these successes, the Greater Tzaneen Municipality communities like Mokgolobotho Village still lack basic services such as water. It appears that service delivery still needs to be prioritized.

The impact of dehydration on human health can be damaging to academic achievement since a student needs to be physically active and healthy to perform well in school. In other words, academic achievements is improved by water intake; this is through good health, well-being, decrease in obesity, and eventual academic achievement (Wadan, 2012: 574).

Access to safe drinking water and sanitation is fundamental to the enjoyment of other rights such as the rights to education, health, safety and an environment

that is not harmful to human health or well-being. A lack of access to water and sanitation not only impedes access to other rights, but heightens the vulnerability of certain groups of people such as women, girls and people with disabilities. Water and sanitation are fundamental to the health and well-being of all people (Report on the Right to Access Sufficient water and Decent Sanitation in South Africa, 2014: 36).

The importance of water safety to health is widely recognized and well documented. Drinking water is an important transmission route for some agents of infectious diarrhea and other diseases. Drinking water quality interventions are associated with a reduction in risk of diarrhea diseases. Improving water quality can decrease parasitic infection and this can have an impact on school attendance and cognitive function in children. Evidence from major cities across the United States in the late nineteenth and early twentieth century supported the conclusion that centralized chlorination and filtration of drinking water significantly reduced mortality rates (Kayser, Moriarty, Fonseca and Bartram, 2013: 4822). The fulfilment of the constitutional mandate by all local municipalities will solve the water service delivery problem.

1.4. SIGNIFICANCE OF THE STUDY

Little is known regarding the access to basic service and sustenance of livelihoods, especially at Mokgolobotho village. The importance of documenting village life experiences of service delivery by the local government with specific reference to the Greater Tzaneen Municipality intends to fill a literature gap. In other words, this study will fill the gaps in the existing knowledge and address the challenges municipalities are faced with. This will be done through the investigation of effective water service delivery by the Greater Tzaneen municipalities to Mokgolobotho villagers.

The outcomes of this investigation would assist municipalities in the area of planning, improved and effective water service delivery. This study should serve as a reference for other scholars of Social Sciences who intend to take forward a

research in the field of water service delivery. Water service delivery challenges will be addressed as this will form part of the solution to understanding why local authorities are unable to deliver on the legislative imperatives and constitutional mandate, and also why there are country-wide service delivery protests.

1.5. AIM OF THE STUDY

The aim of the study is to investigate the experience of living without water in the Greater Tzaneen Municipality at Mokgolobotho village.

1.6. OBJECTIVES OF THE STUDY

The objectives of this study are:

- To determine the challenges that hinder the local municipality of Greater Tzaneen from rendering effective water service delivery and experience of living without water to Mokgolobotho village.
- To explore the perceptions of Mokgolobotho villagers' experiences of their livelihoods without municipal water supply.

1.7. RESEARCH QUESTIONS / HYPOTHESIS

The study will be guided by the following research questions:

What are the challenges that Greater Tzaneen Municipality faces in rendering water services?

How do Mokgolobotho villagers perceive their livelihoods without municipal water supply?

What recommendations can be made to improve water service delivery at Mokgolobotho village?

1.8. PRELIMINARY LITERATURE REVIEW

South Africa is considered to be a water scarce country and demand is likely to exceed supply at some point in the not-too-distant future. When compared

against a global rainfall average of 870mm per year, the country only receives 450mm. This makes South Africa the world's 30th driest country (World Cup Legacy Report, 2011: 61).

Water is life and those that bring water bring life. Furthermore, water is a life-sustaining matter, and an academic-improving substance. Health and nutrition concerns about safe drinking water are important for school-going children. However, academic achievements are equally or more important as knowledge leads to innovative ideas to offer better health improvements in school-going children. In other words, academic achievements improve by water intake. This is through good health, well-being, and eventual academic achievement (Wadan, 2012:574).

According to Denhere, Tafirei, Zivanai, Lovemore and Chingarande (2011: 68), effective services delivery can be achieved when service provision responds to effective demand and all residents have access to services provided. Efficient service quality delivery and management ensures that the level and mix of services provided match the effective demand of all consumers. They further state that many municipalities in African countries face serious challenges in implementing service delivery options that enhance existing structure in the sphere of local government.

Odaro (2012: 36) asserts that empirical studies show a strong correlation between service availability and the extent to which citizens select their own governments. The availability of services is also strongly correlated with the quality of government regulations. This suggests that the failure to provide public services can be attributed, at least in part, to low accountability environments, in which politicians are able to misallocate public funds. Division among voters on social and ideological grounds could also be a contributing factor.

Great political accountability has been shown to improve public services and reduce corruption in Uganda, where transparency about government transfers to local spending units has reduced misappropriation of funds by as much as 90%

(World Bank: 2003). According to Odaro(2012: 36) stated that corruption results in input shortages, price increases, decreased spending on maintenance, and reduced government revenue.

One recent trend aimed at increasing participation and transparency in public service delivery is decentralization. Odaro (2012:36), further contends that decentralization is associated with better access to water and sanitation in rural areas, which might reflect both better targeting and accountability at the local level and the availability of small-scale technical solutions. However, obstacles to decentralization are numerous because the tax base in rural areas is weak and vertical imbalances in technical and administrative capacities are large. In many places in the developing world, a large share of service activity comes from private sector and community participation; sometimes this kind of participation accounts for more output than the public sector, as is the case in Nigeria's commercial capital of Lagos and some parts of South Africa where there are large scale service delivery protests (Odaro,2012:36).

According to Smit and Cronje (2002:46), South Africa is part of the new borderless world, the so-called "global village", where there is an ongoing search to improve quality and productivity.

Post-apartheid South Africa faces a major challenge in ensuring that municipalities provide optimal and professional services to citizens of heterogeneous cultures. Former Minister of Provincial and Local Government, Minister Mufamadi, stated the following in the debate on the State of the Nation Address of President Mbeki on 11 February 2005: "In designing the new system of local government, care was taken to ensure that we put in place, a framework for progressively doing away with the consequences of a system which exposed White and Black South Africans, to vastly different socio-economic environments". The continuing challenges that South Africa faces therefore, is one of ensuring that all municipalities develop the requisite capacity to translate these resources into instruments with which to confront problems of poverty and underdevelopment. The interventions must make positive impact on the way we

meet such challenges as: public participation, programme management as well as creating conditions for sustainable service delivery and economic development” (Pretorius and Schurink, 2007: 19). This statement by the Minister underscores the importance of service delivery at ministerial level. The monitoring of service delivery needs through effective governance and service administration is clearly crucial. This study is based on the belief that this is only possible through enhancing leadership in the local government sphere

Pretorius and Schurink (2007: 19) assert that in post-apartheid South Africa, access to effective public services is no longer seen as an advantage enjoyed by only a privileged few in the community, but as a legitimate right of all residents, particularly those who were previously disadvantaged. This stance emphasizes “service to the people” as the parameter for local government transformation. Thus, one of the most important indicators in assessing the transformation of local government is the experiences and perceptions people have of service delivery in their day-to-day lives, more specifically whether they perceive an improvement in the services delivered to them. The implication of this is for local government to transform words into deeds, and thus to prioritize and satisfy the needs of the communities they service.

Improving delivery of public services means redressing the imbalances of the past and while maintaining continuity of service to all levels of society, focusing on meeting the needs of the 40% of South Africans who live below the poverty line and those who have previously been disadvantaged in terms of service delivery, such as black women living in rural areas. The objectives to be pursued therefore may include that of welfare, equity and efficiency, etc. It also means a complete change in the way that services are delivered. A shift away from inward-looking, bureaucratic systems, processes and attitudes, towards new ways of working which put the needs of the public first, are better, faster and more responsive to meet those needs (Ngubane, 2005: 52).

No living being can survive without access to portable water. According to the WHO (2003), each citizen should be entitled to at least 20 liters per person per

day. Privatization means that availability is only ensured for those who can afford fees associated with connection, infrastructure and for the actual use of water. This has a global impact on poverty and inequality and on access to other human rights such as health, education, food and environment. Furthermore, a private entity is under no obligation to ensure that people who are historically disadvantaged or marginalized are receiving access to service that is sufficient to meet their needs (Report on the Right to Access Sufficient water and Decent Sanitation in South Africa, 2014:26).

1.9. DEFINITION OF CONCEPTS

1.9.1. Service

Service is defined as the execution of performance to the beneficiaries. It is the extent to which work is done according to specific compliance, goals, agreement, and expectation (Municipal Structures Act 117, 1998)

1.9.2. Service delivery

Fox and Meyer (1995:118) state that service delivery is the provision of public activities, benefits or satisfaction. For Le Chen, Dean, Frant and Kumar (2013:1) service delivery is a common phrase in South Africa used to describe the distribution of basic resources citizens depend on like water, electricity, sanitation, infrastructure and housing. Service relates both to the provision of public goods and services.

1.9.3. Water service

The Water Service Act (1997.6) defines water services as water supply services and sanitation.

1.9.4. Water services delivery

In this study, water services delivery will refer to the activities carried out by the Greater Tzaneen Municipality in water provision to the residents of Mokgolobotho village.

1.10. RESEARCH DESIGN AND RATIONALE

This study will employ exploratory and also a case study research design because it is aimed at exploring the experiences of Mokgolobotho villagers concerning lack of water. Qualitative research is used to help us understanding how people feel and why they feel as they do (Joubish, Khurram, Ahmed, Fatima and Haider, 2011:2087). Exploratory research is a design in which the major emphasis is on gaining ideas and insight. It is conducted to provide a better understanding of a situation. Through exploratory research design, the researcher hopes to produce a possible hypothesis about what is going on in a situation. Exploratory design requires the ability to easily spot and examine everything that is potentially meaningful in a dataset with relative ease (Few, 2009: 8).

1.11. STUDY AREA

The study area of this research is Mokgolobotho village in Greater Tzaneen Municipality in Limpopo Province, South Africa. The village falls under Mopani District Municipality. The area lies near the beautiful mountain landscapes of Makgoebaskloof and Georges Valley.

1.12. POPULATION

Welman, Kruger and Mitchell (2005:53) define the population as a full set of cases from which a sample is taken. It is the study objects which consist of individuals, groups, organizations, human products and events or the conditions to which they are exposed. Based on the 2012 Local Economic Development

Strategy, the Greater Tzaneen Municipality covers a land area of approximately 3240 Km² with 25 villages. The target population for the study was the entire community of Mokgolobotho village. According to Statistics South Africa (Census 2011), Mokgolobotho village consists of 936 households.

1.13. SAMPLE, SAMPLING METHODS AND SAMPLE SIZE

In this study purposive sampling was used because according to De Vos et al. (2005: 328), in purposive sampling a particular case is chosen since it illustrates some features or process that is of interest for a particular study. This research consisted of the following: 1(chief) village traditional leader, 3 indunas, 2 NGOs, 1 ward councillor, 3 ward committee members and 90 households. The researcher conducted individual in-depth interviews to the chief (1), 3 indunas, 1 ward councillor, 3 ward committee members and 2 NGOs. A questionnaire was administered to 90 people of different ages. The sample size was 100 people.

1.14. DATA COLLECTION

The face-to-face interviews were used as the primary data collection method and literature study, policy documents; municipal reports were used as the secondary data collection method. A questionnaire was used as another instrument for collecting data from the sampled participants comprising of Mokgolobotho village households members, community stakeholders like NGOs, etc. A questionnaire as defined by Johnson and Christensen (2008:170) is a self-report data collection instrument that each research participant fills out as part of a research study. The use of questionnaires is supported by Radebe (2013:115) who states that they are economical, allow for adequate time for reply, and that more samples can be observed. Documentations form part of the secondary sources, meaning the use of documents that contain information about the phenomenon that is being researched (De Vos et al., 2005:314). Terre Blanche et al.(2009:316) maintain that documentary sources such as letters, newspapers, official documents and books are useful in collecting data in research. The data collection method for the

present study was based on documents and policy review, and face-to-face interviews. An interview schedule to guide the interviews was designed using prepared questions in individual in-depth interviews.

1.15. ETHICAL CONSIDERATIONS

In this study, the researcher complied with the code of ethics in conducting research by acquiring a consent letter from the Greater Tzaneen Municipality, NGOs and local village traditional leaders in Mokgolobotho. In executing this exercise, the researcher subscribed to Leedy and Ormrod ideas (2005:101) that a researcher must look carefully and closely at the ethical implications of what is being researched.

Researchers must ensure that they have each study participant's explicit written consent to obtain, hold and use their personal information (Tendler, 2013: 5).

According to a document by the University of Johannesburg (2007: 5), researchers may use people as participants of research only if they have given their proven informed consent for their participation in the research. The principle of anonymity and confidentiality was maintained as participants were obliged to write their names. The researcher also observed the following: protection of the respondents from harm, informed consent from participants prior to the commencement of the study, right to privacy, debriefing and honesty with professional colleagues. This is in line with Cooper and Schindler (2006:117) who argue that the goals of research must be complied with by ensuring that no one suffers adverse consequences from the research activities. In order to guarantee that the researcher complies with ethical considerations, the present researcher provided the participants with consent forms to agree or not to agree to participate in the study.

1.16. OUTLINE OF THE DISSERTATION

The following section will provide the framework of the study as follows:

Chapter 1: Introduction

This Chapter describes the background and purpose of the study, the research questions, motivation/rationale, and significance of the study and statement of the problem. The aims, objectives, the research questions, definition of concepts, preliminary literature review are presented. The research methodology, research design, population, sample to be used, data collection, data analysis and ethical considerations also form part of this chapter.

Chapter 2: Literature Review

Chapter 2 gives the academic perspectives and theories behind the enhancement of municipal service delivery globally. It is in this chapter that development strategies in other parts of the world are compared with those being undertaken in South Africa in order to find a working common ground and to draw lessons from.

Chapter 3: Research Methodology

Chapter 3 outlines the research design and methodology used to address the research problem in question.

Chapter 4: Presentation of the findings.

In this chapter the research findings are stated, analyzed and interpreted.

Chapter 5: Summary of the findings, Conclusions and Recommendations

This Chapter presents summary of the findings, conclusions on the findings and recommendations.

CHAPTER TWO

LITERATURE REVIEW

2.1. Introduction

The advent of democracy brought hope for improved quality of household life and enhanced service delivery for the majority of South Africans who were hoping for survival during the apartheid regime. More than twenty-one (21) years into democracy, the government seems to be facing challenges to meet the expectations of its citizens. Policies, frameworks, and legislations have been put in place by the government to enable effective service delivery to its people (Ngubane, 2005; Pretorius and Schurink, 2007) in Sithole and Mathonsi (2015).

Citizens anticipated improved service delivery that would address the evident and persistent legacy of apartheid, especially on the issue of delivery of social services in rural and poor urban areas. To some extent, citizens had come to equate the current system of governance with improved service delivery, especially in black communities which were disenfranchised by the unequal system of apartheid. Marginalised citizens argue that this democracy does not translate into improved bread and butter issues as eagerly anticipated. Unmet needs create a groundswell of dissatisfaction and mistrust of the current political system with a soft chorus of Egypt was better (Sithole and Mathonsi, 2015).

According to Jagals (2012), the Water Services Act (RSA, 1997) defines water supply services as the abstraction, conveyance, treatment and distribution of portable water by a water services provider. Based on this definition, where no such action is undertaken for a specific community under the jurisdiction of a water service provider, a service does not exist, and for the purposes of this study, reflected conditions of “no service”.

The Strategic Framework for Water Services (DWA, 2003) defines basic water supply service as “The provision of a basic water supply facility, the sustainable

operation of the facility (available for at least 350 days per year and not interrupted for more than 48 consecutive hours per incident) and the communication of good water-use, hygiene and related practice". This indicates that living without water service delivery is unacceptable in South Africa.

The Preamble of the National Water Act No 36 of 1998 states that while water is a natural resource that belongs to all people, the discriminatory laws and practices of the past have prevented equal access to water, and use of water resources. There is still a lot of people who are unable to enjoy this right due to lack of service delivery (Odeku, and Konanani, 2014:167).

Water services refer to water supply and sanitation services and include regional water schemes, local water schemes, on-site sanitation and the collection and treatment of waste water. The right to water is a shared competency of national, provincial, and local government .The national government, through the Department of Water Affairs (DWA) is responsible for setting national policy frameworks and standards for the delivery of water services. The National Water Act 36 of 1998 (NWA) creates a comprehensive legal framework for the management of water resources in South Africa, which remains the responsibility of the national government (South African Human Rights commission, 2014: 27).

Much of the geographical literature on water services in South Africa has an urban focus, specifically metropolitan. The Water Services Act was proclaimed in 1997 (RSA, 1997) and the National Water Act was proclaimed in 1998 (RSA, 1998). The National Water Act is a comprehensive, weighty document covering a whole gamut of the water sector in South Africa. While at first sight these acts appear to adhere to the principles of equity and social redress, there are certain provisions which allow for Water Service Act to create the space for the private sectors to provide water services (Narsiah, 2011: 683).

The post-apartheid government in South Arica has held the universal delivery of basic services to be a top priority for the new era. Policies were introduced to elevate the poor and formerly disadvantaged segments of the population, thereby

narrowing the inequality gap. On the side of the populace, there has been a high expectation of a speedy delivery of services, to create a better life for those who have waited so long for more equitable living conditions. This has helped to fuel protests from communities when the pace of service delivery has been slow, or when there is a general perception that unacceptable inequities in access to basic services remain, despite promises of accelerated service delivery by the authorities (Nnadozie, 2013:83).

The dawn of a democratic South Africa was met with great enthusiasm and expectation by the majority of the people. The new dispensation to the majority of the people in the country meant the alleviation of poverty, access to adequate water, the overall improvement of life of the majority of the people, etc. The excitement that accompanied the new dispensation was short-lived and later replaced by growing signs of despair with government's inability to render the basic services promised to all citizens, particularly those who were previously disadvantaged by the apartheid regime. As such, the majority of the people display their frustrations and impatience over slow, poor or lack of service delivery in the form of protests (Mashamaite, 2014: 231).

The rise of social movements and protest actions has characterized socio-political life in post-apartheid South Africa. The report by Jain (2010) as cited by Nnadozie (2013: 84) shows that the number of protests in South Africa over service delivery increased by over 100% between 2007 and 2009, from an average of about 9 per month in 2007 to 19 per month in 2009. Even though there may be other underlying causes for the mass actions, apart from the genuine call for improved delivery of basic services, it is critical to ascertain whether the serious political will to bring about universal access to basic services has yielded good results in reality (Nnadozie, 2013: 84).

Service delivery protests punctuate and pervade life in South Africa. Those that are socially excluded do not see much of a difference between the current political dispensation and the previous one. This argument creates a loophole for

the credence of the current governance system from citizens' point of view who consider themselves ignored by the government (Sithole and Mathonsi, 2015: 6).

According to Odeku and Konanani (2014:162), water is the spring of life and very important to human livelihood; without water, there is no life at all. However, the current state of lack of access to adequate clean water as guaranteed in Section 27(1)(b) in the Bill of Rights, South African Constitution of 1996 is a major concern to South Africa. Poor communities in the majority of the townships and rural areas do not have access to adequate water services unlike those who live in hybrid areas and the suburbs.

Human welfare and economic development generally depend on the use of water. According to Gbadegisin & Olorunfemi (2007) in Nigeria, water resources management utilization is crucial to the country's efforts to reduce poverty, grow the economy, ensure food security and maintain ecological systems. After almost sixty years of water supply development in Nigeria, it is unfortunate that as many as 43% of the population still lack access to safe water. The situation in rural areas is particularly bad compared to urban areas. This suggests that, developing the capacity to engage in integrated sustainable development planning from the community level to the highest national decision-making level, remain a major challenge in Nigeria and many other African Countries. Given the background of the scarcity of water in some African States, South Africa included, water remains a precious natural resource, vital for life, development and the environment.

Gbadegisin & Olorunfemi (2007:1) asserts that it can be a matter of life and death, depending on how it occurs and how it is managed. If properly managed, access to safe water and sanitation can be an instrument for poverty alleviation lifting people out of degradation of having to live without access to safe water and sanitation. The interdependence between water availability and development is exemplified by the link between water and poverty. Due to poverty, access to adequate water and sanitation is low in Africa. In Mokgolobotho village the situation is worse, whereby woman and children walk for long distances to collect

water. Most people collect water from shallow, unprotected ponds which they share with animals. Other people collect water from shallow wells. Both these sources are subject to contamination as rain water washes waste from surrounding areas into the water sources (Mopani Herald, 2014:3).

Although water is essential to life because it heavily influences public health and living standards, however, water is unequally distributed throughout the world, Mokgolobotho Village in the Greater Tzaneen Municipality is a very good typical example based on the background given. Fan, Wang, Liu, Yang and Qin (2014:1771) argue correctly by giving the statistics that at present, approximately 1.2 billion people live in areas wherein water is scarce and 1.6 billion people face economic water shortage. Although the United Nations estimates that the domestic water consumption of developing countries is expected to increase by over 50% because of improvements in water supply, living standards, and water appliances, to the Mokgolobotho Villagers this is a far-fetched thing. The water supply of major Indian cities are projected to run dry by 2020 according to the World Bank (5).

Increasing water shortage and recurrent drought periods facing some of Southern African countries particularly Botswana, call for concerted efforts at both the local and international level to redress weaknesses in water governance structures for sustainable and efficient management of this finite resource. The SADC Revised Protocol on Shared Water Courses (2000), advocates for fostering closer cooperation for judicious, sustainable and coordinated management, protection and utilization of shared watercourses and for advancement of the SADC agenda of regional integration and poverty alleviation (Tiroyamodimo, 2007:1).

According to Global Water Partnership (GWP, 2000) in Tiroyamodimo (2007:1) water resource management is still dominated by sectoral approaches which led to fragmented and uncoordinated development and management of the resource. Some scholars like Keen (2003) and Toepfer (2004) posit that current service delivery challenges in the water sector go beyond technical challenges as

they are related to management and governance problems. Jonch - Clause and Fugl (2001) hold that flawed demarcation of responsibilities between institutions, inadequate coordination mechanisms, jurisdictional gaps or overlaps and failure to match authority and capacities remain a major impediment to successful water service delivery. Based on the Botswana background by Tiroyamodimo (2007:1), the Mokgolobotho' villager's conditions of living without water leaves much to be desired.

Other than provision of reticulated water, hand pumps, boreholes and hand dug well; rural water supply is unique to most countries. The water supply methods were adopted depending on the cultural value-system of the regions and were carefully maintained, appropriately located and constructed with simple, yet excellent, engineering techniques (Taleyana, 2002) in Tiroyamodimo (2007:18). Studies from Kenya revealed that the "fanyu juu" structure for capturing the runoff in the agricultural fields. In India, water has been harvested since antiquity, with many water-harvesting structures and water conveyance systems specific to the ecoregions.

Onjala (2002) in Tiroyamodimo (2007:18) argues that there was overemphasis on organizational changes rather than institution building. Similarly, two thirds of Namibia population living in villages or rural areas experience inefficient service delivery. Generally, rural villages are hard hit by scarcity of water just like the Mokgolobotho villagers. Few kilometres from Mokgolobotho Villagers, the Sasekani and Muhlaba Cross Community, Tickeyline Villagers and Petanenge Villagers within the jurisdiction of the Greater Tzaneen Municipality went on rampage demanding access to drinking water (Bulletin, 15 Mei 2015:1). This suggests that water resources are poorly managed in many parts of the world, and many people especially the poor, especially those living in rural areas and in developing countries, lack access to adequate water supply and sanitation.

Even though, this is not a new problem as it has been recognized for a long time, yet efforts to solve it over the past three or four decades have been disappointing, accomplishing far less than had been expected. My own personal

assessment is that the situation in Mokgolobotho village, is more complex than critics suggest. On the other hand, as environmental and resource economics has evolved over the past 23 years of democracy in South Africa, it has developed a conceptual toolkit that I think is well suited for dealing with many of the issues of water supply and water resource management. Moreover, even among economists there is an inadequate appreciation of the complexities of water as an economic commodity; these render it distinctive from other commodities and they contribute to the explanation of the current crisis in water.

In the context of Millennium Development Goals (MDG's) as far as access to water and sanitation are concerned, the MDG target is set at 50% reduction in the lack of access by the year 2015. General Comment No.15 (2002) offers clarity in this regard when it states: "The human right to water entitles everyone to sufficient, safe, acceptable, physically accessible and affordable water for personal and domestic use.

According to Sam (2011:1) access to safe water remains one of the critical problems confronting rural communities in Ghana. Information gathered from the Community Water and Sanitation Authority (CWSA) of indicates that at the end of 2008, only 48 percent of Ghana's rural population was adequately supplied with clean water (Kokutse, 2009) in Sam (2011:1). Streams and open shallow wells are the main sources of water supply for rural communities in Ghana. However, these sources are unprotected and can lead to serious health problems in the population, in the form of water-borne diseases in rural areas.

The United Nations Economic and Social Council (ECOSOC, 2009), the lack of safe drinking water and poor sanitation practices are the leading causes of poor health in many developing countries. It also reports that 470, 000 deaths could be prevented annually by providing access to safe water for half the population currently without such access. Studies undertaken in developing countries have shown that the provision of safe drinking water and sanitation contributes to significant reduction in the incidence of child mortality and diseases such as ascariasis, diarrhoea, schistosomiasis and trachoma among the population. In

view of the results of these studies conducted by the United Nations Economic and Social Council (ECOSOC), the case of Mokgolobotho villagers who are living without water in adding into the statistics.

The United Nations Human Development Report (2006) estimates that the lack of safe water and sanitation in sub-Saharan Africa about 5 percent of its Gross Domestic Product (GDP) each year; that translates into a loss of \$28,4 billion work. According to the United Nations (2011), there has been good progress with regard to drinking water but much slower progress on basic sanitation, particularly in rural areas.

In this research, the researcher will focus on the experience of Mokgolobotho villagers who live without proper water service delivery.

2.2. Theoretical background / framework

The model proposed in this chapter draws from two groups of theories namely theories about behaviour change communication, and approaches to disease and health.

Two related types of theoretical frameworks have been proposed for communication and behaviour change which are stage theory and predictive theory. Stage theories focus on the stages that individuals or groups have to pass through over time before they change their behaviour. Linking this theory with the situation at Mokgoloboto village, community members have gone through the series of stages of living without water, until they could not take it anymore and decided to go on a series of protest demanding water. Behaviour change was triggered by lack of water service delivery and some other services.

Predictive theories identify the factors and causal pathways that determine performance or non-performance of behaviour. According to Figueroa and Kincaid (2010:6) both types of theories can be used to design behaviour change programs. Predictive theories are more comprehensive than stage theories and

are more useful for programme design and evaluation. Based on predictive theory it is likely that if people are dissatisfied and feel neglected like Mokgolobotho villagers, they will resort to violence and protest. Predictive theories identify and describe social, cognitive and emotional factors as important determinants of behaviour, irrespective of time. They also overcome many limitations of stage theories and provide a set of important determinants of behaviour that stage theories omit such as emotion, motivation and other factors (Zajonc, 1984, Bandura, 1986). Babalola & Vondrasek (2005) contends that predictive theories have been used successfully in the design and evaluation of programs about family planning.

Approaches to disease and health

Figueroa and Kincaid (2010:7) argue correctly that an appropriate model for sustained water provision, treatment and safe storage should take into account both types of theories of communication and behaviour change mentioned above. The goal is to provide a comprehensive set of factors that can help develop successful interventions. According to Gostin, Burris and Lazzarini (1999: 70), Public health scholars agree that disease and health can be explained by three related approaches: the microbial model, the behavioural model and the ecological model. As Figueroa and Kincaid (2010:8) perceive it, these models correspond closely to the classical epidemiologic triad of communicable diseases: the infectious agent, the host, and the environment. All three approaches apply to safe water and to hygiene promotion in general.

Microbial model

Proponents of the microbial model, argue correctly that germs are the causes of disease and interventions to maintain the health of the population consist of eliminating microbes to avoid exposure. Water purification plants are an example of such model. In the developed world, where purification plants are widespread, people are used to the smell of chlorine in water. In many developing countries

where water purification plants are lacking or malfunctioning, the smell of chlorine in water is disliked by many people.

Behavioural approach

Gostin, Burris and Lazzarini (1999: 72) contends that, in the behavioural approach “ interventions occur at the point of human conduct, whether at the individual, group or organizational level” , and their focus is on the promotion of healthy lifestyles or on the regulation and control of risky individual behaviours. Placing the burden of responsibility for maintaining health on the individual, in effect removing risk factors from their “social and historical contexts” has led to the criticism of the behaviour theory as Pearce (1996:679) interprets it.

Ecological model

Cohen, Scribner and Farley (2000:146) contends that the ecological model emphasizes that behaviour is influenced by “ the conditions under which people live”. Factors such as access to safe water supply, access to services and products, good housing, availability of sanitary services, education and employment opportunities, gender differences, and the burden of disease itself are “external to the control of the individual”. The behavioural response of a population to safe water promotion programs is expected to vary with the level of disease burden and the corresponding perception of risk, as well as with seasonal quantity and quality of water supply.

2.3. Legislation Frameworks related to water provision

2.3.1. South African Constitution of 1996

According to the Constitution of the Republic of South Africa, Act 108 of 1996, water is a basic right:

Section 27 (1) clearly states that everyone has the right to have access to sufficient food and water.

Section 27 (2) states that the State must take reasonable legislative and other measures to achieve the progressive realization of each of these rights.

According to Section 152 of the Constitution of the Republic of South Africa, Act 108 of 1996, the objectives of the local government are to provide accountable and democratic government for local communities; to ensure provision of services to communities in a sustainable manner; to promote social and economic development; to promote safe and healthy environment, and to encourage the involvement of communities and community organizations in matters of local government. This indicates that the primary function of a municipality is to serve its community by providing basic services like water.

This implies that in terms of the Constitution of the Republic of South Africa,(Act No ,108 of 1996), the responsibility for improving the quality of life of ordinary citizens in the Republic of South Africa is largely delegated to district and local municipalities across the country.

2.3.2. Water Services Act of 1997

The Water Services Act (1997) defines the 'right to access to sufficient water' as 'a right of access to basic water supply and basic sanitation.' The legislation reads as follows:

- (1).Everyone has a right of access to basic water supply and basic sanitation.
- (2).Every water service institution must take reasonable measures to realise these rights.
- (3).Every water service authority must, in its water service development plan, provide for measures to realise these rights.

The Water Services Act (No.8 of 1997) of South Africa states that water service delivery is the responsibility of local government as Water Services Authorities. This principal legal responsibility is to complete a Water Services Development Plan (WSDP) every 5 years with annual review (Haigh et al., 2010: 475).

2.3.3. National Water Act of 1998

In South Africa, the state is the custodian of all water resources by virtue of section 3(1) of the National Water Act 36 of 1998 which reads: “As the public trustee of the nation’s water resources, the National Government, acting through the Minister must ensure that water is protected, used, developed, conserved, managed and controlled in a sustainable and equitable manner, for the benefit of all persons and in accordance with its constitutional mandate” (Odeku and Konanani, 2014:161).

The South African National Water Act (NWA 36 of 1998) prescribes that water resources to be protected, used effectively and efficiently, managed and controlled well. The Act also states that water allocation must be equitable for the benefit of all people and future generations. DWA must regulate water use and activities having detrimental impacts on water resources (The Annual National State of Water Resources Report: October 2011 to September 2012: 4).

2.3.4. Municipal System Act of 2000

It is always important to consider what the legislation says with regards to the delivery of services. This will assist policy makers, government’s citizens, and interested parties to identify whether the public sector is winning the battle against changing the apartheid trend legacy in the delivery of services. Section 73 of the Local Government Municipal Systems Act, 2000 (Act 32 of 2000) provides that a municipality must give effect to the provision of the Constitution, give priority to the basic needs of the local community and ensure that all members of the local community have access to at least the minimum level of basic municipal services. Whether or not the above legislation provisions are

translated into concrete visible services does not need much contemplation. In the literature, it can be inferred that it is not happening according to plan (Sithole and Mathonsi, 2015:18).

The Municipal Systems Act (2000) Section 73 (1) and (2) emphasises that municipalities “must ensure that all members of the local community have access to at least the minimum level of basic municipal services”. There are two core legislative frameworks for transformation in water the sector: the National Water Act (Act 36 of 1998) and the Water Services Act, 1997 (Act 108 of 1997). The implementation of these and other policies contained in supporting documents are the responsibility of the DWAF. Both acts together provide for the establishment of institutions that are given responsibility for the management and distribution of water. The guiding principles of the NWA are designed to promote social and economic development through the use of water and recognize the need to establish suitable water management institutions in order to achieve this purpose (Goldin, 2010: 195).

Officials working in the areas of water service delivery need to ensure that the WSDP and the IWRM Plan are in alignment with the Catchment Management Strategy. In water management area where a Catchment Management Strategy has not yet been developed, the WSDP and IWRM plan should be aligned with the National Water Resource Strategy (Haigh et al., 2010: 477). Section 27 (1) (b) of the Constitution Act 108 of 1996, recognizes the right of everyone to have “access to sufficient water”. Therefore the State must take reasonable legislative and other steps, within its available resources, to achieve the “progressive realization ”of this right. Legislation in South Africa prescribes management options favourable to human health. However, despite all the acts, bills, white papers and policies, a significant percentage of South Africa’s population is still compromised due to non-implementation (A CSIR perspective, 2010:16).

2.4. Consumer rights and consumer protection

Municipal services are not sustainable without satisfied customers who trust the service provider and who are willing to pay for services. Municipalities should comply with consumer rights, not only to protect themselves against litigation, but, in the true spirit of “Batho Pele”, they should take up compliance as an opportunity to include consumers as partners to improve service delivery. Municipalities in South Africa are already struggling to deliver services on their own; now is the time for them to demonstrate that they can reverse this situation in partnership with the people they serve (Slabbert, 2010).

Some South Africans enjoy public services of first world quality, whereas others still live in third world conditions. One of the primary aims of “Batho Pele” principles is to provide a framework for making decisions about delivering public services to many South Africans who were and are still subjected to inequalities of distribution in existing services. Improving the delivery of public services means redressing the imbalances of the past, while maintaining continuity of service to all levels of society, focusing on meeting the needs of the 40% of South Africans who live below the poverty line and those, such as the disabled, and black women living in rural areas, who had previously been disadvantaged in terms of service delivery (DPSD,1997).

According to Freire’s theoretical model, as set out in his work “The Pedagogy of the Oppressed” (Freire, 1970), communities and individuals must be active agents in the development generally, rather than being perpetual passive agents, on the receiving end of governmental or institutional aid.

Public participation is an open and accountable process through which individuals and groups within selected communities can exchange views and influence decision-making. It is a democratic process of engaging people, deciding. Planning and playing an active part in the development and operation of services that affect their lives. There are various reasons why public participation is important and they include the following:

- Public participation is legal requirement;
- It can be promoted in order to make development plans and services relevant to local needs and conditions; and
- It could be encouraged to empower local communities to gain control over their lives and livelihoods(National Policy Framework for Public Participation, 2007:15).

Hemson (2004:19) maintains that insufficient capacity and budget in municipalities as a key constraints that hinder the delivery of basic services such as water and sanitation.

Municipal strategies (IDP) can be contradictory where there is a limited amount of funding. The spending is spread among various constituencies and villages rather than dealing with one area at a time. A functional municipality is one that is actively striving to meet the outcomes as specified in the White Paper on Developmental Local Government (1998).In 2009 and beyond, there is a need to ensure that municipalities are responsive, efficient, and effective and value for money is realized with the allocated public resources. A Turn-Around Strategy for Local Government is thus needed that will be driven by an intergovernmental and social compact agenda for change. Our maxim must be that by working together, we can turn the tide on local government to create a better life for all (COGTA, 2009: 6).

According to Water and Sanitation Service Standard (2008: 7), a national water, sanitation and hygiene (WASH) awareness campaign has been launched in collaboration with the United Nations Water Supply and Sanitation Collaboration Council. The aim of the campaign is to increase hygiene awareness and to promote hygienic sanitation practices. The Water and Sanitation Department launched its very successful “Hlonipa Amanzi” campaign and is also involved in rolling out the Raising Citizen Voice in the Regulation of Water Services initiative. Education is considered essential to ensure that all consumers are aware of their responsibilities. These include:

Adhere to acts, municipal ordinances, by-laws and water restriction notices;
Be water conservation conscious and make saving water a way of life;
Pay for services over and above any free allocation;
Do not to discharge rain/ surface water to the sewer system; and
Report by-law contraventions to the Water Hotline number.

Joshi (2010:1-2) states that accountability is widely accepted as key to service delivery improvements. The importance of accountability comes from two quite different ideological streams. On the one hand, New Public Management (NPM), which emerged in the 1990s, emphasized the use of market mechanisms within the public sector to make managers and providers more responsive and accountable. Many of the NPM reforms for accountability were focused on vertical accountability within organizations, for example performance-based pay, a sub set related to downward accountability to citizens, e.g. citizen charters and complaint hotlines. Moreover, accountability for service delivery can be demanded from a range of stakeholders: politicians (e.g. not adopting appropriate policies); or public officials (not delivering according to rules or entitlements, not monitoring providers for appropriate service levels); or providers (not maintaining service levels in terms of access and quality). Further, initiatives to hold these multiple actors to account can be state-led or citizen-led.

Municipalities should analyze the services they provide in order to identify the most efficient form of service delivery. For example, providing the service internally or outsourcing it. Furthermore, municipalities should look at the most efficient way of providing free basic services, according to the service. The most efficient method for providing free basic water is the use of indigent registers. This method is only a recommendation, and individual municipalities need to decide which method suits their circumstances. Municipalities are an important sphere in South Africa's government and must use their resources effectively and efficiently to provide quality service to communities. Exposing inefficient spending will allow communities to hold municipalities accountable for their use of public funds. Financial and Fiscal Commission Policy Brief (4/2011) states that: 4.60% of municipal resources are wasted on measuring the efficiency of local

government spending. In order for multi-stakeholder involvement and a more inclusive decision-making process to be effective, local level institutions should not only have multi-stakeholders representation but these stakeholders should be able to make choices and to voice these choices. Knowledge is a pillar for participation and poor people are unable to take control over their environment and to participate in decisions to improve the quality of their lives without knowledge about the resources on which they depend. The absence of knowledge, the unequal power relationships between water users, and the inhibition of the agency, frustrate the process of participation because the production of trust is inhibited and feelings of shame, that aggravate issues of social exclusion and negate social agency, are activated (Goldin, 2010:197).

Community members these days are actively involved in all aspects of projects and programmes rather than being passive recipients of development initiatives (World Bank Report, 1996). According to this report, community participation motivates the sense of ownership of development by the members and eventually ensures the sustainability of the initiatives. Communities that participate in projects find out that not only do they derive more satisfaction from the joy that comes from open community involvement, but they also achieve more results, more rapidly which benefits the community as a whole. Community participation has been heralded as a source for sustainability to development initiative, particularly for the under-privileged.

Ademiluyi and Ougbesan (2008: 813) state that it is now accepted that wisdom among development agencies that water supply and sanitation along with hygiene education form the three foundation stone of good water and sanitation projects. From an objective point of view, it seems clear that time saving, health improvement and environmental protection are the desirable aims of water and sanitation programmes in developing countries. Water supply and sanitation programmes enable communities to live healthier lives through improvements in their access to water supply and sanitation. Ademiluyi et al. (2008) further point out that a clearly structured, resourced, and trained maintenance organization is necessary. The community-appointed caretaker(s)

or committees may have an important role in maintenance, but in almost all circumstances they will need backstopping by some district, regional, or national level organization.

As water is very essential to our lives, access to water can be claimed as a right linked to a broad range of other rights. For example, the rights to food and water are very closely linked. While water is essential for nutrition and to avoid malnutrition, access to water is also essential for food production. The White Paper on Water Policy for South Africa (1997, paragraph 2.1.8) highlights this link: “Access to sufficient, affordable, clean water for hygiene purposes should be seen as part of the primary health care service”.

2.5. Millennium Development Goals (MDG)

The United Nations Millennium Declaration, in particular its eighth Millennium Development Goal reflects the global importance of water sanitation and hygiene for development, poverty reduction and health. Governments are unable to provide basic needs to the citizens because of the rapid increase in the population. According to goals 4 to 7, health and the environment are of particular concern to service delivery. Embedded in these goals are more specific targets for reducing mortality caused by poor healthcare, preventable diseases and living conditions which are aggravated by inadequate or non-existent health, water, sanitation and other services. Goal 7, targets 10 and 11 deal explicitly with water and sanitation, and aim to halve the proportion of people without access to safe drinking water and basic sanitation by 2015 and 2020 respectively (Thompson and Nleya, 2008:117).

2.6. Measuring Service Delivery in South Africa

According to Nengwekhulu (2009) as cited in Mashamaite (2014: 232), the dawn of a democratic government in South Africa meant new political, social and economic order which created unparalleled expectations and greater hopes for most people, particularly the black majority. The primary task for the new

government was to transform the public service in order to align it to the vision of the new government. However, twenty-two years into democracy, the widespread service delivery protests around the country prove contrary to these beliefs.

Even though water is one of the precious gifts to mankind, lack of access to safe drinking water and basic sanitation is one of the problems affecting billions of people around the world. This is particularly so in the developing countries where levels of access to water and water related facilities are said to be very low. At the World Summit on Sustainable Development (WSSD) in Johannesburg in 2002, the International Community agreed to a target, to halve the proportion of people who lack access to basic sanitation and water supply by 2015 (Hesperian Foundation, 2005). This has not yet been achieved, hence service delivery protests that are punctuating and pervading life in South Africa (Sithole and Mathonsi, 2015:6).

An estimated 5% of the total South Africa population still have no water supply services at all (DWA, 2009), of which the majority would be rural people. Water source points under these conditions are often quite distant, with the water at the source point often not available and mostly contaminated when it is available. Households from such communities collect water from open sources such as rivers and streams, and carry it in containers back to their homes. According to Hemson (2007) cited in Jagals (2012:14) distances to and from these open sources are up to 3.7 Kilometres, and over two hours are spent by an individual collecting water in some village in Limpopo.

According to Ndozie (2013: 86), from the very inception of the Reconstruction and Development Program (RDP), there was an expectation that the goal set out in the national development framework would be achieved as planned. For instance, in the water and sanitation sector, the stated target was to provide all households with a clean and safe supply of 25 liters of water per capita per day as well as improved sanitation facilities. Apart from the targets of the RDP, there were other development commitments from various quarters.

These included the service delivery targets of former President Mbeki (Mbeki, 2004), articulated in one of the most remarkable State of the Nation addresses in 2004 (ten years into democracy). The promises include intensifying the housing programme and delivery of piped water to all households in South Africa within the next five years (SONA, 2004).

One of the basic principles underlying Municipal Finances is the principle that local government is substantially financed by means of own resources. This is an important feature of any democratic local government system. It ensures that municipalities are directly accountable to local residents for the functions they perform and the services they provide (Cooperative Governance and Traditional Affairs, 2009: 62).

The government's ability to achieve its developmental objectives requires an effective public service. Poorly maintained or dirty service-delivery sites are all usually symptoms of managerial weakness rather than budgetary constraints. A remarkable achievement have been made in increasing access to water, however a challenge that has emerged is that there has been a decline in functionality of municipal infrastructure due to poor operation and maintenance in some municipalities. This means, for example, that while people might have access to a tap, there might be no water coming out of the tap. (The Presidency, 2014:31).

Table 2.1 from the 1998 Census provides some measurable indicators of baseline social conditions which the government policies sought to improve in their efforts to create a more equitable society.

Table 2.1. Relative baseline statistics by population segment (%)

Indicator	Black African	White	Indian	Coloured	S.A Total
% with no education	24,3	1,2	10,2	2,6	19,3
Unemployment rate	42,5	4,5	20,9	12,2	33,9
Living in shacks/huts	46,0	0,8	9,6	1,3	34,0
No piped water	72,3	3,6	2,4	27,6	55,3

Table 2.1 above reveals wide disparities in socioeconomic conditions across different population groups in 1998. Black Africans lag behind for all variables by a wide margin in terms of education, employment status, and living conditions. Cognizant of the wide divide in socioeconomic conditions, all the post-apartheid governments in South Africa have held the universal delivery of basic services to be a top priority for the new era. Policies were introduced to elevate the poor and formerly disadvantaged segments of the population, thereby narrowing the inequality gap (Nnadozie, 2013: 83).

There is such a huge imbalance in terms of access to natural capitals such as water between racial, advantaged and disadvantaged groups in South Africa. The answer lies within the political powers: the poorer you are, the lesser you get and the easier you are forgotten, but the richer and powerful you are, the more you get; and you also have access to good living. South Africa still has a lot to do in terms of implementation of new strategies on water resources management (Molobela and Sinha, 2011: 999).

Since 1994, South Africa has made major strides in increasing access to basic water to all communities in the country, and prioritized the area with the greatest need. Access to basic water infrastructure improved from a coverage of 59% in 1994 to 94% in March 2004. Aggregated at a national level, much progress is being made in improving access to basic water infrastructure, but there are still localities with persisting low safe water coverage.

An emerging issue for access to safe water is the declining quality of water provided by municipalities. South Africa has always been renowned for high standards of water quality, but this is no longer the case (Agenbag et al., 2004:154).

Access to basic services improved across the board, approximately 88% of the population enjoy access to piped water. The urban provinces of Gauteng and the Western Cape lie above the National averages, and the rural provinces such as

the Eastern-Cape, Kwazulu-Natal and Limpopo tend to lag behind (Krugell, 2009: 4).

According to the Key Results from the 2011 Statistics South Africa (Stats SA Census), 46.3% of households in South Africa have access to piped water and just over 85% have access to water that is of a RDP- acceptable level. This level of access, however, is not reflected across all provinces in the country. In the Eastern Cape, 31.1% of households do not have access to water of a RDP- acceptable level, while the same is true for 27.2% of households in Limpopo. This indicates that there is an imbalance in terms of water allocations and use among different provinces in South Africa (South African Human Rights Commission, 2014: 38-39).

Table 2.2: Access to water, by Province as at October 2011

Province	Reconstruction and Development Programme-acceptable			Not RDP-Acceptable	
	Piped water Within dwelling	Piped water within stand	Piped water within 200 metres from stand	Piped water more than 200 metres from stand	No access to piped water
Eastern Cape	32.8%	16.6%	18.6%	9.9%	22.2%
Free State	44.8%	44.3%	6.2%	2.6%	2.2%
Gauteng	62.2%	27.3%	6.0%	2.8%	1.8%
KwaZulu-Natal	40.0%	23.6%	14.8%	7.6%	14.1%
Limpopo	18.4%	33.9%	20.5%	13.2%	14.0%
Mpumalanga	35.7%	36.0%	9.2%	6.6%	12.6%
North-West	29.3%	40.0%	14.3%	8.0%	8.4%
Northern Cape	45.8%	32.3%	12.8%	6.6%	2.6%
Western Cape	75.1%	13.3%	8.3%	2.4%	0.9%
South Africa	46.3%	27.1%	11.75%	6.2%	8.8%

(South African Human Rights Commission, 2014:38-39).

Table 2.2 above indicates the imbalance of water provision and Limpopo is amongst the ones with that imbalance.

2.7. Service delivery protests

Sithole and Mathonsi (2015: 6) argue that service delivery protests punctuate and pervade life in South Africa. Those that are socially excluded do not see much of a difference between the current political dispensation and the previous one. This argument creates a loophole for the credence of the current governance system from citizens' point of view who considers themselves ignored by the government.

There has been a high expectation of a speedy delivery of services, to create a better life for those who have waited so long for more equitable living conditions. This has helped to fuel protests from communities when the pace of service delivery has been slow, or when there is a general perception that unacceptable inequities in access to basic services remain, despite promises of accelerated service delivery by the authorities. Consequently, the rise of social movements and protest actions has characterized socio-political life in post-apartheid South Africa (Nnadozie, 2013: 84).

South Africa first confronted its 'water apartheid' problem when, at the World Summit on Sustainable Development in Johannesburg on 31 August 2002. An estimated 30,000 marchers braved threats of a protest ban to demand that the United Nations (UN) move away from 'Type 2 Partnership' between government and businesses. On a daily basis, dissatisfaction has swelled against insufficient and inequitable water services. Of approximately 5900 protests recorded by the South African Police Service between 2004 and 2005, the majority were about inadequate water and sanitation services. Rural areas are underserved due to lack of operating subsidies, which means that many taps installed in the post-apartheid era are now dry (Bond and Dugard, 2008: 3).

Violent protests are protests where some of the participants have engaged in physical acts that either cause immediate harm to some person, or are substantially likely to result in such harm. Thus, in addition to the more obvious indications of a violent protest, instances where rocks are thrown at passing motorists, tires are burned to blockade roads, and other similar acts have been included as violent protests (Karamoko, 2011: 10). These types of protests are recently common in Limpopo Province, especially in Mopani District.

Two decades into democracy, South Africa observed a wave of protests associated with poor or lack of service delivery around the country. According to Managa (2012:5), poor service delivery elicited protests across the country which brought local municipalities under the spotlight. Since then, local municipalities have been a subject of criticisms for failing to implement their developmental mandate. These protests are accompanied by violent incidents which in most instances result in destruction of property, looting, burning of tyres and blockading access roads as communities display their dissatisfaction, frustrations and anger against the government over lack of basic services such as water.

According to Runciman (1972) as cited in Nnadozie (2013: 85), the high incidence of mass protests in South Africa in response to the inadequate service delivery in recent years can be explained by recourse to the social theory of relative deprivation. Relative deprivation refers to a situation where a demographic segment of the population is deprived of some goods or services to which they perceive they are entitled, while another segment of the population enjoys such goods or services. Nnadozie (2013: 85), further maintains that the feeling of relative deprivation could have consequences for attitudes and perceptions towards service delivery. Indeed, this could lead to social movements and protests as people join together to demand what they perceive as their fair share of the system. The majority of the people in South Africa are not only deprived of access to basic services, but are also sidelined from the mainstream activities and processes leading to the provision of such services.

Water scarcity is often cited as a potential source of conflict. According to the UN Global Programme against Corruption (2001), corruption adds to this threat by undermining government security institutions (rule by law), increasing the gap between rich and poor and fostering a culture of crime and illicit behavior which upsets social and political stability and sparks violence. Corruption worsens the world water crisis, and evidence suggests that the costs are disproportionately borne by the poor and by the environment.

2.8. Factors that impact negatively on water service delivery

2.8.1. Corruption

According to Madzivhandila and Asha as cited in Mashamaite (2014: 234), the widespread of corruption across all levels of government in South Africa is one of the fundamental challenges that undermine both the credibility and ability of municipalities to provide basic services to communities. Clearly, high levels of corruption violate the human rights of ordinary citizens and undermine the values enshrined in the Constitution. Lack of participation by communities in the municipal affairs also exacerbates the persisting service delivery backlogs leaving communities frustrated and dissatisfied.

Corruption is at the core of the governance crisis in the water sector. Whereas the scope of corruption varies substantially across the sector and between different countries and governance systems, it is estimated that 20% to 40% of water sector finances are being lost to dishonest and corrupt practices. The magnitude of this figure is distressing, especially if one considers current efforts to aggregate the USD 6.7 billion needed annually to meet the Millennium Development Goals for water and sanitation in sub-Saharan Africa. Furthermore, corruption increases transaction costs and discourages investments in infrastructure, e.g. hydropower production. Corruption in the water sector comes in many different forms and the scope varies substantially across types of water practices, governance structure and the perceptions and norms of actors involved. Typical examples of corruption include falsified meter reading, distorted

site selection of boreholes or abstraction points for irrigation, collusion and favoritism in public procurement, and nepotism in the allocation of public offices (Stalgren, 2006:3).

Managa (2012: 5-6) points out that Limpopo's irregular expenditure has caused some departments to be placed under administration in terms of Section 100(1) (b) of the Constitution. The major problem facing the province is corruption and financial mismanagement of funding allocated for rendering services to poor communities. It was reported that the Provincial Treasury Department had been cautioned throughout the year against its over spending.

In South Africa, many people are unable to access clean water despite the fact that the Constitution of the Republic of South Africa Chapter 2 section 27 provides that everyone is entitled to have access to adequate clean water. Although, generally, water resource is scarce in the country, strategic interventions have been put in place to ensure that people have access to adequate clean and safe water. The problem is that those who have the responsibility to provide the water have continuously been delivering poor water services to the people. At times, deliberate artificial scarcity is caused with the aim of making demands greater than the water supplied. This has caused desperate situations to the extent that people in the Phiri community in Soweto have, for example, approached the court to enforce their rights of access to adequate clean water (Odeku and Konanani, 2014:161)

No part of the country's water resources are regarded as private property, and the National Water Act (Act no .36 of 1998) clearly states in its preamble that water is a natural resource that belongs to all people. The current allocation of water to the coal mining industry and to Eskom for coal-fired electricity is not a transparent, accountable or sustainable decision. And it is definitely not in the public interest, given that there are very effective alternatives to coal, but there are no alternatives to water (Water Hungry Coal, 2012: 4).

What then appears paradoxical is that in spite of reported progress in this area, there has been increasing outcry and contestation of outcomes amongst various communities in recent times. This suggests that different dimensions are required in order to measure access to basic services, in order to comprehend this dichotomy. The people of South Africa have gained political freedom, but still have a long road to travel to achieve a more equitable redistribution of the country's wealth. The apartheid system left a legacy of wide inequalities in access to resources and services that persist to a high degree today (Nnadozie, 2013: 84)

2.8.2. Politics of the local government.

According to Muller (2007: 37), the politics of water services in South Africa has inevitably been dominated by the politics of local government. The objectives of local government are clear and noble:

- To provide democratic and accountable government;
- To ensure the provision of services in an equitable manner;
- To promote social and economic development;
- To promote a healthy and safe environment; and
- To encourage the involvement of communities in the matters of local government (Government of South Africa, 1996: Section 152).

According to Mhone and Edigheji (2003: 221), the Integrated Development Plan process requires enough time for the stakeholders to participate. They again mention that critical success of the plan is how the process is structured to allow maximum participation of all role-players, including the marginalized section of the community, such as women, youth, and people with disability.

In terms of the Department of Cooperative Government and Traditional Affairs (2009: 50), poor relations between traditional leaders and the local municipality has a negative impact on the delivery of services. Many traditional leaders allocate land to communities without consultation with the municipalities. The

municipalities cannot properly plan for the installation of services in these areas. Fast growing informal settlements put pressure on municipalities to provide more services with scarce resources.

Chetty and Luiz (2004: 1) indicate that South Africa is a water-stressed country that over a protracted period has suffered from poor water service delivery. The major problems are inefficient operations, lack of capacity in spending allocated budgets, unclear management structures, and a long term decline in capital expenditure. Public goods are characterized by non-rivalry and non-exclusion. Raw water found in rivers and lakes is an impure public good since it satisfies the two criteria to some extent. It is present in large supply and it is difficult to exclude its use. Portable water is collected raw water, from rivers, lakes and rain-runoff and it is then purified for consumption and fed into homes via a reticulation system. Portable water in this scenario is not a pure public good since it can be excluded and individuals can affect another's right to consume it. Portable water has been characterized by public supply with some tendency towards private provision since the early 1990s.

According to Parnell and Pieterse (2002: 20) local municipalities find it difficult to fulfil their obligations, given that racial inequality between historically black and white local authorities and between urban and rural areas brought by decades of apartheid settlement patterns have not been completely overcome). Parnell and Pieterse (2002: 20) further stated that as a result of the complex web of laws and the extensive network of regulations and tactics involved to uphold the principle of territorial segregation, black people suffered and most of them are poor. Rolling back to the harm inflicted by apartheid, local government has to systematically dismantle each of the pillars on which racial power was built. It stands to be understood that there is no way that the government can break or dismantle the shackles of apartheid overnight.

It is the responsibility of the municipalities to raise revenue to be able to provide services; unfortunately rural municipalities, which have the heaviest concentration of poor people, have only limited ability to increase their revenue

(Pycroft, 2000:143-159). In this regard, it becomes very difficult for rural municipalities to sustain themselves.

The incidence of municipal service delivery protests rose from 27 in 2008 to a high of 104 protests in 2009. This significant increase is symptomatic of growing dissatisfaction with that sphere of government (local government) closest to the people and responsible for addressing the needs of citizens within municipalities. To restore the diminishing confidence in local government, the Department of Cooperative Governance and Traditional Affairs (COGTA, 2009) undertook a comprehensive review of local government. The assessment was undertaken to determine the current problems experienced by municipalities. One of the key issues identified was the large number of poorly governed and dysfunctional municipalities. Issues of dysfunctionality identified in the report included: "role confusion, and conflict amongst key political office bearers or between politicians and administrators. Weaknesses in the State's capacity to provide support and to monitor local government and policy failures were also contributory factors (Paradza et al., 2010: 19-20).

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2.8.3. Non payments of services

Different arguments are used to explain the extensive and increasing non-compliance (Fjeldstad, 2004: 540). Study by the Centre for Development Support (CDS, 2001) at the University of the Free State concludes that non-payment is primarily an issue of inability to pay. It is argued that the poverty of many households makes them unable rather than unwilling to pay, hence the need for

free basic services to the poorer segments of the population or a lowering of the rates.

According to Fjeldstad (2004: 547), without trust there is little basis for social cooperation and voluntary compliance with laws and regulations that could potentially benefit everyone. Thus, without trust, coercion provides a reasonable guide for governance. The temptation not to comply even if others comply defines the free-riding problem that is endemic in collective action situations in private as well as public institutions.

The widespread unwillingness to pay exists due to an entitlement culture and the culture of non-payment inherited from the apartheid era (Ajam, 2001). According to Current Customer Service Delivery in South Africa by the Department of Environment and Tourism some of the factors that contribute toward poor service delivery are:

- There is very little respect of the public sector employees, they are viewed as arrogant and disrespectful;
- Annoyed by employees' tea breaks, conversations with co-workers or talking on the phone;
- Public servants act like they are doing consumers a favour and consumers are viewed as nuisance; and
- They ignore the fact that they are serving their community and country.
- Poor service is caused by the fact that unqualified people are employed in the public sector.

2.8.4. Climate change

As has already been mentioned earlier, South Africa is a water scarce country and water resources are unevenly distributed across the country. The country suffers from extreme weather conditions and unpredictable rainfall. Despite the reversal of the regime and the fact that South Africa is a middle-income country,

there is a significant number of people who are water-poor and poor in governance and institutional capacity to manage water (Goldin, 2010: 196).

The poor spatial distribution of rainfall means that the natural availability of water is also highly uneven. This is compounded by the strong seasonality of rainfall over the entire country and the high within season variability of rainfall and consequently, of run-off. To aggravate the situation, most urban and industrial development, as well as some dense rural settlements, has been established in remote locations away from large water courses. As a result, the requirements for water already far exceed its natural availability in several river basins. Widespread and often large scale transfers of water across catchment areas have, therefore, been implemented (DWA, 2013: 437).

Drought is driven by natural climate variability which affects the availability of water. The percentage of normal rainfall has been fluctuating in terms of space and time over the past few years. Very dry conditions are putting severe pressure on South Africa's scarce resources, and are therefore a threat to food security. Drought conditions are also a threat to livestock farming as it diminishes food and water supply. It contributes to poverty, poor health; malnutrition as communities cannot plant or crops become damaged (DWA, 2012:33).

2.8.5. Unqualified staff

Water problems in South Africa are symptomatic of an emerging gap between national policies and implementation of such policies. For instance, recently the reliability and quality of water supply by municipalities has been receiving attention, with some experts warning that South Africa has serious challenges. Some of these challenges include a lack of qualified staff and insufficient investments in water infrastructure for both capital and maintenance (A CSIR, 2010: 41).

According to Kgalane (2015:26) stressed that for local government to deliver services in a most competent manner, the right staff with right skills should be in

the right place at the right time. There are some ANC comrades who agree that cadre deployment is not working. For example, it was reported in the Times Live in 2011 that instead of the ANC acknowledging Parks Tau's oversight role in the Project Phakama, he was rewarded with the job of running the entire city. This was after Mayor Amos Masondo's term came to an end.

2.9. The impact of lack of access to water

Public service is defined as an administrative vehicle by means of which governments deliver all kinds of services to their citizens (Nengwekhulu, 2009: 344). The public service is a government administration system which includes public institutions functioning under the auspices of the South African Public Service Administration mandated by the Constitution. According to Nengwekhulu (2009), the public service can be defined as an administrative vehicle by means of which government deliver services in order to meet the needs and expectations of their citizens. The basic services that government is expected to deliver to the public include tangible services such as water as well as intangible services such as social aspects like restoring human dignity and respect in delivering such services, building and sustaining of life. Kanyane (2010) argues that human beings would cease to exist without these basic services at their disposal. Public service delivery is therefore the provision of services by the government to all its citizens as their expectations and mandate from the Constitution. Failure to provide these amenities would be in violation of their democratic right to have access to basic services and live a better life.

Water is a scarce and often ephemeral natural resource whose ownership, where formalized, is generally in the public domain, although private rights to its use commonly arise. For human consumption and use, financial and institutional resources are required to purify and distribute it reliably to those who need it. Unlike air, it is possible in many contexts to exclude people from access to water. However, because it is essential to life, it is culturally unacceptable in most societies to restrict access to at least the quantity required for survival, whether through property or other economic mechanism. There are strong public-interest

reasons to ensure that access is achieved, since the effective provision of safe water brings many public benefits or externalities; just as the disposal of used or waste water, if not properly managed, can have substantial negative externalities (Muller, 2007: 33).

The absence of or inadequate provision of water, poor drainage and sewage services poses serious health problems. Lack of safe drinking water is one of the clearest signs of poverty. People, and especially children, suffer poor health as a result of unsafe drinking water. With no proper sewage system (for instance pit latrines) rainwater washes sewage on the surface into streams and stagnant pools. Diseases flourish and spread under such conditions. Prolonged and repeated illness leaves the victims physically weak.

There are several rural South African communities where water supplies are brought in by vehicle tankers and transferred to stationary tanks in the serviced community although these services are classified amongst “unimproved sources” in some literature. These services are problematic not only because of the quality of the water that they supply, but because of the unnecessarily high cost involved in supplying the service. In South Africa the DWA estimated that trucking in 25 lcd is about 30 times more expensive than supplying water through pipes (Jagals, 2012: 15).

Over 9% of the global burden of disease could be prevented through better management of water, sanitation and hygiene. Better management of water, sanitation and hygiene, in turn, could lead to reductions of diarrheal disease incidences of between 25% and 37% (Agenbag et al., 2004: 23-27).

Jabeen (2011: 23) argues that lack of clean water and poor sanitation has major health impacts. There are many ways by which pathogens infect individuals through water, causing water-based diseases, water-washed diseases, and water borne diseases. In developing countries, poor people have a great burden of diseases due to inadequate water supply, sanitation and hygiene. Agenbag et al. (2004:149) assert that the provision of sufficient quantities of safe water can

lead to significant improvements in health. The government estimates that about 7 million people in South Africa do not have access to adequate water services (Draft White Paper on Water Services, 2002, 2). Water is essential to live a healthy life. A human body cannot function properly without taking sufficient amounts of clean water. Water is also important for food preparation, washing of clothes and maintaining a clean environment. Lack of access to water causes serious illnesses such as diarrhea and cholera.

Women and children in low-income countries are the main water carriers and spend, on average, one hour per trip collecting water, with several trips required per day. . As travel time to the water source increases, there is also a reported decrease in water carriage to the household. Water carriage also has the potential to produce injury through musculoskeletal disorders and related disabilities (Kayser, Moriarty, Fonseca and Bartram, 2013: 4821).

The Draft White Paper on Water Services (2002:1) acknowledges that Water services are intimately linked with poverty. Lack of access to water supply and sanitation constrains opportunities to escape poverty. Reliable and efficient water services are also a crucial ingredient for economic growth. The Draft White Paper further states that:

- Lack of access to water has particularly negative impacts on women and the girl child. Rural women, for example, walk long distances to rivers or community taps to collect water. This task is time-consuming and exhausting. As a result, many rural women cannot take full advantage of economic and development opportunities, and do not participate equally in private and public life.
- Children in rural areas, who often accompany their mothers to assist in the collection of water for the household, experience similar hardships. They have little time for recreation and their heavy domestic responsibilities often affect their education.

- Many people do not have access to water because of poor implementation of policies and legislation by municipalities. Many poor people are also not informed about their rights, and laws and programmes aimed at enabling them to have access to water.

The need for a public service that will meet the demands of the new government and the expectation of the public is evident. The government, therefore, has a new and different mandate, a new set of belief, practices and different expectations from the public. However, it inherited a public service of the apartheid regime that was structured and organized only to provide services to the minority rather than provide services to all people. As such, transformation of the public service in South Africa meant going beyond just reform in order to curb the imprints of the apartheid era (Mashamaite, 2014: 232).

Where there is no adequate water supply close by, women and girls have to travel, sometimes long distances, to fetch water. Around the world, women spend 200 million hours each day in collecting water for their families. The amount of time used to collect water to meet the daily requirements of the household depends on the travel time to the source, waiting time at the source, and the number of family members who are available to help (Asian Development Bank, 2015).

It is not just the collection of water that has an impact on women's time use. Women are also affected to a greater extent by the health issues resulting from inadequate water supply – first in that, as the collectors and carriers, they tend to be exposed to harmful pathogens in water and risk being ill themselves, and second in that they bear the brunt of caring for the other members of the household who are sick due to unclear water (Asian Development Bank, 2015:10)

Challenges that hamper service delivery include human resource challenges with regard to skills and capacity in municipalities. Many municipalities across South Africa do not have the people with the requisite technical skills and in cases

where they do, there is sometimes a shortage of skilled personnel who can assist the municipality in rendering quality services to the people. Lack of awareness and lack of knowledge by communities with regard to their rights also hampers service delivery as communities do not know how or who to approach when they face challenges regarding service delivery in their communities. This lack of knowledge ends up in violence and service delivery protests. In many municipalities, corruption and maladministration has become endemic and lack of accountability or transparency in rendering services to the people is a cause for concern (DWA, 2013: 437).

2.10. Strategies to improve water resources management in South Africa.

In order to adapt to water shortage, the same changes are needed that will maintain or improve the ability of a system such as the municipal water supply to continue to serve its function. Problems related to water often vary from one region to another, even within a single country, from one season to another, and also from one year to another. Solutions to water problems depend not only on water availability, but also on many other factors such as: the processes through which water is managed; competence and capacities of the institutions (private and government) that manage them; prevailing socio-political conditions that dictate water planning; development and management processes and practices; supply management appropriateness, and implementation status of the existing legal frameworks (Molobela and Sinha, 2011: 993).

Ineffective water policies and inefficient water infrastructures seriously disrupt societies as well as the environment. For effective and adequate management of natural capital in South Africa, the following policies or legislations need to be revised:

1. Legislation oriented towards particular uses of water (laws on the supply of potable water, irrigation, river navigation, energy, industry and fish breeding).

2. Legislation oriented towards multiple uses of water and conservation of water as a resource.
3. Legislation oriented towards the joint management (public, private, stakeholders) of water use and allocation. This is a serious problem in South Africa as seen in Figures 2 and 3, that agriculture and gardening seem to be the priority with high demand of water use as opposed to human activities.
4. The involvement of communities during policy making can assist in understanding the demands, especially the basis, that the communities require. In addition, empowering the communities on conservation management can aid in lessening mismanagement or misuse of natural resources (Molobela and Sinha, 2011: 1000).

2.11. Conclusion

Public service delivery is the provision of services by the government to all its citizens as their expectations and mandate from the Constitution. The failure to provide these is the violation of their democratic right to have access to basic services and live a better life (Mashamaite, 2014:232). Most of the rural areas in South Africa, especially in Limpopo Province seem to be neglected as far as basic service delivery is concerned. Water is a fundamental human right and a pre-requisite to the realisation of other human rights. Lack of the access to water is the violation of human rights. The livelihood of rural household is negatively affected in many respects as a result of lack of basic service delivery.

The right of access to water is a Constitutional right which should be protected and promoted at all times. Water is a basic necessity that human beings and animals alike need for their survival. The courts are supposed to ensure that this right is realized by everyone and should be willing to place any policy that negatively affects a person's right of access to water by the government under a microscope, and scrutinize its reasonableness.

2.12. Synthesis for the literature review

The focus of the study is on water service delivery at Mokgolobotho village. A service is provided every time a consumer deals with a public department; the expectation is that such a service is received in a good quality manner. The historical view on the lack or little service delivery at Mokgolobotho village is presented in order to create a picture of the challenges that face municipalities in South Africa. Challenges faced by these municipalities include amongst others decrease in revenue versus an increase in service delivery responsibilities especially in the Greater Tzaneen municipality as a rural municipality.

There are several rural South African communities such as Mokgolobotho village, where stationary tanks are installed but even so, vehicle tankers do not fill them up for the community to have access to water. Some projects in South Africa have been sustained and are operating while some like at Mokgolobotho are not operating. It is not clear so far to what extent communities are involved and how they perceive their involvement in implementing rural water project in their area. This study therefore intends to assess Mokgolobotho community's experience of living without adequate municipal water service delivery.

CHAPTER 3

RESEARCH METHODOLOGY

3.1. Introduction

The aim of this study is to evaluate and explain the dynamics of living without water as experienced by the Mokgolobotho Community. This chapter provides detailed research processes in the form of research processes and methodologies, which is population, sampling, data collection and data analysis, among other things. It is in this chapter that the processes that were followed in executing the research are outlined. Beneficiaries and consumers household participants and NGOs/projects were given questionnaires to complete. From the leadership side, traditional leaders, ward councillors and ward committees were interviewed.

3.2. Description of the study area.

The study area of this research is Mokgolobotho village in the Greater Tzaneen Municipality in Limpopo Province, South Africa. The target population for the study is the entire community of Mokgolobotho village falling under Greater Tzaneen Municipality. According to statistics South Africa (Census 2011) Mokgolobotho village comprises of a land area of approximately 3, 57 km². It has a population of 17609 which consists of 936 households. It is 13km outside Tzaneen town along the R36 Lydenburg main road. This village is land locked which prevent future development. It does not have a business center. The only infrastructures are Sebone Primary School and Mokgolobotho visiting point accommodating mobile clinic and social work services interval.

3.3. Research design and rationale

3.3.1. Research design

De Vos, Fouche and Delpont (2005:132) define research design as a plan or blueprint according to which data is collected to investigate the study hypothesis or question in the most economical manner. A research design is expected to develop a plan that enables the researcher to collect data leading towards solving the research problem. Leedy and Ormrod (2005: 94) argue that the different research problems dictate the type of research design and methods, which in turn results in the collection of different types of data and different interpretations of such data.

3.3.2. Mixed Methods Research

According to Maree (2013: 263), Multiple Methods Research is a procedure for collecting, analyzing and combining both the quantitative and qualitative approach in one study to understand a research problem in more details and to the fullest. Kuada (2012:119) contends that the goal of multiple methods research is not to replace qualitative or quantitative research, but to draw from their strength and minimize limitations. Johnson et al. (2007:123) state that multiple methods research is the type of research in which a researcher or team of researchers combine elements of qualitative and quantitative research paradigms for the purpose of breadth and depth of understanding and corroboration. Briggs et al. (2012:126) attest that multiple methods researchers systematically use elements from both qualitative and quantitative research paradigms to collect, analyze, validate and interpret data.

Hibbertts and Johnson (2012:122) cited in Brigs, Coleman and Morison (2012) define multiple research methods as the paradigm that systematically combines aspects of quantitative and qualitative research methods into a single study to take advantage of each paradigm's strengths. According to Creswell and Garrett (2008:321) multiple methods research or mixed methods research has emerged

alongside quantitative and qualitative approaches as an important tool for researchers.

In this study a multiple methods research refers to a procedure for collecting, analyzing, and combining both the qualitative and quantitative research and methods in one study to understand a research problem. A thorough understanding of both qualitative and quantitative research is essential in order to yield efficient and effective results.

This study employed a multiple methods research that comprises the qualitative-research design and quantitative research design because it is aimed at revealing the experiences of Mokgolobotho villagers concerning lack of water. De Vos et al. (2005:357) provide for a multiple methods research which is a combination of qualitative and quantitative study where the researcher uses mixed methods in data collection and analysis. The type of questionnaires used in this study for data collection is designed in a manner that combines qualitative and quantitative research methods. The format of the questionnaire and the interview guide is a combination close-ended and open-ended questions to afford the respondents opportunities for a qualitative input to the questions asked. Welman et al. (2005:174) define open-ended questions as questions that the interviewer asks the respondent without prior list of answers, whereas close-ended questions grant the respondent a wide range of answers to choose from in a Likert Scale format. Despite their differences, qualitative and quantitative research methods can be administered together to research the same problem. Multiple methods research is a combination of quantitative and qualitative research.

The researcher uses this method when qualitative or quantitative method is not enough to address the research problem or answer the research questions, like the scarcity of water at Mokgolobotho village.

3.3.3. Qualitative Research approach

Qualitative research is used to help us understanding how people feel and why they feel as they do (Joubish, Khurram, Ahmed, Fatima and Haider, 2011:2087).

Exploratory research is a design in which the major emphasis is on gaining ideas and insight. It is conducted to provide a better understanding of a situation. Through exploratory research design, the researcher hopes to produce a possible hypothesis about what is going on in a situation. Exploratory design requires the ability to easily spot and examine everything that is potentially meaningful in a data set with relative ease (Few, 2009:8). For the qualitative-exploratory research design, a face-to-face interview as the more natural form of interaction was conducted. Face-to-face interviews were found to be the natural form of interaction with respondents. The interviewees shared their feelings, experiences and beliefs with the interviewer freely. Maree (2010:51) defines qualitative research as a research methodology that is concerned with understanding the processes and social and cultural contexts that involves a variety of behavioural patterns and it focuses mostly with exploring the “why” questions of research.

Leedy and Ormrod (2005:96) explain qualitative research as being undertaken when the researcher seeks a better understanding of a complex situation. The researcher’s work is often exploratory in nature, and may use observations to build theory from the ground up. Furthermore, Leedy and Ormrod (2005:96) provide the purpose of qualitative research as being to describe, explain, explore, interpret and build theory. Based on what Leedy and Ormrod (2005:96) indicate, one can conclude that qualitative research study can serve an evaluation purpose as it provides means through which the researcher can judge the effectiveness of a particular policy, practice or innovation. In Leedy and Ormrod (2005:96) data collection is by means of conducting interviews, observation, and from documents. Data analysis and interpretation in qualitative research presents itself in the form of themes, categories, words and interpreted narratives.

Maree (2010:51) defines qualitative research as a research methodology that is concerned with understanding the processes and social and cultural contexts that involves a variety of behavioural patterns and it focuses mostly with exploring the “why” questions of research.

Qualitative research in this study is the investigative process in order to gain an understanding and exploration of social and human problems such as living without water as experienced by the Mokgolobotho villagers in Greater Tzaneen Municipality.

3.3.4. Quantitative Research

In this study quantitative research is an educational research whereby the researcher decides what to study; asks specific, narrow questions, and collects quantifiable data from the large number of research participants. The researcher will then analyze these numbers using statistics and show objectivity in conducting the enquiry.

According to Leedy and Ormrod (2005:95), quantitative research design shows the researcher seeking to explain, predict, confirm, validate and test theory. Quantitative researchers choose methods that allow them to objectively measure the variable(s) of interest. The method of data collection in quantitative approach is by means of questionnaires, checklists (direct observation), indexes and scales. The data analysis and interpretation in quantitative research is mainly presented in numbers, symbols, statistics, deductive reasoning and scientific style.

3.4. Population

Welman, Kruger and Mitchell (2005:53) define population as a full set of cases from which a sample is taken. It is the study objects which consist of individuals, groups, organizations, human products and events or the conditions to which they are exposed. Based on the 2012 Local Economic Development Strategy,

Greater Tzaneen Municipality covers a land area of approximately 3240 Km² with 131 villages. The target population for the study is the entire community of Mokgolobotho village falling under Greater Tzaneen Municipality. According to statistics South Africa (Census 2011) Mokgolobotho village consists of 936 households.

3.5. Sample

Sampling as defined by Terre Blanche Durrheim and Painter (2009:49) is a selection of research participants from an entire population and involves decisions about the people, settings, events, behaviours and social processes to observe. The sampling procedures are grouped into two, namely probability and non-probability sampling. De Vos et al (2005:195) note that larger samples enable the researcher to draw more representatives and thus making more accurate conclusions and predictions than smaller samples.

In this study purposive sampling was used because according to De Vos et al. (2005:328), in purposive sampling a particular case is chosen since it illustrates some features or process that is of interest for a particular study. Bless et al. (2006) cited in Kgalane (2015:38) concurs the choice of purposive sampling as a sampling method that is based on the judgment of a researcher regarding the characteristics of a representative sample. Based on this information the researcher also believes that the purposive sample will be information-rich on the topic that the researcher is to investigate. Furthermore, by choosing purposive sampling method, the researcher was concerned with the relevance of the sample in the sense that only the beneficiaries/consumers/households, leadership i.e. traditional leaders, indunas, ward councillors, ward committees and the relevant stakeholders were taken on board. This sample consisted of the following: individual in-depth interviews were conducted to 1(chief) village traditional leader, 3 indunas, 2 NGOs, 1 ward councilor and 3 ward committee members. Questionnaires were administered to 90 people of different ages .The sample will consist of 100 people.

3.6. Data collection

Since this study uses both the qualitative and quantitative approaches, the data collection methods were suitable for both approaches. For the qualitative paradigm face-to-face interviews were used as the primary data collection method and literature study; policy documents, municipal reports were used as the secondary data collection method. An interview schedule to guide the interviews was designed using prepared questions in individual in-depth interviews. An interview was conducted using an interview schedule/guide to the village traditional leader (chief), 3 indunas, 2 NGO's, 1 Ward Councillor and 3 Ward tee members.

For the Quantitative paradigm questionnaire was used as another instrument for collecting data from the sampled participants comprising of 90 Mokgolobotho villagers of different age groups. In this study the questionnaires were hand delivered to the respondents for completion and collected later by the researcher. Prior arrangement was made by the researcher through securing appointment with the respondents in the form of one-on-one session in order to explain the questionnaire. During the one-on-one sessions, the participants were able to ask clarity seeking questions during the completion of the questionnaire. All the respondents were able to read and write, so they completed the questionnaires themselves.

A questionnaire as defined by Johnson and Christensen (2008:170) is a self-report data collection instrument that each research participant fills out as part of a research study. The use of questionnaires is also supported by Radebe (2013:115), who avers that they are economical, allows adequate time for reply, and that more samples can be observed. Documentations form part of the secondary sources, meaning the use of documents that contain information about the phenomenon that is being researched (De Vos et al, 2005:314). Terre Blanche et al. (2009:316) contends that documentary sources such as newspapers, official documents and books are useful in collecting data in

research. From the researcher's perspective data collection instruments are tools that the researcher used to collect data.

In this study, the official documents among others include annual targets set in the Service Delivery Budget Implementation Plan (SDBIP), which are reflected in the Annual Performance Reports for 2009/2010 and 2010/2011 focusing on the services such as water, sanitation, electricity and roads. The annual performance report contains the primary data required to determine the impact and effects of service delivery. Therefore the data collection method was based on documents and policy review, observations, individual in-depth interviews and face-to-face interviews.

The rationale for choosing the multiple research method is as Johnson, Onwuegbuzie and Turer, (2007:112) indicate, multiple methods research is becoming increasingly articulated, attached to research practice, recognized as the third major research paradigm, along with qualitative and quantitative research. Furthermore, a number of scholars such as Kgalane (2015) and Netswera (2005:83) studying more or less the same phenomenon on service delivery used a combination of both the qualitative and the quantitative research approach to outline a better understanding of the research problem. Munzhedzi (2011:57) concurs with the choice of multiple methods research by indicating that it is not only possible and desirable, but possibly the best way of improving the quality of the research.

3.7. Data analysis

Bless et al. (2006) as cited in Kgalane (2015:40) state that data analysis takes many forms depending upon the nature of the research question and design, and the nature of the data itself. Data analysis is the process of bringing order, structure and meaning to the mass of collected data (De Vos, 2005:333).

The researcher has used an adapted version of Cresswell (1998), where raw data was organized, perused, classified and synthesized for the final report. Data

reduction method, e.g. content analysis was used. Content analysis as defined by Welman et al. (2005:221) can be described as a quantitative analysis of qualitative data as it involves the sequencing of particular words or concepts in order to identify key themes. According to Welman et al. (2005:215), there is a need to convert words into numbers or symbols. In converting words into numbers the purpose of coding is analyzing and making sense of data that has been collected, using codes which are tags or labels that attach meaning to the raw data. Various themes were used to organize and classify data. The questionnaire data in this study was analyzed by the researcher through the identification of questions and answers that are inter-related and grouped together and allocated a percentage. Each question was analyzed and allocated a percentage from the respondents' answers, including the analysis of data collected from the documents relating to service delivery such as water, sanitation, electricity and other kinds of services.

The procedure that was followed in analyzing the responses was as follows:

The interviews were transcribed and analyzed using a method of generating themes from the result and data rather than based on the researcher's schedule of questions.

The data analysis phases according to Greene (2007:155) were applied as follows:

(a). Data transformation, (b). Data correlation and comparison, (c). Analysis for enquiry conclusions and inferences, and (d). Using aspects of the analytical framework of one methodological tradition within the analysis of data from another tradition.

Quantitative data and qualitative data were captured, coded and analyzed using the SPSS (Statistical Package for Social Sciences). The analysis and interpretation was done through using tables, narrative descriptions and graphs. The researcher used content analysis because, according to (Maree (2013:101),

data is looked at from different angles with a view to identifying keys that will help interpret and understand raw data.

SPSS and NVivo10 statistical software were used for data analysis. SPSS is used for statistical analysis. In this study SPSS was used for demographic analysis. NVivo supports structures and new research processes. It provides new choices for management and analysis of data, helps researchers to understand and access information captured on it; to evaluate, to critique the processes by which data can be managed and explored, and to assess the analyses conducted in it (Richards, 1999).

One of the methods that was utilized in analyzing qualitative data for this study was content analysis. Content analysis involves identifying, coding, and categorizing patterns or themes found in the data. The clarity and applicability of the findings depend heavily on the analytic abilities of the researcher. It is crucial that the researcher reports and documents his or her analytic processes and procedures fully and truthfully so that others may evaluate the credibility of the researcher and his or her findings (Patton, 2002).

Descriptive statistical analysis

Data was summarized and presented by making use of descriptive statistics. Tables, charts, graphs and percentages were used in the presentation of the findings. The mean, standard deviation, minimum and maximum values for all scaled questions was also computed and used in the explanation of the findings.

3.8. Ethical considerations

The researcher has complied with the code of ethics in conducting research by acquiring a consent letter from the Greater Tzaneen Municipality, NGOs and local village traditional leaders (Mokgolobotho). In executing this exercise, the researcher subscribed to Leedy and Ormrod (2005:101) who contend that a researcher must look carefully and closely at the ethical implications of what is

being researched. Researchers must ensure that they have each study participant's explicit written consent to obtain, hold and use their personal information (Tendler, 2013:5). According to a document prepared by the University of Johannesburg (2007:5), researchers may use people as participants of research only if they have given their proven informed consent for their participation in the research. The principle of anonymity and confidentiality was maintained as the participants were not required to write their names.

In conclusion, the researcher observed the following: protection of the respondents from harm, informed consent from participants prior to the commencement of the study, right to privacy, debriefing and honesty with professional colleagues. This is in line with Cooper and Schindler (2006:117) who argue that the goals of research must be complied with by ensuring that no one suffers adverse consequences from the research activities. In order to guarantee that the researcher complies with the ethical considerations, the researcher provided the participants with consent forms to agree or not to agree to participate in the study.

3.9. Reliability and validity

3.9.1. Reliability

Reliabilities, literally, the extent to which we can rely on the source of the data and, therefore, the data itself. Reliable data is dependable, trustworthy, unflinching, sure, authentic, genuine, reputable. Consistency is the main measure of reliability. So, in literary accounts, the reputation of the source is critical (Pierce. 2007:83). According to classical test theory, any score obtained by a measuring instrument is composed of both the "truth score" (Kimberlin and Wintersten, 2008).

Kimberlin and Winterstein (2008:2276) define reliability as the extent to which an instrument measures what it purports to measure. Validity requires that an instrument is reliable, but an instrument can be reliable without being valid.

Creswell (2005:597) states that reliability “means that individual scores from an instrument should be nearly the same or stable on repeated administrations of the instrument and that they should be free from sources of measurement error and consistency”. Reliability is usually expressed on a numerical scale from zero (very unreliable) to one (extremely reliable). The questionnaire was piloted in 5 households to check for reliability and validity.

3.9.2. Validity

Creswell (2005:599) states that validity “means that researchers can draw meaningful and justifiable inferences from scores about a sample or population”. According to the researcher’s view, validity of a questionnaire is the degree to which the questionnaire is measuring or collecting data about what one thinks it should be measuring or collecting data about.

3.9.3. Relationship between Validity and Reliability

According to Oliver (2006:115-116), validity and reliability are two of four characteristics used to evaluate measures in social science research. The other two are appropriateness and objectivity. The extent to which an instrument displays these characteristics determines the strength or weakness of the instrument. Questionnaires and interviews as instruments for measuring data, validity and reliability should also be applicable.

Questions that are asked in this research matched to the objectives of the study and this would ensure the reliability and the validity of the study.

3.10. Conclusion

The purpose of this chapter was to explain the methodology used to gather the data for the present study. The study used questionnaires and face-to-face interviews to different respondents. The questionnaires were administered to the residents of Mokgolobotho village on the basis of that they were supposed to be

the recipients of basic services from the municipality with water as the top priority. The respondents were expected to give the sought information directly as their felt difficulty. The differences between multiple methods research, quantitative research and qualitative research were clarified in this chapter. The sample and population size was also indicated in this chapter. Various data collection techniques were discussed. An in-depth data analysis will be done in Chapter five of this study.

CHAPTER 4

RESEARCH FINDINGS, ANALYSIS AND INTERPRETATION

4.1. INTRODUCTION

The previous chapter discussed the ways through which the research was undertaken. The purpose of this chapter is to present and interpret the empirical findings of this research. In interpretation, the immediate results are translated into integrated and meaningful statistics and findings. During the data collection process, mixed methods were utilized to obtain the information.

Firstly, data was collected by means of a questionnaire, which was administered to find out the experiences of access to water services by members of the Mokgolobotho Village in Greater Tzaneen Municipality. The respondents were able to read and write, so they completed the questionnaires themselves. Secondly, data was collected by means of semi-structured interviews. The present researcher also interviewed 10 individuals to find out about their the experiences regarding access to water services by members of the Mokgolobotho Village.

Data obtained from the questionnaires was analyzed and interpreted. The results are illustrated, using tables, graphs and charts. This chapter reveals the responses on a question-by-question basis. Results from all sections of the questionnaire are also compared to existing empirical evidence to assess consistency.

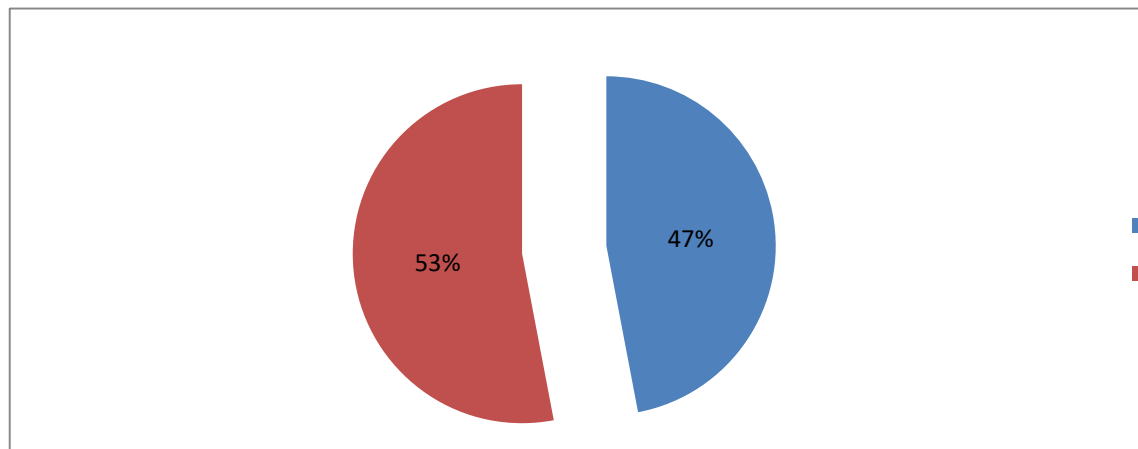
4.2. Presentation of quantitative data, analysis, findings and interpretation (Questionnaires)

Demographical information

The researcher collected the personal information of all the respondents; this included respondents' age, gender, race, marital status, number of dependents, highest education qualification, etc.

4.2.1. Question 1: Gender

There was a need to determine the gender of the respondents in order to enable the researcher to make demographic inferences concerning the respondents. Figure 4.1 depicts gender of the respondents.



The pie chart above shows that female respondents constitute 48(53%) of the respondents, while their male counterparts constitute the remaining 42(47%). This implies that females are more than males in Mokgolobotho. This also indicates that most families are headed by women.

4.2.2. Question 2: Age of the respondents

It is important to be aware of the age distribution of the respondents. This will enable the researcher to know whether the respondents are old or young (Zindiye, 2008:150). Table 4.1 below shows the age categories of the respondents.

Table 4.1 Age of the respondent

Item	Frequency	Percent
15-29 years	15	16.7
30-49 years	48	53.3
50-59 years	24	26.7
70 years and above	3	3.3
Total	FX90	100.0

Table 4.1 above reflects that 15(16.7%) of the respondents are between the ages of 15 and 29 years and 30 and 49 years; 48(53.3%) between the ages of 50 and 59 years; 3(3.3%) 70 years and above.

This implies that the majority of the respondents are mature enough; they know what the community members need in order to survive.

4.2.3. Question: Number of years living at Mokgolobotho village

Figure 4.2.

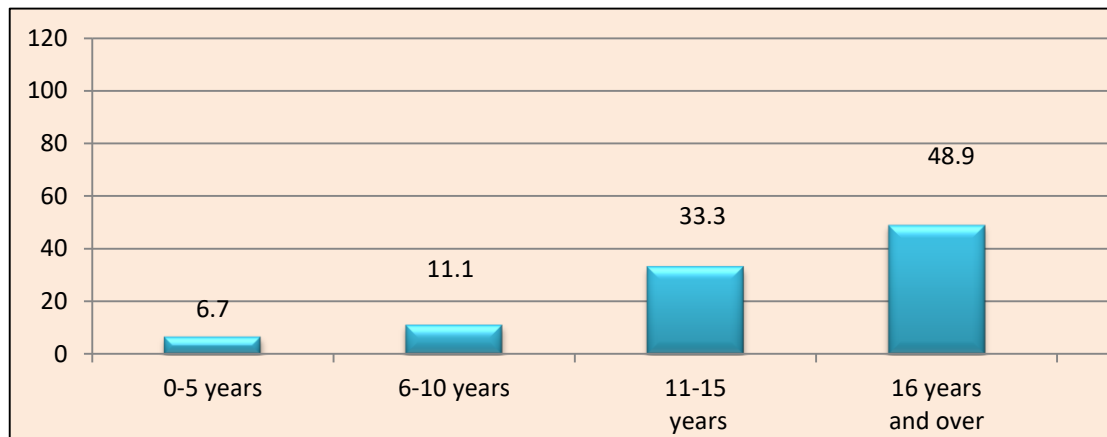
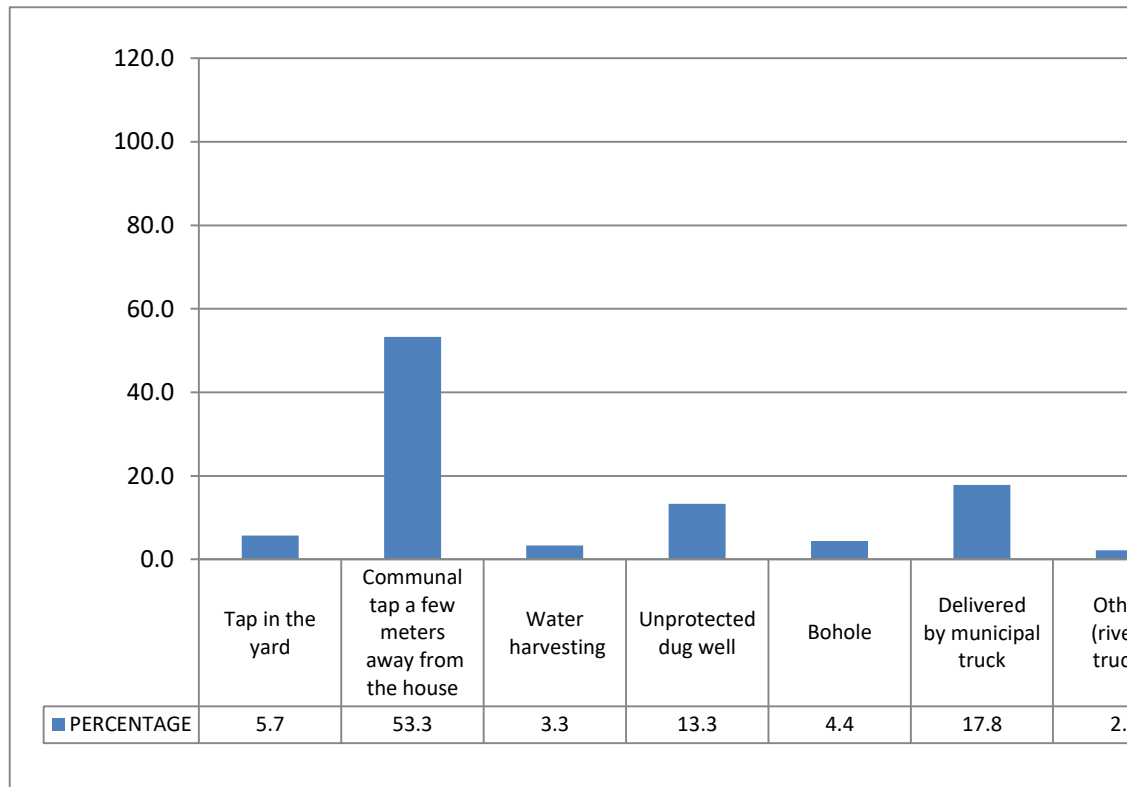


Figure 4.2 indicates that eighty-four (82.2%) of the respondents have been living in Mokgolobotho village for about 11 years and above, while 16(17.8%) of the respondents have been living there for 5 years or less.

From the above analysis, it is evident that Mokgolobotho village was established some years ago and as such, basic service delivery like water is long overdue.

4.2.4. Question: Where the household get water.

Figure 4.3.



In terms of figure 4.2. out of 90 respondents, 82 (91.1%) respondents have to walk a distance or use transport to get water; only 8(8.9) respondents get water from their yards either through boreholes or harvesting.

From the above analysis, it is evident that the community of Mokgolobotho village does suffer as far as water provision is concerned. The fact that 91.1% of the respondents indicated that they do not have water in their yards reveals that there is a great lack of water in the community. More money is used and a lot of time is consumed for them to get water.

4.2.5. Question 5: The water supply by the local municipality very poor.

Figure 4.4..

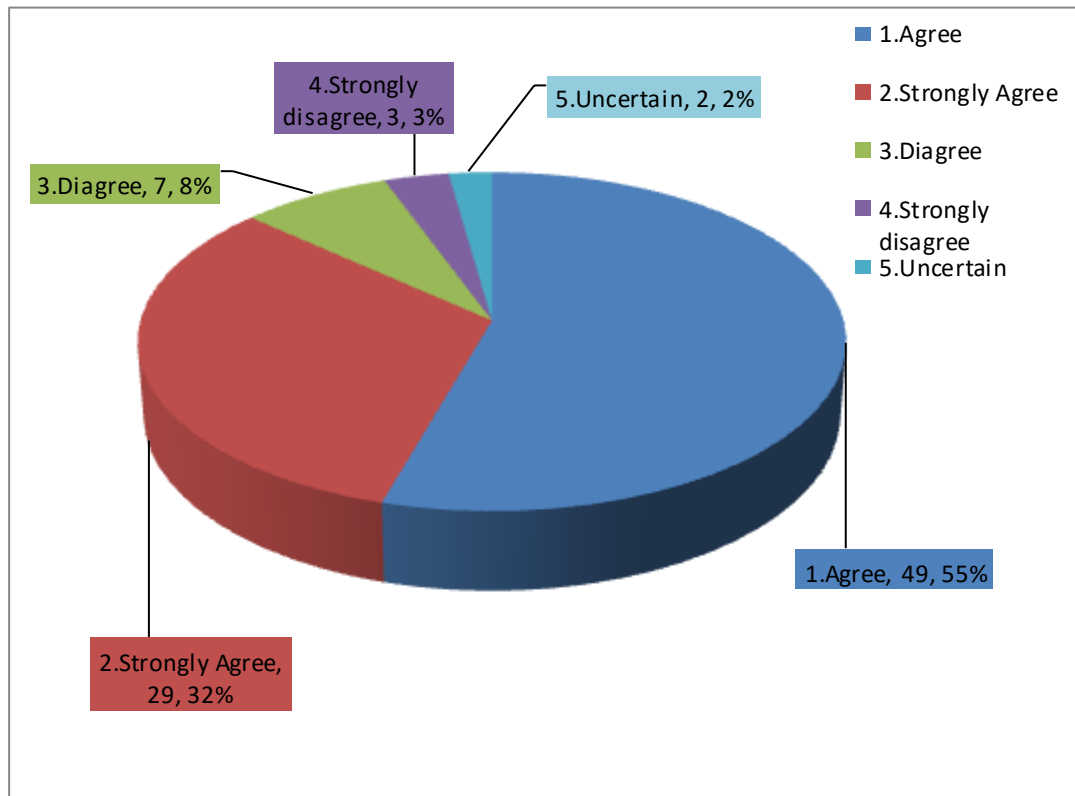


Figure 4.4.above illustrates the water supply by the local municipality at Mokgolobotho village. It shows that water supply is poor. Seventy-eight (86%) respondents agreed with the statement that water supply by the local municipality is poor, 10(12%) disagreed and 2(2%) was uncertain.

From the above analysis it is evident that the majority of the respondents confirmed that water supply by the local municipality is poor.

Mokgolobotho villagers perceive poor water supply by the local municipality as something that affects many areas of their lives. Without adequate water supply, education, the economic growth of the village as well as the development of the village as a whole are affected.

4.2.6. Question 6: The level of community participation towards water provision in Greater Tzaneen Local Municipality is inadequate.

Table 4.2.

Item	Frequency	%
The level of community participation towards water provision in Greater Tzaneen Local Municipality is inadequate.		
1. Agree	40	44%
2. Strongly Agree	18	20%
3. Disagree	22	24%
4. Strongly disagree	7	8%
5. Uncertain	3	4%
TOTAL	FX=90	100%

Table 4.2 above shows the level of community participation towards water provision in Greater Tzaneen Municipality. Fifty-eight 58(64%) respondents agreed that community participation towards water provision is inadequate, 29(32%) disagreed with the statement, while 3(4%) was uncertain.

The analysis above indicates that the community participation in the water affairs is poor, hence inadequate water supply. The community members are the recipients of service delivery, as such they have to take part in any service delivery endeavors in their village. This makes them to own whatever development brought to the community and to know if there is any backlog as far as service delivery is concerned; this minimizes service delivery protests.

4.2.7. Question 7: Councillors have enough resources to deliver water services in the area.

Figure 4.5.

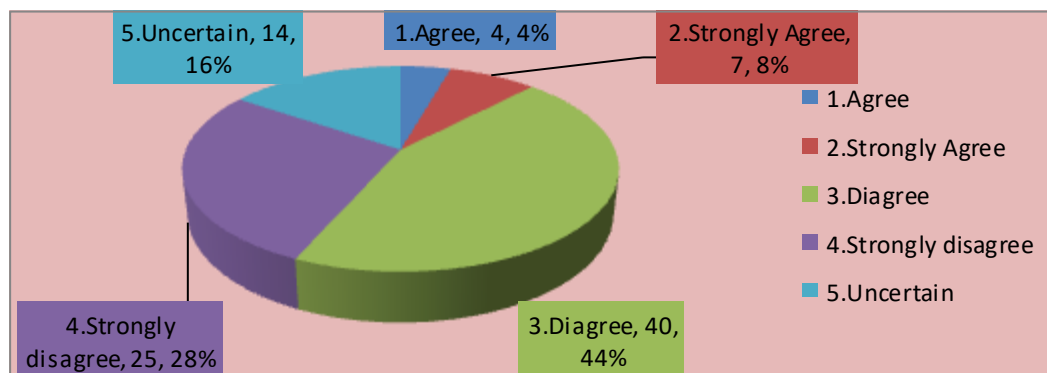


Figure 4.5 above indicates that 65(72%) respondents disagreed with the statement 14(16%) was uncertain, while 11(12%) agreed with the statement.

The above analysis shows that the councillors do not have resources to deliver water in the village. The councillors depend on the resources from the local municipality to provide any service to the local community. Without the assistance from the local municipality, there is little that the councillors can do.

4.2.8. Question 8: How easy or difficult for the people in the village to influence municipal decisions?

Table 4.3.

Item	Very easy	Easy	Difficult	Very difficult
Influence municipal decisions?	0	7(7.8%)	40(44.4%)	43(47.8%)

Table 4.3.above illustrates the levels of difficulty in terms of influencing the municipality for basic services. The majority of the respondents find it very difficult to influence municipal decisions 83(92.2), while only seven (7.8%) said that it is easy.

The above analysis clearly indicates that the decision of the community members is not considered. Most of the decisions are taken at the municipality level by people who are not even staying in the village.

4.2.9. Question 9: If water is outside the household yard the majority of people who are still searching for scarce water resources are female.

Table 4.4.

Item	Frequency	Percent
If water is outside the household yard the majority of people who are still searching for scarce water resources are female.		
Agree	37	41%
Strongly agree	10	11%
Disagree	27	30%
Strongly disagree	11	12%
Uncertain	5	6%
Total	FX=90	100%

Table 4.4 (above) illustrates that 47 (52%) respondents agreed that in terms of gender, females are the ones responsible for the availability of water for the household and 38(42%) disagreed, while 3(6%)respondents were uncertain.

From the above analysis it is evident that the majority of the people who search for scarce water resources when there is need for it are female.

4.2.10. Question 10: Lack of water and learner academic performance.

Table 4.5.

Item	Frequency	%
Lack of water impacts negatively on learners performance		
1. Agree	43	48%
2. Strongly Agree	36	40%
3. Disagree	5	6%
4. Strongly disagree	4	4%
5. Uncertain	2	2%
TOTAL	FX=90	100%

Table 4.5 depicts that seventy-nine 79 (88%) of the respondents agreed with the statement, 9 (10%) of them disagreed with the statement, while 2(2%) of the respondents were unsure.

From the above analysis, it is evident that the majority of the respondents confirmed that lack of water impacts negatively on learner performance. This reveals that among others, lack of water impact negatively on the performance of learners.

Lack of water can make learners feel uncomfortable when their uniforms are not washed. Girls who are always involved are also greatly affected by the distance where they always fetch water. This can also make them not to concentrate in class because they are tired from the heavy duty of fetching water.

4.2.11. Question 11: The scarcity of water and high rate of road accidents in the local community.

Table 4.6.

Item	Frequency	%
The scarcity of water accelerate road accidents in your local community		
1.Agree	45	50%
2.Strongly Agree	32	36%
3.Disagree	7	8%
4.Strongly disagree	4	4%
5.Uncertain	2	2%
TOTAL	FX=90	100%

Figure 4.6 depicts that seventy-seven (86%) of the respondents agreed that the scarcity of water accelerated road accidents in the local community and 11(12%) of them disagreed with the statement, while two(2%) of the respondents responded they were unsure.

From the above analysis, it is confirmed that most of the people agreed that the scarcity of water accelerates road accidents in the local community.

4.2.12. Question 12: Lack of water and the economic development of the local community.

Table 4.5.

Item	Frequency	%
Lack of water affects the economic development of the local community?		
1.Agree	36	40%
2.Strongly Agree	29	32%

3.Disagree	11	12%
4.Strongly disagree	9	10%
5.Uncertain	5	6%
TOTAL	FX=90	100%

Sixty-five (72%) respondents agreed with the statement and 20(22%) disagreed and only 5(6%) was unsure.

From the above analysis it is clear that the majority of the respondents agreed that lack of water affects the economic development of the local community.

The economic development of the community depends on the businesses in the community and there is no business person who can establish his or her business in an area where water is scarce. It is an obvious case that the business will not flourish. Customers need clean business area, the area that can welcome customers and for them to be sure that hygiene is highly considered.

4.2.13. Question 13: Lack of water and health condition of the community members.

Table 4.6.

Item	Frequency	%
Lack of water affects health conditions of community members?		
1.Agree	27	30%
2.Strongly Agree	29	32%
3.Disagree	25	28%
4.Strongly disagree	5	6%
5.Uncertain	4	4%
TOTAL	FX=90	100%

In terms of Table 4.6 out of 90 respondents, 56(62%) agreed with the statement, 30(34%) of them disagreed, while 4(4%) of the respondents were unsure.

The general observation from the above analysis is that lack of water affects the health condition of community members.

Without water it is difficult to maintain a high standard of hygiene. Where there is scarcity of water diseases such cholera, diarrhea affects people and as a result of such diseases the life span of the community members becomes shorter.

4.2.14. Question 14: Lack of water and the household's expenditure on water.

Table 4.7.

Item	Frequency	%
Lack of water consumes a lot of money from the households		
1. Agree	49	54%
2. Strongly Agree	25	28%
3. Disagree	7	8%
4. Strongly disagree	5	6%
5. Uncertain	4	4%
TOTAL	FX=90	100%

Table 4.7 shows that seventy-four (82%) of the respondents highlighted that lack of water consumed a lot of money from the household, 12(14%) disagreed, while 4(4%) was uncertain.

The above analysis shows that lack of water consumes a lot of money from the households.

The scarcity of municipal water supply consumes a lot of money from the households in many ways. Households that do not have water have to use transport to fetch water, those that do not have transport have to hire transport to fetch water for them, and there are those that pay for water and transport. Most of the community members at Mokgolobotho are unemployed.

4.2.15. Question 15: Lack of water service delivery and the violation of human rights in the community.

Table 4.8.

Item	Frequency	%
Lack of water supply violates human rights in the community		
1. Agree	22	24%
2. Strongly Agree	54	60%
3. Disagree	4	4%
4. Strongly disagree	1	2%
5. Uncertain	9	10%
TOTAL	FX=90	100%

According to Table 4.8 seventy-six (84%) of the respondents agreed that lack of adequate water supply violates human rights, five (6%) disagreed, while 9 (10%) is recorded uncertain.

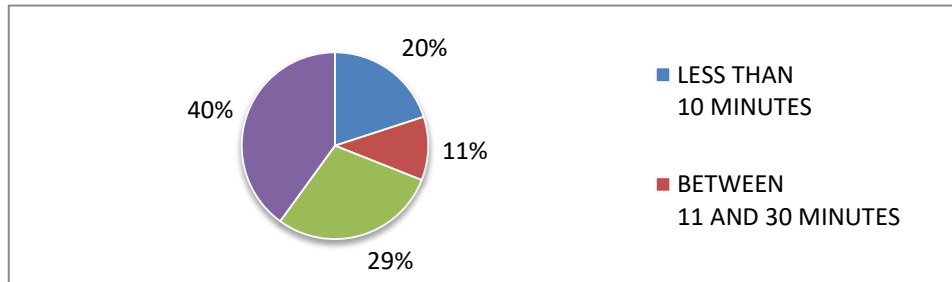
From the above analysis it is clear that the majority of the respondents are aware that they have the rights to free water service delivery and their rights are violated as they do not get adequate water supply.

Section 12(1) of the Constitution of the Republic of South Africa indicates that the States Parties of the Covenant recognizes the right of everyone to the enjoyment of the highest attainable standard of physical and mental health.

The villagers of Mokgolobotho do not enjoy the highest attainable standard of physical and mental health. Inadequate water supply can affect the villagers physically and psychologically.

4.2.16. Question 16: Time taken to get to the water source.

Figure .4.6.



According to figure 4.6 fifty-four (60%) of the respondents indicated that it takes 31 minutes and above to get to the water source, while 36(40%) takes 10 to 30 minutes.

This indicates that lot of time is used in fetching water in many households, time which could be used for other things, e.g. studies for the young girls.

4.2.17. Question 17: Means of transport or other sources used for fetching water.

Figure.4.7.

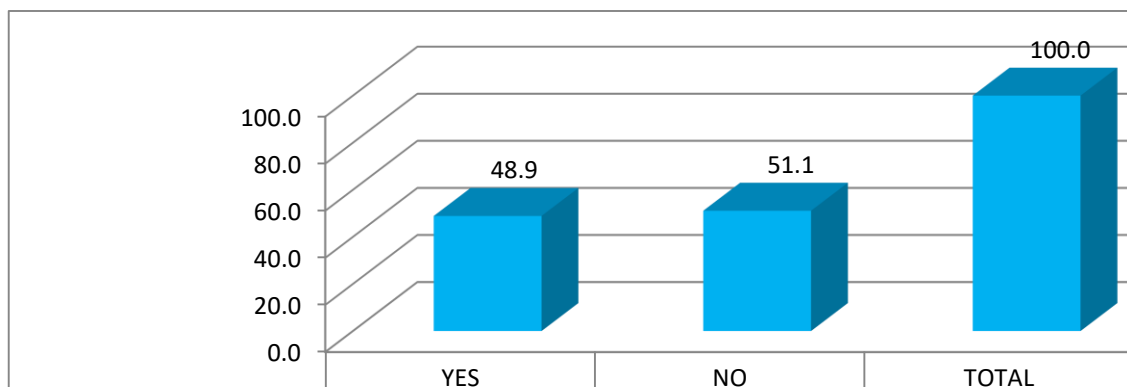
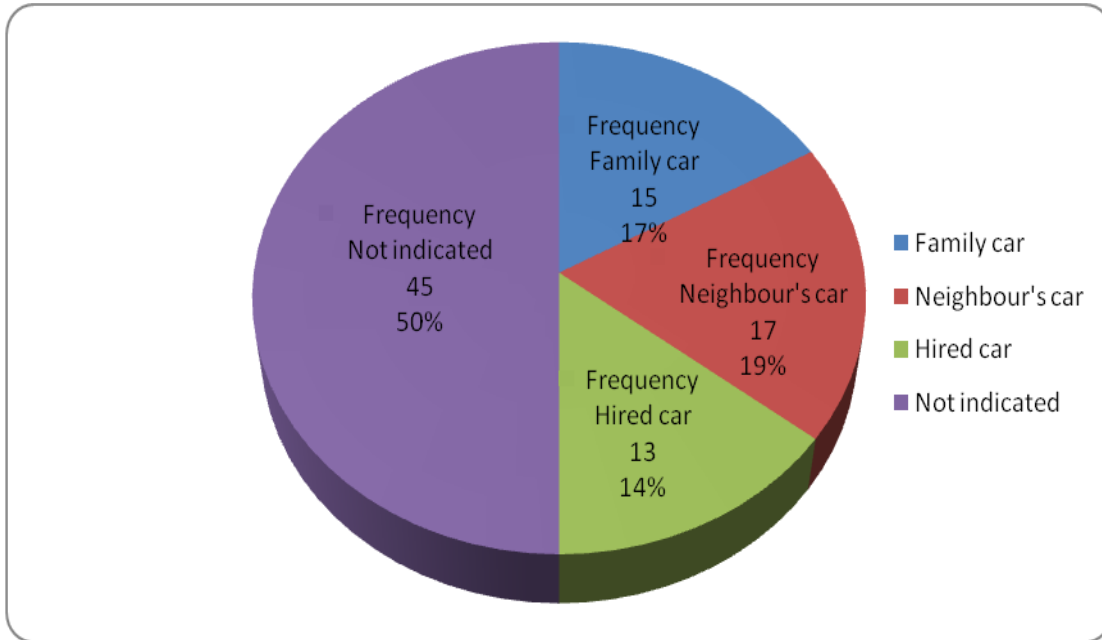


Figure 4.7 above illustrates that 46(51.1%) of the respondents does not use any means of transport for fetching water, while 44(48.9%) use transport, and 51.1% of the respondents do not use transport; most of them use wheelbarrows and it take a very long time to get to the water source. Most of them get water from the

RDP houses across the R36 road. Crossing the R36 road pushing the wheelbarrow is a risk to their lives because R36 is one of the busiest roads in Greater Tzaneen Municipality.

4.2.18. Question 18: The mode of transportation utilized.

Figure.4.8.



According to Figure 4.8 out of 90 respondents, only 15(16.7%) use their own transport to fetch water, 30(33.3%) hire or use their neighbours' cars, while 45(50.0%) did not indicate any means of transport.

From the above analysis, it is evident that most of the households do not have cars or any means of transport to fetch water. This is a challenge because they either have to walk for a long distance or spend more money in hiring transportation. This shows that households at Mokgolobotho spend a lot of money on water, while water is one of the free basic services to other adjacent communities.

4.2.19. Question 19: Lack of water and health related factors.

Table 4.10.

Items	Yes	No
Have you ever got sick from water used in the household?	6 (6.7%)	84(93.3%)
Has any member of your household ever got sick from the water used in the household?	6 (6.7%)	84(93.3%)
Are you aware of any incident in the village where a village member got sick from water usage?	25(27.8%)	65(72.2%)

Table 4.10 above shows that 84(93.3%) of the respondents have never got sick from water used in their household and no one in their families had ever got sick while only 6(6.7%) got sick and they also have other family members who got sick as a result of unclean water.

This indicates that most of the households treat their water in order to avoid get sick. This means more money is used by the household to treat water.

4.2.20. Question 20. The village municipal service delivery demands in order of priority.

Table 4.11.

Service delivery	First priority	Second Priority	Third priority	Forth priority	Fifth priority
Water	86(95.6%)	1 (1.1%)	1 (1.1%)	1 (1.1%)	1 (1.1%)
Electricity	6(6.7%)	68(75.6%)	10(11.1%)	3 (3.3%)	3(3.3%)
Sanitation	5(5.6%)	9(10%)	35(38.9%)	29(32.3%)	12(13.3%)
Waste removal	5(5.6%)	3(3.3%)	28(31.1%)	37(41.1%)	17(18.9%)
Roads and storm water drainage	5(5.6%)	7(7.8%)	10(11.1%)	12(13.3%)	56(62.2%)

Table 4.11.above illustrates the community demands in terms of priority. Eighty-six (95.6%) of the respondents indicate that water is on high demand in terms of priority, followed by electricity 68(75.6%) and sanitation comes third with 35(38.9%).

This clearly indicates that water is a priority at Mokgolobotho village.

4.2.21. Question 21: Lack of water and service delivery protests.

Table 4.12:

Statements	Strongly Agree	Agree	Disagree	Strongly disagree
I have participated in water service delivery protests in the past.	45(50%)	18(20%)	11(12.2%)	16(17.8%)
I think there is a need for more dialogue between communities and municipalities.	63(70%)	24(26.7%)	1(1.1%)	2(2.2%)
Only through service delivery protests can the municipality pay attention.	47(52.2%)	27(30%)	10(11.1%)	6(6.7%)
Only water service delivery protests yield good results.	15(16.7%)	35(38.9%)	30(33.3%)	10(11.1%)

Table 4.12.above explains the levels of agreement in terms of statements pertaining to violent protests, and 63(70%) of the respondents said that there is a need for more dialogue between communities and municipalities, followed by 47(52.2%) who said that the government responds quicker when protests turn violent. About 45(50%) of the respondents had participated in water service delivery protests. Of the 90 respondents, 50(55.6%) agree that service delivery protests yield good results.

The above analysis indicates that the majority of the respondents agreed that service delivery protests yield good results. This shows that the local municipality responds to the community needs after service delivery protests.

In most cases, some of the resources the communities have are damaged as a result of service delivery protests. The local municipality should avoid protests as much as it can by responding to community needs timeously.

4.2.22. Question 22: Water service delivery by Greater Tzaneen Municipality.

Figure 4.9:

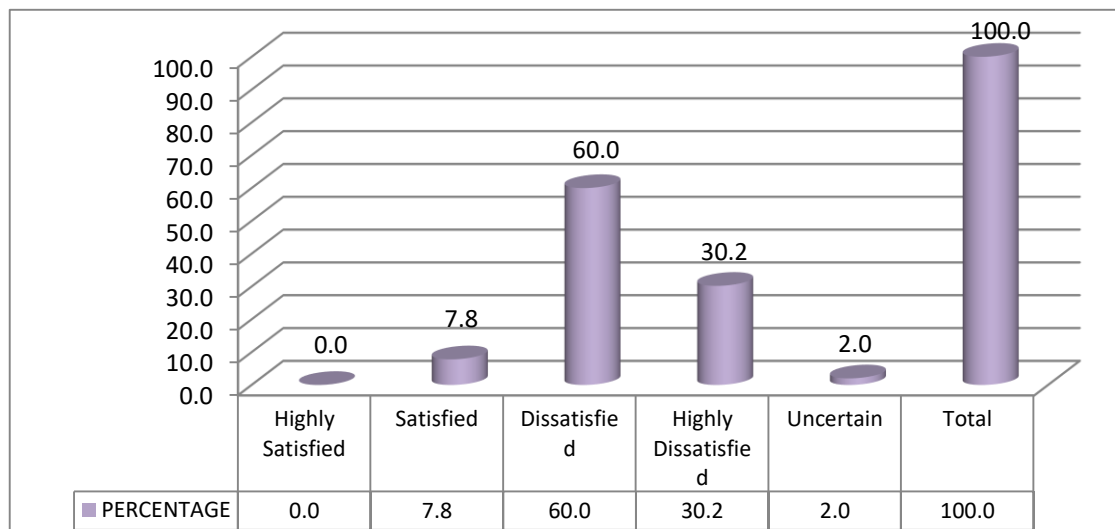


Figure 4.9 illustrates that eighty-one (90.2%) of the respondents stated that they were not satisfied with the priority Greater Tzaneen Municipality put on water service delivery, seven (7.8%) indicated that they were satisfied, while two (2%) were uncertain.

From the above analysis it is evident that the majority of the community members are not satisfied with the priority the local municipality puts on water service delivery. Water should be the first priority because without it, life becomes difficult.

Figure 4.10:

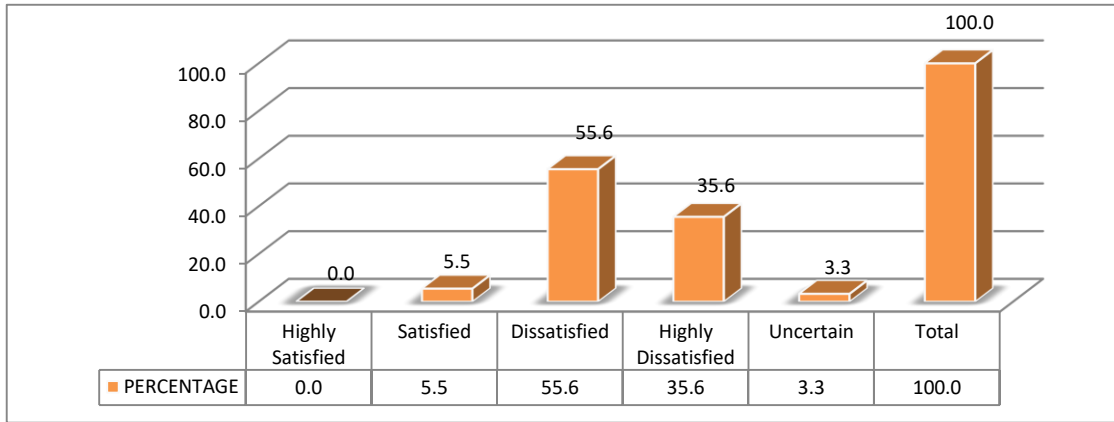


Figure 4.10 depicts that in terms of the current water service delivery performance of the local municipality over the past twelve months, eighty-two (91.1%) of the respondents indicated that they were not satisfied with the water service delivery performance by the local municipality over the past twelve months, while 5(5.9%) respondents stated that they were satisfied and 3 (3%) only indicated that they were uncertain.

From the above analysis it is evident that the majority of the respondents are not satisfied with the water service delivery performance of the local municipality over the past twelve months.

4.2.23. Question 23: The living conditions as far as water service delivery is concerned in the community in the next three years.

Table 4.13:

Item	Frequency	Percent
Strongly improved	1	1.1%
Improved	26	28.9%
Remain the same	34	37.8%
Get worse	15	16.7%
Strongly worse	14	15.6%
Total	90	100.0%

With reference to Table 4.13 twenty-seven (30%) of the respondents think that the condition of living at Mokgolobotho village would improve in the next three years, twenty-nine (32. 2%) stated that the condition of water service delivery would get worse, while twenty-seven (30%) stated that the condition would improve.

The analysis indicates that the majority (34) of the respondents believe that the situation will remain the same.

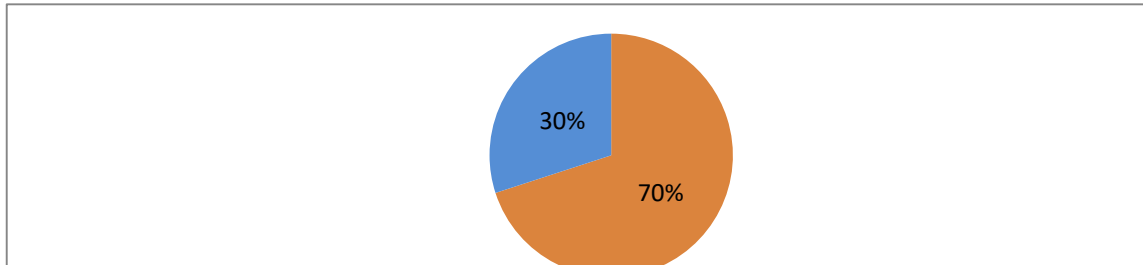
As a result of climate change, the condition of water service delivery might be worse in three years to come. The availability of water is a great challenge worldwide.

4.3. Presentation of qualitative data, analysis, findings and interpretation (Interview)

Qualitative data analysis

4.3.1. Question 1: Gender distribution of the respondents.

Figure 4.11



The pie chart above as per Figure 4.11 shows that males constitute 7 (70%) of the respondents, while their female counterparts constitute the remaining 3 (30%). The record makes the responses from males to have a slightly higher representation (7) accounting for (70%) in terms of gender responses.

This clearly indicates that more male respondents participated in the research study and they are holding leading positions in the community.

4.3.2. Question 2: Age of the respondents.

Figure 4.12

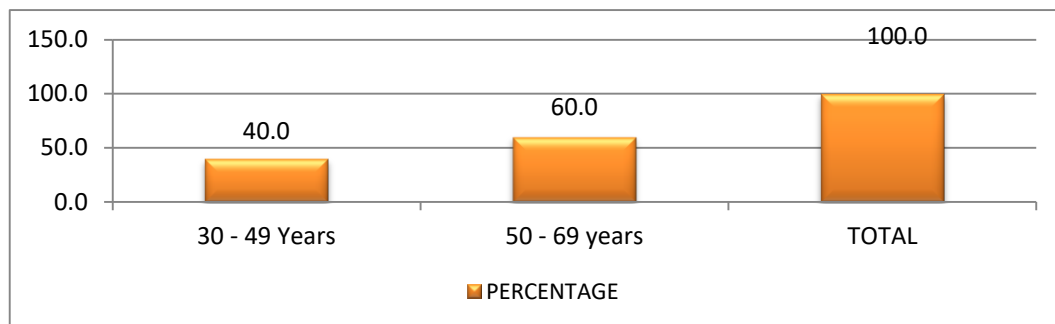


Figure 4.12 above indicates that 6 (60%) of the respondents are between the ages of 50 and 69 and 4 (40%) between the ages of 30 and 49 years.

This analysis shows that people who are in leadership positions in the community have experience in life. The majority of the respondents are above 50 years and they know how to lead and what the needs of the community are.

4.3.3. Question 3: The priority Greater Tzaneen Municipality puts on water service delivery.

Figure 4.13

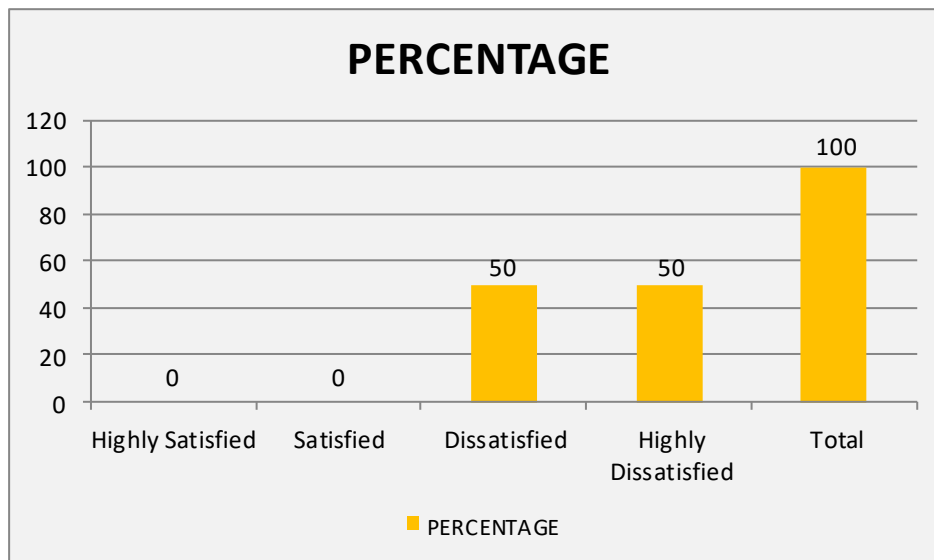


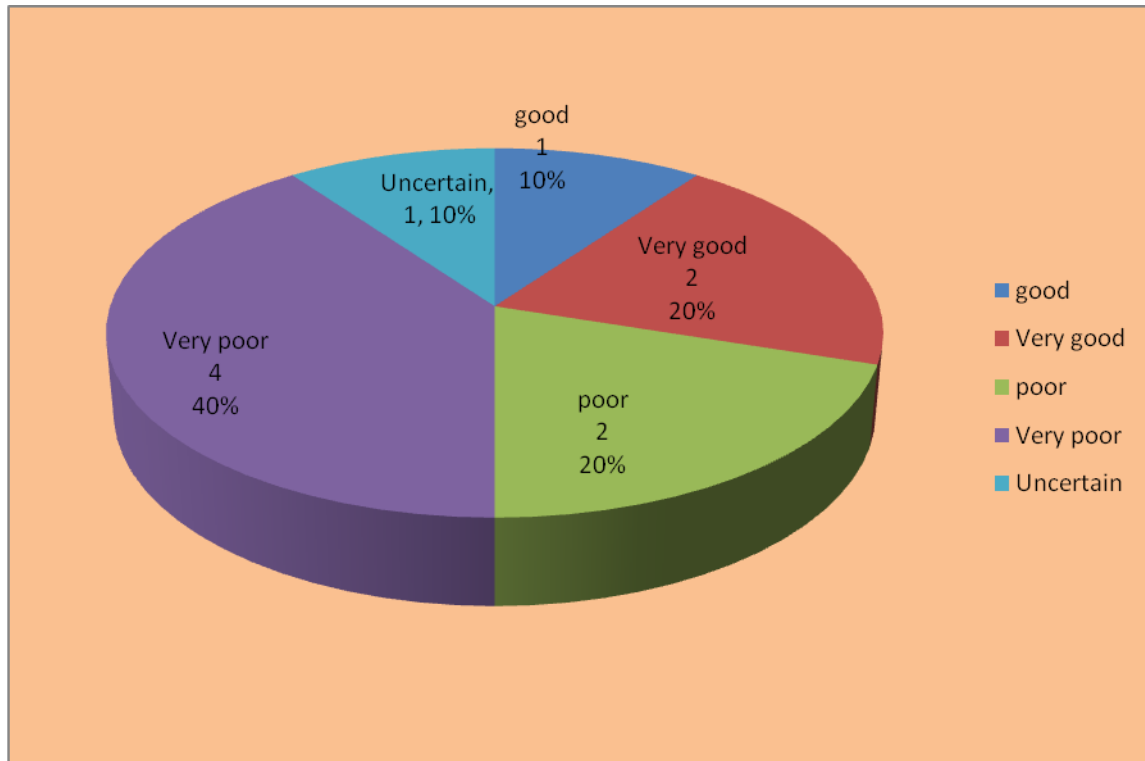
Figure 4.13 above shows that 10 (100%) of the respondents stated that they were dissatisfied with the priority Greater Tzaneen Municipality put on free water service delivery and no one indicated that he/she was satisfied. And again, ten (100%) of the respondents said that they were dissatisfied with the current water service delivery performance of the local municipality over the past twelve months.

The above analysis shows that there is poor water service delivery in the village. The Greater Tzaneen Municipality does not prioritize water service delivery for the community of Mokgolobotho. Water is life, without water, life cannot go on

and as such, water should be priority number one. Mokgolobotho village was long established so there is no reason for it not to have water up to now.

4.3.4. Question 4: The level of community participation in the water affairs of the Greater Tzaneen Local Municipality.

Figure 4.14



According to the findings made in Figure 4.14, 6 (60%) of the respondents indicated that the level of community participation in the water affairs of Greater Tzaneen Municipality was poor, 3 (30%) said that it was good, while 1 (10%) was uncertain.

From the above analysis it is evident that the majority of the respondents confirmed that the level of community participation is poor. If things are this way, it means that the community members are not involved in the water affairs pertaining to their community. The needs of the community are known by the community members themselves and lack of water is their felt difficulty.

Community participation would help the local municipality to know the needs of the community and how the needs are prioritised. Poor community participation would obviously lead to poor water service delivery.

4.3.5. Question 5: Ward Councillors’ report back to the members of the community on water service delivery.

Table 4.14

Respondent	Responses
Interviewee 1	She does not give us report back on water service delivery; she only addresses us when the community protests on water service delivery.
Interviewee 2	It seems as if she does not know much about the reason why we do not have water because she does not report back to the community about water service delivery.
Interviewee 3	She does not report back, she only addresses us when the community members want to protest.
Interviewee 4	She only addresses the community when there is a crisis like water service delivery protests
Interviewee 5	In most cases, her report is not the true reflection of what is taking place or what is planned at the municipal level; she only reports what she thinks will please the community.
Interviewee 6	She address the community when there is a problem or may be a concern from the community.
Interviewee 7	She only addressees us when there is a crisis.
Interviewee 8	She only comes to the community when she is called.
Interviewee 9	Poor
Interviewee 10	There is no truth in it.

In terms of Figure 4.14 five (50%) of the respondents stated that the councillor did not give report back to the members of the community on water service delivery, she (ward councillor) only addressed them when there was a crisis like

water service delivery protests; three (30%) stated that the ward councillor only addresses the community when there is a crises, two (20%) indicated that in most cases the councillor's report was not the true reflection of what is taking place or what is planned at the municipal level.

The above analysis indicates that there is no communication between the community members and the councillors. If report back is not given, the community members would end up being aggressive, hence a series of water service protests at Mokgolobotho village.

4.3.6. Question 6: Challenges councillors face in delivering water services at Mokgolobotho Village.

Table 4.15.

Respondent	Reponses
Interviewee 1	The main problem is that she is not staying at Mokolobotho Village, so it is an obvious case that she does not feel the pain. It will not be possible for her to represent us well and stress her point in the meetings because our problem is not her felt difficulty.
Interviewee 2	Her voice is not heard in the municipality.
Interviewee 3	It seems as if the local municipality does not have funds to develop our area as far as water service delivery is concerned.
Interviewee 4	They are over powered by those who are above them; they end up not representing their people, but supporting the municipal mayor in whatever they do.
Interviewee 5	There are no funds.
Interviewee 6	There are no funds.
Interviewee 7	The money is misused somewhere not by her.
Interviewee 8	Financial challenges.
Interviewee 9	There are no funds.

Respondent	Reponses
Interviewee 10	Funds are misused by those in high positions as such, it is not possible for the councillors to deliver services.

Table 4.15 shows that the majority of the respondents, seven (70%), said that the challenges councillors face in delivering services were lack of funds; two (20%) stated that the voices of the councillors were not heard as they were over powered by those above them, while one (10%) indicated that some of the councillors did not live in the wards they represent and therefore this affected service delivery in the area.

From the above analysis it is evident that councillors are unable to deliver services to the community because of lack of money from the local municipality. Councillors are the mediators between the community and the municipality, and if the local municipality does not have money, there is little that the councillor could do.

4.3.7. Question 7: Frequency on how basic water services delivery is received from your municipality.

Figure 4.15

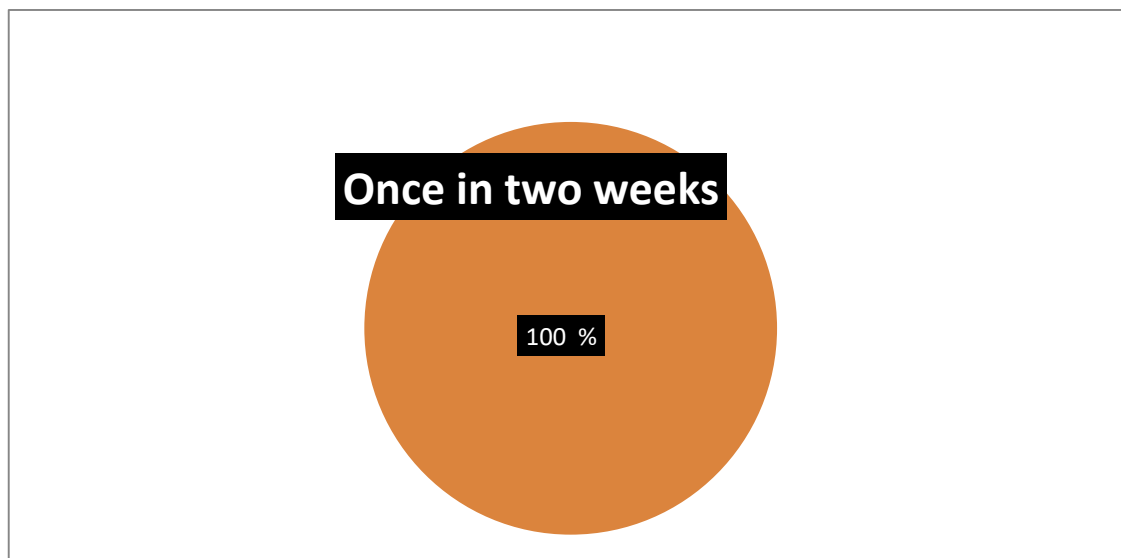


Figure 4.15 depicts that all the respondents 10 (100%) said that they got water from the local municipality once in two weeks.

The analysis clearly indicated that indeed there is inadequate water supply in the area. Being provided with water once in two weeks by the local municipality is a challenge to the community.

4.3.8. Question 8: The respondent’s feelings when their rights to water service delivery are not met.

Table 4.16

Respondent	Responses
Interviewee 1	I feel betrayed by my own political party and my vote work for other people.
Interviewee 2	I feel very bad especially that we lose many lives when crossing the R36 Lydenburg Road to get water at the RDP Settlement/Houses.
Interviewee 3	It pains me and it affects my family negatively. More money is used as we hire cars to fetch water.
Interviewee 4	It is bad really, I feel as if my rights are not considered.
Interviewee 5	I feel very bad, I cannot vote for other people, those who are staying at the RDP Settlement/Houses do have water but we do not have.
Interviewee 6	Very bad.
Interviewee 7	Very bad.
Interviewee 8	Very bad.
Interviewee 9	Bad
Interviewee 10	Sad

Table 4.16 reflect that nine (90%) of the respondents said that they feel bad when their rights to free water service delivery are not met while one (10%)

stated that he/she feels betrayed by his/ her own party and his/her own vote works for others.

From the above analysis, it is evident that the community members are not satisfied with the water service delivery in their area.

4.3.9. Question 9: Lack of municipal water supply at Mokgolobotho Village and its impact on economic growth and development of the village.

Figure 4.16

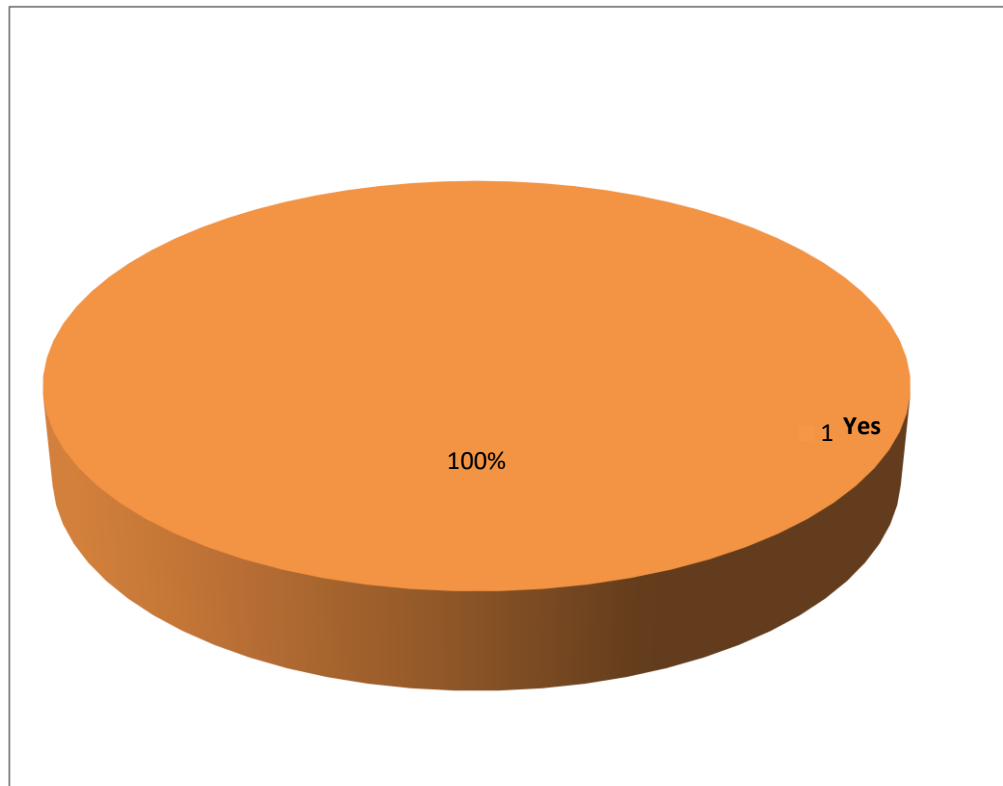


Figure.4.16 indicates that ten (100%) respondents agreed that lack of proper municipal water supply has an impact on economic growth and development of the village.

The above analysis shows that lack of water affects the economic development of the community.

The economic growth of the area is determined by the number of businesses and the success of the businesses. It is very difficult for any kind of businesses to run effectively in an area where there is a shortage of water. Lack of water affects economic development at Mokgolobotho as business people will not have any interest in establish a business where water is a problem.

4.3.10. Question 10: Feelings for community members for for walking a long distance to get water.

Table 4.17

Respondent	Responses
Interviewee 1	I feel bad; we are risking our lives and the life of our family members.
Interviewee 2	It is a risk, some get water at the well or rivers and there are crocodiles there.
Interviewee 3	We are risking our lives. Crossing the R36 Lydenburg Road with a wheelbarrow is a risk; many accidents are taking place every day.
Interviewee 4	We get tired and our children do not have time to study.
Interviewee 5	We get tired and the other problem is that we cross the R36 Lydenburg Road, the busiest road ever. Our lives are at risk.
Interviewee 6	I feel bad, pushing a wheelbarrow every day is stressful.
Interviewee 7	I feel bad.
Interviewee 8	It pains us all, our people suffer so much and some died as a result of car accidents.
Interviewee 9	Very bad.
Interviewee 10	Betrayed by the ruling party because when they canvas, they tell us that they will provide us with free basic services.

Table 4.17 depicts that out of ten respondents, five (50%) said that they felt bad and betrayed by the government because when the ruling party was canvassing for votes, it promised people free basic service delivery; four (40%) stated that

they were risking their lives by crossing the R36 road to get water on the other side of the road while one (10%) indicated that the shortage of water affected the academic performance of learners.

The majority of the respondents indicated the government is not doing enough to attend to their situation and as such, they have lost trust. By saying that they are betrayed means that they do not trust the government any longer.

This can affect many things to the ruling party, e.g. lack of support, lack of commitment and even not voting for the party.

4.3.11. Question 11. The village/community’s service delivery demands from the municipality in order of priority.

Table 4.18

	First priority	Second priority	Third priority	Fourth priority	Fifth priority
Water	10(100%)	0	0	0	0
Electricity	0	10 (100%)	0	0	0
Sanitation	0	0	8 (80%)	2 (20%)	0
Waste removal	0	0	0	7 (70%)	3 (30%)
Roads and storm water drainage	0	0	2 (20%)	1(10%)	7 (70%)

Table 4.18 above illustrates the community’s demands in terms of priority. The availability of water comes first; ten (100%) indicated that water was the first priority, electricity came the second in the order of priority with ten (100%), while sanitation came third with eight (80%).

The above analysis shows that water is in great demand. All 10 respondents stated that water was their first priority. This clearly indicates that water is life, without water, there is no life.

4.3.12. Question 12: Strategies that can be implemented to ensure that there is water service delivery.

Table 4.19

Respondent	Responses
Interviewee 1	More bore holes in the community.
Interviewee 2	More bore holes in the community.
Interviewee 3	Erect reservoir tanks in the village.
Interviewee 4	Construction of water reservoirs in the village.
Interviewee 5	Water reservoir in Mokgolobotho Village.
Interviewee 6	Construct more water reservoir in the village.
Interviewee 7	Mopani should return water authority status to the local municipality.
Interviewee 8	Construction of water reservoir.
Interviewee 9	Constructions of water reservoir tanks in the village.
Interviewee 10	Water reservoirs in the village as the local municipality has done to other villages.

According to Table 4.19 out of ten respondents interviewed, seven (70%) believed that it would be better if the local municipality built a water reservoir for the community, two (20%) stated that boreholes could also assist the community, while one (10%) said that things would be well as far as water service delivery is concerned if water service status was controlled by the local municipality.

The above analysis shows that reservoirs are needed in the community to store water for the community. This would address a number of challenges that the community currently encounters as a result of the shortage of water.

4.3.13. Question 13: Anything else the respondent would like to say about water service delivery in Mokgolobotho Village.

Table.4.20

Respondent	Responses
Interviewee 1	People of Mokgolobotho Village are risking their life every day by crossing the R36 Lydenburg Road to get water from the RDP houses. This also affects the academic performance of our children as they have to walk for about 1hour every day after school to fetch water.
Interviewee 2	The academic performance of our children is affected, they have to walk for a long distance to fetch water every day instead of reading their books.
Interviewee 3	Lack of water affects the performance of our children at school, instead of reading, they walk for a distance to fetch water, some end up dropping out because of this hard labour.
Interviewee 4	Lack of water affect the academic performance of our children.
Interviewee 5	This condition affects our lives in a negative way. Buying water from those who have boreholes is expensive, especially those who depend on grants.
Interviewee 6	Our lives are at risk, the education of our children is affected as they walk a long distance after school to fetch water; many people lose their lives as they cross the R36 Lydenburg Road.
Interviewee 7	No.
Interviewee 8	Lack of water affects the academic performance of our children.

Respondent	Responses
Interviewee 9	No.
Interviewee 10	The education of our children is affected as they walk for long distances to fetch water every day after school.

With reference to Table 4.20 six (60%) of the respondents interviewed said that lack of water in the community affected the academic performance of learners, two (20%) stated that it put their lives at risk as they had to cross the R36 road to get water from the RDP houses and it also consumed their money as they had to hire transport to fetch water for them, while two (20%) had no comment at all. The above analysis shows that lack of water affects the academic performance of learners in the community and this seems to be a serious concern. Academic performance is a very important issue as it determines the future of the young generation.

4.4. Conclusion

Inadequate municipal water supply in Mokgolobotho village impacts negatively on academic performance of learners, economic development of the village and it also increases the death rate in the community. Mokgolobotho villagers have to travel long distance to get water, a basic necessity, while some South Africans enjoy public services of first world quality.

CHAPTER 5

SUMMARY OF THE FINDINGS, RECOMMENDATIONS AND CONCLUSIONS

5.1. Introduction

This chapter focuses on the summary of the results, conclusions and recommendations of this study. Conclusions are informed by data analysis done in chapter four and literature review in chapter two of the study. The present research was based on the following main objectives:

- To determine the challenges that hinder Greater Tzaneen Municipality from rendering water service delivery to the Mokgolobotho village.
- To explore the villagers perception of Mokgolobotho villagers experience of their livelihoods without adequate municipal water supply.
- To make recommendations on water service delivery at Mokgolobotho village.

5.2. Summary of the findings

5.2.1. Factors that hinder adequate water service delivery.

According to the findings of this study, from Table 4.15 the fact that the councillor does not live at Mokgolobotho village contributes towards poor water service delivery. The councilor does not experience the problem of living without adequate water supply. It is also difficult for one to serve and know the needs of the people of the area while living far from them. The municipal councillors on the other hand are perceived by community members to be more visible when canvassing for elections. This finding corresponds with Haffajee's (2000), who cites interaction with communities by political parties to be on the basis of promises which are often never fulfilled. The results revealed that community members have lost trust in their elected councillors. The statements from some of the respondents as per Table 4.14 indicates, there is no truth in the feedback that the councillor gives.

There is poor community participation in the affairs of water service delivery at Mokgolobotho village. This is evidenced by both the interview and the questionnaire results. 64% of the respondents as per Table 4.2 indicated that the level of community participation in the water service delivery affairs is inadequate, and it is also difficult for the community to influence municipal decisions. This shows that leaders take decisions on behalf of the community; there is no effective participation by the community members in the programme of the municipality. Public participation plays a significant and critical role towards level and quality of service delivery. In Mokgolobotho village this is not happening, hence inadequate water service delivery.

Even if Chapter 4 of the Systems Act urges municipality to encourage and create conditions for local communities to participate in activities such as preparation, implementation and review of IDPs, it is clearly indicated in the research analysis that at Mokgolobotho village this chapter of the System Act is not considered.

The White Paper on Local Government (1998) recognizes that building local democracy is a central role of local government, and calls on municipalities to develop strategies and mechanisms to continuously engage with local people. Through this legislation, the government developed a concept of public participation, as one of the mechanisms to put communities at the center of development within local government service delivery. If this legislation was properly implemented, the villagers of Mokgolobotho would not experience inadequate water supply.

5.2.2. Villagers perception and their experiences of their livelihoods without adequate water service delivery.

Most of the respondents 78 (88%) as per Table 4.5 indicated that inadequate water service delivery impacts negatively on the academic performance of learners in the community. School-going children do not have enough time to study and concentrate on their school work. They have to fetch water every day

after school, which is tiresome and time consuming. Learner's academic underperformance leads to their dropping out.

The analysis as per Table 4.4 indicates that out of 90 respondents, 47(52%) said that females are the ones who usually go to the source to fetch water. This increases early child pregnancy as female learners would be discouraged as a result of poor performance and end up engaging in sexual activities. It is also difficult for the educators to determine the level of intelligence and profile the learners properly because of external factors such as the problem under discussion. Lack of adequate water supply affects the future of the children in the community. The bright future of the young generation is doomed as a result of inadequate water service delivery. The analysis reveals that females, both mothers and their daughters are the ones who are highly involved in ensuring that there is water for the household. This impacts negatively on the lives of girls. Walking for a long distance after school to fetch water for the household affects the future of the female children; they get tired, do not have enough time to study and end up performing poorly academically. Poor performance in class by the female learners can lead to a high rate of dropout. All these factors, as has been pointed out previously can also lead to teenage pregnancy and early marriage because if a girl child is not at school, there is a high possibility of her engaging in irresponsible activities. As a consequence, diseases such as HIV and AIDS, number of people who depend on child support grant and unemployment rate increase. These have a negative impact on the tax-payers because tax has to go up to support children of those who are unemployed, orphans left by parents who died as a result of HIV and AIDS and to care for those who are affected by HIV and AIDS.

Inadequate water service delivery has a negative impact on the economic development of a community. Figure 4.16 indicates that 10 (100%) of the respondents interviewed said that economic development of the community is affected due to inadequate water service delivery. The economic development of the community among other things depends on businesses in the community. In an area like Mokgolobotho, it is difficult for businesses to develop because of

inadequate water supply. Businesses need water to be clean and attract people. It is impossible to run businesses like hair salon, building constructions, car wash, etc. without adequate water supply. Business people leave the area and establish their businesses in areas where there is adequate water supply. As a result of this, the economic development of the community is adversely affected.

The findings also indicated that inadequate water service delivery put the lives of the community members at risk. Community members have to cross the R36 road to get water in the RDP houses on the other side of the road. R36 is one of the high accident roads within Greater Tzaneen Municipality. Pushing the wheelbarrow across the road, as these villagers have to do, is risky. Many people die in this area there because of road accidents. The fact that people who live in the RDP section do have adequate water supply discourages and demoralizes the residents of Mokgolobotho. According to them, the availability of water in the RDP houses encourages people not to be independent. People who live in the RDP section got their houses free and in addition to that they have water as compared to those who live Mokgolobotho village; they built their own houses and the local municipality fails to provide them with adequate water supply.

The analysis also indicates that inadequate water supply has created businesses in the village. Those who have boreholes sell water to those who do not have boreholes. The same applies to those who have transport; they are hired by those who do not have transport to fetch water for them. This creates a wide gap between the rich and the poor.

Chapter 2 of the Constitution, the Bill of Rights forms the cornerstone of South Africa's constitutional democracy. The Bill of Rights enshrines the rights of all people in South Africa and affirms the democratic values of human dignity, equality and freedom. It applies to all law, and is binding on the legislature, the executive, the judiciary and all organs of the state. Further, it exhorts the state to respect, protect, promote and fulfil the rights in the Bill of Rights subject to limitations only in terms of law of general application.

The findings of this research clearly indicates that Chapter 2 of the Constitution, the Bill of Rights is not implemented in Mokgolobotho village. The rights of the villagers are violated, their democratic values of human dignity are not considered. Inadequate water supply indicates that the local municipality does not respect, protect, promote and fulfil the rights stated in the Bill of Rights to the community members in Mokgolobotho village.

5.3. Recommendations

The following recommendations are made based on the findings, analysis and conclusion of the research study.

Community participation

From the findings of the research conducted at Mokgolobotho village, recommendation is therefore made that there is a need for the local municipality to ensure that there is effective public participation programmes towards service delivery. Public participation is a mechanism to put communities at the center of development within local government service delivery. Community members should be consulted in activities such as preparation, implementation and review of the IDP. This would make them to own whatever project or development done in the community. Ownership by the community members would minimize vandalism in the community. It is recommended that IDP be popularized. Information on how the IDP works should also be made known to community members of Mokgolobotho village. Public hearing would also assist the local municipality to know the needs of the community according to their priority. One hundred percent of the respondents indicated that water is their first priority. If the local municipality conducted public hearing, it would know that inadequate water supply was an important issue in the village. Public hearing makes it possible for the local municipality to know and understand the community better; this also enhances trust between the local municipality and the community.

Ward councilor should be part of the community members.

This research has established that the ward councillor does not live in Mokgolobotho village. It is recommended that for effective and efficient service delivery the ward councillor should be part of the community of the ward he/she is serving. The experience of living without adequate water supply that the community members are experiencing is not what the councillor is experiencing at Mokgolobotho village.

Building reservoirs

It is also recommended that the local municipality should build more reservoirs in Mokgolobotho. Water should be stored for the community members to have water at all times. Boreholes should also be drilled to supply water to community members.

Local Government

Government needs to evaluate and address the systemic reasons for the failures by local governments. While water service delivery is the competency of local government, many municipalities, particularly in poor or rural areas, do not have the skills and capacity to implement their mandate. Provincial and national governments need to use their legislated oversight and accountability mandates to monitor progressive realization of rights. This can also ensure local that government performs its responsibilities and functions effectively and without corruption.

Government institutions must be reoriented to optimize access to their services by all citizens, within the context of fiscal constraints and the fulfilment of competing needs (White Paper on Transforming Public Service Delivery,1997). While some South Africans enjoy public services of first world quality, the Mokgolobotho villagers still live in precarious conditions because of the unavailability of water in the area. Although South Africa is a water scarcity

country, the government should ensure that the water that is available is equally distributed amongst all the South Africans.

A common definition of the terms and understanding of “access to services” is required across all government departments. For example, a common definition of the right to water is required. Furthermore, at the local government level, all municipalities and districts should be educated on the meaning of and commitments associated with “progressive realization”.

5.4. Limitation of the study

The research was conducted at Mokgolobotho village and the sample was 100 respondents. Greater Tzaneen covers a bigger area and inadequate water supply is a challenge both in the villages and in the townships. The findings of this research are therefore limited for purposes of generalization. The findings apply only to the area studied and not to all residential areas in Greater Tzaneen Municipality.

5.5. Conclusion

In conclusion, public services like the provision of water are not a privilege in a civilized and democratic society like South Africa; they are legitimate expectations. That is why meeting the basic needs of all citizens is one of the five key programmes of the Government’s Reconstruction and Development Programme (RDP).

Water is life and those that bring water bring life. Water is important for improving health, reducing poverty, and contributing to economic development. Impact of dehydration on human health can be damaging to academic achievements since a student needs to be physically active and healthy to perform in schools. In other words academic achievement is improved by water intake. Inadequate water supply in Mokgolobotho affects the villagers’ lives in many ways: their health, economic development and even the academic performance of learners

who live there. Wadan (2012) writes “Water is the basis of life and the blue arteries of the earth! Everything in the non-marine environment depends on freshwater to survive.” This is why it is important that the residents of Mokgolobotho should be provided with clean, safe water. The government needs to be actively involved in seeing to it that a lasting solution, as far as the provision of water is concerned, is found for the villagers of Mokgolobotho. Water is the basis of life; it saves life.

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Dear Participant

This questionnaire is meant for collection of data towards a Master’s degree in Development at the University of Limpopo’s Turfloop Graduate School of Leadership.

The purpose of the survey is to find out the experiences of access to water services by members of the Mokgoloboto village in Greater Tzaneen Municipality.

You are therefore requested to voluntarily share your experiences. Please feel free to opt out of this interview should you feel uncomfortable answering any of the questions. Please also feel free to provide your contact details should I find need to make follow-up interviews or verify certain responses.

Would you agree to participate in the interview? Please indicate your answer by ticking one of the following options:

Yes	1
No	2

Respondent:

Address.....

Contact number.....

(Note: name, address and phone number are needed for the quality procedures)

1. DEMOGRAPHIC INFORMATION

1. Gender

Male	1
Female	2

2. Please indicate your age range.

15-29	1
30-49	2
50-69	3
70 and above	4

3. How long have you lived in Mokgolobotho Village?

0-5 years	1
6-10 years	2
11-15 years	3
16-over	4

4. Where do you get your household water?

Tap in the yard.	1
Communal tap a few metres away from the house.	2
Water harvesting	3
Unprotected dug well	4
Borehole	5
Delivered by municipality	6
Others(river/truck)	7

2. Objective 1 = To determine the challenges that hinder Greater Tzaneen Municipality from rendering water service delivery to Mokgolobotho village.

5. The water supply by the local municipality is inadequate.

Agree	1
Strongly agree	2
Disagree	3
Strongly disagree	4
Uncertain	5

6. The level of community participation towards water provision in the Greater Tzaneen Municipality is inadequate.

Agree	1
Strongly agree	2
Disagree	3
Strongly disagree	4
Uncertain	5

7. Do councillors have enough resources to deliver water services in your area?

Agree	1
Strongly agree	2
Disagree	3
Strongly disagree	4
Uncertain	5

8. How easy or difficult do you think it is for people in your village to influence municipal decisions?

Statement	Very easy	Easy	Difficult	Very difficult
Influence municipal decisions	1	2	3	4

3. Objective 2 = To determine the villagers' perception of their experiences without proper municipal water supply.

9. If water is outside the household yard the majority of people who are still searching for scarce water resources are female.

Agree	1
Strongly agree	2
Disagree	3
<u>Strongly disagree</u>	4
Uncertain	5

10. Does inadequate water supply impact negatively on learners' performance?

Agree	1
Strongly agree	2
Disagree	3
<u>Strongly disagree</u>	4
Uncertain	5

11. Does the scarcity of water accelerate road accidents in your local community?

Agree	1
Strongly agree	2
Disagree	3
<u>Strongly disagree</u>	4
Uncertain	5

12. Does lack of water affect the economic development of the local municipality?

Agree	1
Strongly agree	2

Disagree	3
<u>Strongly disagree</u>	4
Uncertain	5

13. Does lack of water affect the health condition of the community members?

Agree	1
Strongly agree	2
Disagree	3
<u>Strongly disagree</u>	4
Uncertain	5

14. Do you think lack of water consumes a lot of money from the families?

Agree	1
Strongly agree	2
Disagree	3
<u>Strongly disagree</u>	4
Uncertain	5

15. Does lack of water supply violate human rights in the community?

Agree	1
Strongly agree	2
Disagree	3
<u>Strongly disagree</u>	4
Uncertain	5

16. How long does it take to get to the water source?

Less than 10 minutes	1
Between 11 and 30 minutes	2
Between 31 minutes and 1hour	3
More than one hour	4

17. Does your household use any means of transport to fetch water?

_Yes	1
No	2

18. If the answer in 16 above is yes, please specify the mode of transportation utilised.

Family car	1
Neighbour's car	2
Tractor	3
Donkey/horsecart	4
Other (specify).....	

19.

Statements	Yes	No
Have you ever got sick from water used in the household?	1	2
Has any member of your household ever got sick from the water used in the household?	1	2
Are you aware of any incident in the village where a village member got sick from water usage?	1	2

4. Objective 3 = To make recommendation on water service delivery at Mokgolobotho village.

20. In your opinion, what are your village municipal service delivery demands in order of priority?

	First priority	Second priority	Third priority	Forth priority	Fifth priority
Water	1	2	3	4	5
Electricity	1	2	3	4	5
Sanitation	1	2	3	4	5
Waste removal	1	2	3	4	5
Roads and storm water drainage	1	2	3	4	5

21.

Statements	Strongly Agree	Agree	Disagree	Strongly disagree
I have participated in water service delivery protests in the past.	1	2	3	4
I think there is a need for more dialogue between communities and municipalities.	1	2	3	4
Only through service delivery protests can the municipality pay attention.	1	2	3	4
Only water service delivery protests yield good results.	1	2	3	4

22.

Statement	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied	Uncertain
The priority Greater Tzaneen Municipality put on free water service delivery?	1	2	3	4	5
The current water service delivery performed of the local municipality over the past twelve months.	1	2	3	4	5

23. Do you think that the condition as water service delivery is concern in your community will improve in the next three years?

1. Agree	1
2. Strongly Agree	2
3. Disagree	3
4. Strongly disagree	4
Uncertain	5

Thank you for taking your time to participate in this research



Dear Participant

I am Malele.R.H.M. a Master's of Development (MDEV) student at the University of Limpopo's Turfloop Graduate School of Leadership.

This interview guide is meant to collect data for a study I am engaged in as part of my studies.

The purpose of the interview guide is to find out the experiences of access to water services by members of the Mokgolobotho village in Greater Tzaneen Municipality.

You are therefore requested to voluntarily share your experiences. Please feel free to opt out of this interview should you feel uncomfortable answering any of the questions. Please also feel free to provide your contact details should I find need to make follow-up interviews or verify certain responses.

Would you agree to participate in the interview? Please indicate your answer by ticking one of the following options:

Yes	1
No	2

Respondent:

Address:.....

Contact number:.....

(Note: name, address and phone number are needed for the quality procedures)

1. Demographic information

1.1. Gender

Male	1
Female	2

1.2. Please indicate your age range?

15-29	1
30-49	2
50-69	3
70 and above	4

2. Objective 1. To determine the challenges that hinder the local municipality of Tzaneen from rendering water service delivery to Mokgolobotho village.

1.3

Statement	Highly satisfied	Satisfied	Dissatisfied	Highly dissatisfied	
The priority Greater Tzaneen Municipality puts on free water service delivery	1	2	3	4	
The current water service delivery performance of the local municipality over the past twelve months.	1	2	3	4	

1.4. In your observation , what is the level of community participation in the water affairs of Greater Tzaneen Municipality?

Good	1
Very good	2
Poor	3

Very poor	4
Uncertain	5

1.5. What do you think of the ward councillors’ report back to the members of the community on water service delivery?

.....

.....

.....

1.6. What do you think are the challenges councillors face in delivering water services in Mokgolobotho village?

.....

.....

.....

3. Objective 2: To determine the villagers’ perception of their experiences without municipal water supply.

1.7. How often do you receive free basic water services from your municipality?

None at all	1
All the time	2
Once after a few days	3
Once a week	4
Once in a few weeks	5

1.8. How do you feel when your rights to free water service delivery are not met?

.....

.....

.....

1.9. Does lack of municipal water supply at Mokgolobotho village have an impact on economic growth and development of the village?

Yes	1
No	2

1.10. How do you feel if you walk for a long distance to get water?

.....

.....

.....

4. Objective 3: To make recommendations on water service delivery at Mokgolobotho village.

1.11.

	First priority	Second priority	Third priority	Forth priority	Fifth priority
Water	1	2	3	4	5
Electricity	1	2	3	4	5
Sanitation	1	2	3	4	5
Waste removal	1	2	3	4	5
Roads and storm water drainage	1	2	3	4	5

1.12. Which strategies can the local municipality implement to ensure that there is water service delivery at Mokgolobotho village?

.....
.....
.....

1.13. Is there anything else that you would like to say about water service delivery in Mokgolobotho village?

.....
.....
.....



Thank you for taking your time to participate in this research



UNIVERSITY OF LIMPOPO

TURFLOOP CAMPUS

November 8, 2016

University of Limpopo
Faculty of Humanities
School of Languages and Communication Studies
Phone: (015) 268 3069
Lukas.Mkuti@ul.ac.za

Prof. M. Lethoko
University of Limpopo
Faculty of Management and Law
Turfloop Graduate School of Leadership

Dear Prof. Lethoko,

LANGUAGE EDITING LETTER

This letter serves as proof that I edited the mini-dissertation of Ms. **R.H.M. MALELE** entitled **LIVING WITHOUT WATER: THE EXPERIENCES OF MOKGOLOBOTHO VILLAGERS IN GREATER TZANEEN MUNICIPALITY IN LIMPOPO PROVINCE.**

Regards

Dr. Lukas Mkuti



University of Limpopo

Private Bag X1106, Sovenga, 0727, South Africa

Tel: (015) 268 4141, Fax: (015) 290 2852, Email:Happy.Ngobeza@ul.ac.za

MASTER OF DEVELOPMENT PROGRAMME

To : To Whom It May Concern

**From : Prof G Makombe
HOD (MDEV Programme)**

Date : 13 August 2015

Subject : PERMISSION TO COLLECT DATA FOR RESEARCH PURPOSE

Dear Sir/Madam

This serves to confirm that **Mrs RHM Malele (9022159)** is registered as a part-time student at **Turfloop Graduate School of Leadership (TGSL), in Master of Development Programme (MDEV).**

She is currently conducting research for her mini-dissertation. As part of the requirements to complete her mini dissertation, she need to collect data in line with his research topic

The title of her dissertation is: **"Living without water: The experiences of Mokgoloboto Villagers in the Greater Tzaneen Municipality in Limpopo Province".**

Any assistance you can offer to the student will be most appreciated.

Thank you.

Prof G Makombe

SCHOOL ADMINISTRATOR
TURFLOOP GRADUATE
SCHOOL OF LEADERSHIP
TEL 015 290 2816
P.O. BOX 756 FAUNA PARK 0727

Enquiries: Kgosigadi.M.E.Mokgoloboto
Cell No: 0734258825/0711617143

P O Box 2840
TZANEEN
0850
11 January 2016

Mrs.R.H.M. Malele
P O Box 3007
TZANEEN
0850

Madam

**REQUEST FOR PERMISSION TO CONDUCT RESEARCH AT KGOSIGADI
MOKGOLOBOTHO TRIBAL AUTHORITY (YOURSELF)**

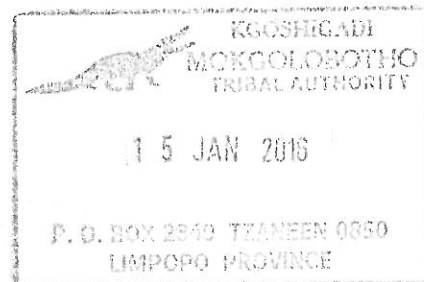
1. The above matter bears reference.
2. In your letter dated 13 August 2015, you requested for permission to conduct Research at Kgosigadi Mokgolobotho Tribal Authority, as part of your dissertation for MDEV (Master of Development).
3. The Kgosigadi Mokgolobotho Tribal Authority is hereby granting you the permission to conduct your research as requested.
4. The tribal authority is also pleased to learn that the research participants will be protected by the Research Ethics and the principle of confidentiality.
5. Since your topic covers "Living without water as experienced by the Mokgolobotho Villagers in the Greater Tzaneen Municipality in Limpopo Province", as service delivery beneficiaries from the municipality, we will appreciate if the findings of your research (copy of your dissertation) can be part of the royal council archive/library shelf for future reference.
6. In conclusion the Kgosigadi Mokgolobotho Tribal Authority wishes you all the best in your studies and also hope that your investigations will also help in bringing change to our communities in particular water service delivery as the basic need for communities throughout South Africa and globally.

Thank you.

Yours Faithfully



Her Highness Kgosigadi.M.E.Mokgoloboto



Residents are tired of sharing water with animals



Residents of Mokgoboto village marched to the Greater Tzaneen Municipality (GTM) to hand over their memorandum of demands last Wednesday morning.

They marched from Mokgoboto to Tzaneen which is about 15 km, and were protesting against lack of basic service delivery in their village. Villagers accuse the municipality of not taking their grievances serious.

They say they feel like their votes have gone to waste. They chanted the song "Thina siwela amalungele yethu" (We are fighting for our rights). Placards were carried with various messages: "Our vote is our voice. We are tired of sharing water with animals, "No water no life, enough is enough". On arrival, chairperson of Mokgoboto, Community Development Forum, William Ramala read the memorandum to the Mayor, Cllr Dileledi Mmole.

The memorandum had 15 demands which Ramala said represented the distance they have travelled from the village to town. The municipality was given 14 working days which means that by October 24 they

must respond to the memorandum. Their demands include:

- * Access to clean water in every household
 - * Registered electricity for people to get their free basic electricity
 - * Regraveling of roads, paving and tarring of main streets
 - * Utilisations of Mokgoboto visiting point as SASSA pay point
 - * Building of health centre
 - * Building of sport and recreation facility
 - * Building of a high school
 - * Building of a community hall
 - * Every household to have a free toilet
 - * Building of bus stop shelters
 - * Installation of Apollo lights
 - * Three low level bridges for scholars
 - * One overheard bridge
 - * Sign Boards for Mokgoboto village
 - * Municipality to provide a workable councillor for the community
- Metle said she only noted three grievances that need the municipal attention which is water, electricity and toilets. After addressing the community members she signed their memorandum.

ENOUGH IS ENOUGH: Community members from Mokgoboto said they have been living for years without water. Enough is enough.

Mokgoloboto residents demand a lot

Disgruntled residents of Mokgoloboto (next to Nkowanokwa) marched to the Greater Tzaneen Municipality's offices in Tzaneen on Wednesday to deliver a memorandum of demands.

In a special memorandum they list the demands which they feel need urgent attention from the GTM. Their main demands include: access to clean water for every household, elec-

tricity and toilets for every household. Other demands include a high school to be built by January 2015.

They made it crystal clear that should this demand not be met, they will take action. They have given the GTM fourteen working days to reply to their demands. Speaking for the residents was Mr Willy Malesa of the Development

Mokgoloboto.

He further said that the GTM must not send its delegation to appoint a ward councillor of its choice, but rather leave it to them (residents) to elect a councillor of their choice. GTM mayor Dikeledi Mmetle welcomed the demands and signed the memorandum. However, Mmetle clearly stated that only the three basic services — being water, electricity and toilets — were under the jurisdiction of the GTM. She did nonetheless promise to forward the other pressing demands to the relevant departments.

Forum, who said it is high time that the GTM stop appointing an unreliable and working ward councillor for residents of

— *Elliot Mathye*
elliot@bulletin.us.com





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Mokgoloboto residents wreak havoc

Residents of Mokgoloboto village just outside Tzaneen wreaked havoc last week in protest against lack of service delivery.

On Tuesday afternoon disgruntled residents who demanded amongst others the immediate restoration of water supply to their village blockaded the R36 road between Nkovanakwa and Tzaneen with burning tyres, stones and tree branches.

Motorists had to use the Tzaneen road to Tzaneen and other areas. Some of the affected people who work in town said they had to walk long distances to their homes because of the protest.

On Wednesday morning the protesters blocked a road to the Letaba Hospital and prevented access to patients and ambulances. Some of the people who work in town could not go to work and other arrived late due to inaccessible roads.

Police spokesperson, Lieutenant Colonel Moatshe Ngepe said the protest intensified on Wednesday and police had to use rubber bullets to disperse the angry crowd before clearing the roads.

Residents abandoned their protest after the Executive Mayor of Mopani District Municipality, Mkareng Kgakale promised to address the 3 grievances particularly the supply of clean running water as a matter of urgency.

A member of the Mokgoloboto Community Task Team, William Kamula said talking to the streets was the only way they could draw the authority's attention to their grievances.

He said they have suspended the protest to give the district and the local municipalities time to address their service delivery challenges.



Water problems only the tip of an iceberg in Muhlava

The residents of Sasekani and Muhlava Cross villages say a lack of clean water supply in the area is only a culmination of many problems in the management of the water supply system for the area.

Corruption, dodgy contractors, poor resource management, empty promises and neglect of the area, amongst others, by the Mopani District Municipality are at the heart of their grievances.

The residents recently embarked on a protest to demonstrate their frustration with the lack of clean water supply in the area and the municipality's empty promises to supply water. According to them, although the area is full of water sources, they have not had clean water supplied to their homes for about 42 years.

Amongst others, Lesitole River passes through the area. Although the river has a bridge over it, which

makes reaching it challenging, the residents have been collecting water from it. However, they say a lack of management of the river area and littering has now affected the quality of water. "The water is dirty and unhealthy to use," one resident told **Bulletin** during the protest.

Moreover, water pipes pass through the area to supply other areas? The residents say they do not understand why the pipes are not used to supply water to their area as well.

Furthermore, the area and its surroundings are full of reservoirs and dams, which are not being utilised. According to the residents, a number of tenders were previously awarded to dodgy contractors who only went to the area to vandalise the existing infrastructure. "They only came to dig holes and cut up pipes that used to provide water to the area and then leave," another angry resident told **Bulletin** during the protest. "This only points to corruption in the awarding of the tenders," he added.

In addition, boreholes sunk by the municipality in the area have allegedly dried up. Contracted water supply trucks also allegedly only go to the area when there is a funeral.

The residents say they often resort to buying water from people with private boreholes, for which a 20L bucket generally costs over a rand.

Bulletin contacted MDM's communications manager, Mr

Neil Shikwambana, for a comment on the water situation in the area and allegations of mismanagement and neglect by the municipality.

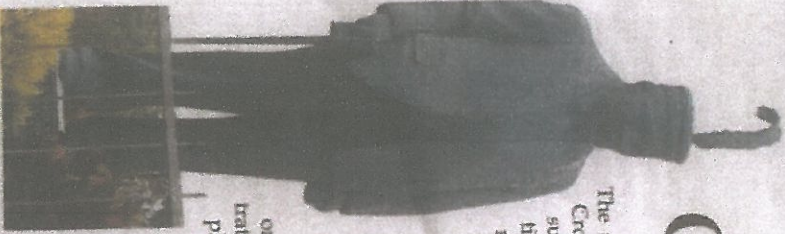
Shikwambana denied the allegations. According to him, the residents are responsible for the vandalism of pipes and reservoirs in the area.

"They vandalised the boreholes and made multiple connections to the pipe lines running through the area," he said.

Bulletin, however, visited the area and took pictures to prove some of the allegations by the residents. Shikwambana promised to return to the area with us to show situations that will counter the allegations.

He added that the municipality is planning to drill more boreholes for residents in the area. The residents, however, complain that borehole water is salty and very harmful to electrical appliances like kettles and irons.

— Joy Mojela
joybulletin.us.com



ABOVE: Statue of Chief Muhlava at the entrance to the palace.

RIGHT: Residents sometimes rely on damaged pipes passing through the area for clean water.

FAR RIGHT: This reservoir is also situated within the surrounding area.



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'We need water'

Muhlava Cross and Sasakani residents say their blockade of the R36 road (Tzaneen to Lydenburg) in demand of clean water supply to their homes was initially meant to be peaceful.

A 28-year-old man using the situation to loot shops and cause havoc was, however, shot and killed by police. Disagreements with the Mopani District Municipality during negotiations.

Stone had reportedly turned the protest violent. No traffic whatsoever could use the road, causing huge inconvenience for commuters. Photo: Joy Mofe



Muhlava Cross and Sasakani residents (between Nkowanakowa and Lennyenye) say there are a lot of underlying issues to why clean water is not supplied to their homes, but none of them are to do with the lack of water!