AN ASSESSMENT OF ACCESSIBILTY TO SOCIAL WELFARE SERVICES OF THE DEPARTMENT OF SOCIAL DEVELOPMENT: THE CASE STUDY OF SHAKUNG VILLAGE, LIMPOPO PROVINCE, SOUTH AFRICA.

By

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DECLARATION

I declare that — AN ASSESSMENT OF ACCESSIBILTY TO SOCIAL WELFARE SERVICES OF THE DEPARTMENT OF SOCIAL DEVELOPMENT: THE CASE STUDY OF SHAKUNG VILLAGE, LIMPOPO PROVINCE, SOUTH AFRICA is my work and that all the resources that I have used or quoted have been identified and acknowledged by means of complete reference.

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Signature: Enoch Maluleke

███████████████████   Date

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DEDICATION

I dedicate this dissertation to my beloved wife Mulalo Maluleke, daughter Mutondi Nkateko and son Kuhlula Junior Maluleke. I further dedicate this mini dissertation to my late brother Nyiko Vincent Maluleke; may his soul continue to rest in peace.

ABSTRACT

The aim of the study was to assess the implementation of accessibility of social welfare services of the Department of Social Development in Shakung Village, Limpopo province. The objectives of the study were to examine the effectiveness of the implementation on the accessibility of social welfare services by the Department of Social Development, investigate challenges of the implementation on the accessibility of social welfare services by the Department of Social Development and assess the access level that beneficiaries have on social welfare services in the Shakung Village in Limpopo province, South Africa.

The study was qualitative and the researcher used a case study research design. The data was collected through the semi-structured face-to-face interview from fourteen (14) beneficiaries of social welfare services and five (05) Social workers working for the Department of Social Development at Moroke Social work Office and analysed following Creswell (1998)'s steps of analysis. The study sample size was nineteen (19) respondents which were reached through purposive sampling with non-probability used as a sub-type.

The study findings indicate that the implementation on the accessibility of social welfare services is beneficial and improves their social lives of beneficiaries of social welfare services; the level of satisfaction is good concerning the response to the experiences that beneficiaries of social welfare have on the implementation of accessibility of social welfare services, the role of the Department of Social Development when addressing challenges faced by beneficiaries concerning the implementation on the accessibility of social welfare services is not fully prominent, beneficiaries travel a long distance to Moroke office approximately 20 km to access social welfare services; beneficiaries of social welfare services have no support systems while facing the challenges and social workers have limited resources while facilitating the implementation on the accessibility of social welfare services.

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CHAPTER 1 INTRODUCTION AND BACKGROUND OF THE STUDY

1. INTRODUCTION

The Department of Social Development's Strategic Plan is guided by the so-called Ten Point Plan, which represents the goals addressed by the social development sector during the period 2000 to 2005.These priorities are the outcomes of an intensive process of consultation with a range of stakeholders in October 1999 and were launched by the Minister of Social Development in January 2000 (DSD, 2000).

Accessibility of social welfare services features as one of the priorities of the ten-point plan aspects. For the study, social relief of distress is singled out as a sub-type of social welfare services. The Department of Social Development is committed to make social welfare services accessible and available to people in rural, pre-urban and informal settlements, and ensure equality in service provision.

Since the end of apartheid in 1994 and the implementation of extensive social welfare policy in South Africa; there has been an on-going dialogue and debate surrounding the expansion of social assistance. Social welfare in the past two decades following the end of apartheid has been characterised by divergent themes and direction (Surrender, 2010).

Against this background, and in recognition of the need to promote the goals of sustainable development to recompense the country's unique history of inequality and violation of human rights due to colonialism and apartheid; the social service sector adopted the White Paper for Social Welfare Service in 1997; the policy document puts forward the concept of a developmental approach to service delivery which transcends the residual welfare approach that dominated social welfare thinking in the past, and strived to integrate social interventions with economic development (Integrated Service Delivery Model, 2006).

The magnitude of the social welfare system in South Africa is evidenced by a rapid increase in beneficiaries from 2,889, 433 in April 1997 to 13,114,033 in April 2009. South Africa has the highest expenditure on social assistance in the world, which indicates the massive scale of the country's social welfare system. Additionally, social assistance and redistribution of wealth account for 3.5 per cent of South Africa's GDP (Seekings, 2011).

The South African welfare system aims at raising the quality of life for all people especially the disadvantaged, through a system of equitable distribution of resources

and services. The social welfare sector found it difficult to establish itself and evolve to the extent required to deliver the quality and quantity of service it is capable of (Department of Social Development, 2013). This is attributable to the difficulties and constraints inherent of the limitations imposed by the past and focus on social security.

2. RESEARCH PROBLEM

Public Institutions and Non-Government Organizations are believed to be on the forefront in terms of providing social welfare services and respond to the needs of the destitute and vulnerable part of the population. It is evident that government, especially the Department of Social Development, has norms, standards, policies and acts that govern the accessibility of social welfare services to the vulnerable population. The vulnerable, being referred to women, children, older persons and people living with disabilities are the intended beneficiaries of social welfare policies.

Department of Social Development (2012a) indicates that Social welfare services increasingly experience external and internal pressures to improve effectiveness and efficiency. A developmental social welfare service in South Africa aims to build a self-reliant nation and maximizes the existing potential in partnership with all stakeholders and to provide a service that is equitable, sustainable, accessible, people-centred and developmental driven.

The contexts within which social welfare services are considered to have changed during the last fifteen years. This has been largely influenced by changes in the socio-economic and political situation of the country which required legislative and policy reviews to make social welfare programme and services responsive and equitable to the needs of the poorest of the poor, marginalised and vulnerable groups of our society (Integrated Service Delivery Model, 2006).

In addition, such changes make it difficult for the Department to effectively provide access to social welfare services in rural areas. South Africa's social welfare recipients have grown from 3.8 million in April 2001 to 11 million in March 2006 and 17 million in 2017. Social welfare services in this regard are social relief of distress, a temporary measure for people in dire need, in the form of material assistance or vouchers.

3. PURPOSE OF THE STUDY

3.1 Research aim

The aim of the study was to assess the implementation on accessibility of social welfare services of the Department of Social Development in Shakung Village, Limpopo province.

3.2 Research objectives

- To examine the effectiveness of the implementation on accessibility of social welfare services by department of social development.
- To investigate challenges of the implementation on accessibility of social welfare services by Department of Social Development.
- To assess the access level that beneficiaries have on social welfare services in the Shakung Village in Limpopo Province, South Africa.

4. RESEARCH QUESTIONS

- What is the extent of effectiveness of the implementation on accessibility of social welfare servicers by the department of social development?
- What are the challenges encountered by the Department of social development during implementation on accessibility of social welfare services provided?
- What is the level of access that beneficiaries have on social welfare services in the Shakung Village in Limpopo province, South Africa?

5. RESEARCH METHODOLOGY

5.1. Research design

Royse (2011) defines research design as something like a blueprint. It outlines the approach to be used to collect the data. It describes the conditions under which the data will be collected; how the subjects or respondents will be selected; what instrument will be used; and generally provides information about who, what, when, where and how of the research project. For this study, a qualitative research design which stems from the interpretative approach is employed. Qualitative research design does not provide the researcher with a fixed or step-by-step plan to follow in carrying out the research (De Vos et al, 2009). According to Neuman (2006), qualitative research attempts to discover and capture the meaning of an individual's experiences.

The study utilised a case study research design and more specifically, the instrumental study since it serves the purpose of helping the researcher to assess the implementation of social welfare services by the Department of Social Development (Mark, 1996 in Fouché & Shurink, 2011). According to Creswell (1998) a case study can be regarded as an exploration or in-depth analysis of a "bounded system" (bounded by time and/or place), or single or multiple cases, over a while. The researcher conducted a case study into the community to acquire an in-depth understanding. The community has common characteristics that will be proper for the researcher to explore their ideas, feelings and perceptions about the accessibility of social welfare services.

5.2. Sampling

According to Thyer (2010) sampling refers to the methods that researchers use to select the groups of persons, objects, or a phenomenon that they actually observe, selection is done from the population. Most of the time researchers wish to use the sample to make inferences about the population.

In this study, the sample was nineteen (19) respondents. First category involved 14 beneficiaries of social welfare services and second category involved five (05) Social workers working for Department of Social Development at Moroke Social work Service Office.

5.2.1 Non- Probability sampling

The researcher applied non-probability sampling. Bless Higson-Smith & Kagee (2006) define non-probability as a situation where the probability of including each element of the population is unknown. Furthermore, it states that every person in the population has an equal chance of being selected.

5.2.2. Purposive sampling

De Vos (2009) describes purposive sampling as a sample that is based entirely on the judgement of the researcher, in that a sample is composed of elements that contain the most characteristic, representative or typical attributes of the population. Purposive sampling was applied with 19 respondents chosen. The sample comprised of Fourteen (14) beneficiaries of social welfare services and Five (05) officials working for Moroke Department of Social Development as Social workers at Moroke Social work Service Office.

5.3. Data collection

The researcher utilised the interview schedule consisting of open-ended questions that helped to clarify matters where necessary. The tool was constructed in English and translated into Sepedi as respondents of social welfare services were predominately Sepedi-speaking people and a number of them had a low level of literacy.

The researcher used semi-structured face-to-face interview. The face-to-face interview allowed the researcher to get in-depth data from the respondents regarding an assessment of accessibility of social welfare services of the Department of Social Development. The responses of the respondents, based on the semi-structured interview schedule, were recorded on the interviewing sheets exactly the way they have been presented by the respondents.

5.4. Data analysis

Mrinde (2014) defines data analysis as "a process of synthesising data, searching for patterns, discovering what is important as well as what is to be learned and deciding what to tell others". The author further argues that data analysis is necessary because it "enables the researcher to summarise, categorise and organise the collected data in such a way that it is possible to adequately answer the research questions.

The data analysis process is performed in both qualitative and quantitative research. In qualitative research data analysis is undertaken to draw conclusions and recommendations relating to a study question. In this regard, Terre Blanche and Durrheim, (1999) state that, analysis involves reading through it repeatedly and engaging in breaking the data down as well as building it up again in a novel way. This is called elaborating and interpreting.

Qualitative data analysis is a search for general statements about relationships among categories of data; it builds rounded theory (Marshall & Rossman, 1999). The researcher considered steps of Creswell (1998) cited in De Vos (2009) which are listed below.

5.4.1 Planning for Recording Data

The researcher planned the recording of data in a systematic manner that is appropriate to the setting, participants and that facilitated analysis before data collection commenced.

5.4.2 Data Collection and Preliminary Analysis

The researcher applied data collection and preliminary analyses in a twofold approach wherein the first aspect involved data analysis at the research site during data collection and the second aspect involved data analysis away from the site, following a period of data collection.

5.4.3 Managing (Organising) Data

Managing or organising of data is the first step in data analysis away from the site, as the first loop in the spiral, it properly begins the process at an early stage in the analysis process, and the researcher organised data into file folders, index cards or computer files.

5.4.4. Reading and Writing Memos

After the organisation and conversation of the data, the researcher continued with analysis by getting the feeling for the whole database wherein the transcripts were read several times.

5.4.5. Generating Categories, Themes and Patterns

The researcher generated categories, themes and patterns in order to derive a heightened awareness of the data, a focused attention to the data, and openness to the subtle.

5.4.6. Coding of Data

The researcher used the coding of data by applying the schemes to the categories, diligently and thoroughly making passages in the data when coding.

5.4.7. Testing Emergent Understandings

The researcher tested the emergent understanding by beginning with the process of evaluating the plausibility and developing understanding as well as evaluating them through data.

5.4.8. Searching for Alternative Explanations

The researcher discovered the categories and patterns in the data and engaged in critical challenges the patterns that seemed apparent.

5.4.9 Writing the Report

The report was written by the usage of presenting data, packaging of what was found in the text, tabular or figure form for example by creating a visual image of the information and present a comparison on a form of a table or matrix.

6.5 Reliability and validity

It is essential that the researcher before implementing the study ensures that the measurement procedures and the measurement instruments to be used have an acceptable level of validity and reliability. Validity and reliability are the two most important concepts of measurement. The two ideas are important in establishing the truthfulness, credibility, or believability of findings (Neuman, 2000). The researcher ensured validity and reliability by developing interview schedule which was accurate, not ambiguous, clear and easy to understand, properly arranged, specific for each category intended to be included in the research. If the interview schedule can be used to different social welfare beneficiaries from Shakung Village and different social workers operating at Moroke Social Development office it is hoped to produce similar results.

5.6 Bias

Sampling bias occurs due to the difference between the population defined by the researcher and the actual population being studied through the sampling method (Christopher & Pannucci, 2010). The sampling was minimised by ensuring that the interview schedule is piloted, adjusted and simplified so that respondents are more likely to participate.

5.7 ETHICAL CONSIDERATIONS

Ethical consideration in the study ensures observance of the standard of conduct and values in research for they have impacts on both the researcher and the research itself (Gray, 2009). Ethics that were considered in this study are the following:

- **Permission to conduct research**

The researcher applied for the permission to conduct the study from the University of Limpopo's Turfloop Research Ethical Committee (TREC), Limpopo Provincial and Research Ethics Committee (LPREC) and Letolwane Tribal Authority in Shakung Village. Approval to commencing with the study was given by the above-mentioned institutions.

- **Informed consent**

The researcher applied the informed consent in order to prepare the respondents so that they will know that they will be interviewed about the topic and they have the right to refuse; if they do not want to be involved in the study.

- **No harm to the participants**

The researcher made sure that the respondents did not get offended from anything either verbally or non-verbally. The assurance was given to the respondents to be protected by not revealing any information that could make them feel uncomfortable and they were also assured that during the interviews sessions, should they show some adverse reactions, they would be referred to psychologists in local hospitals for counselling.

- **Respect for privacy/confidentiality**

The researcher ensured that the respondents felt comfortable and they were not exposed to the entire world. The researcher further ensured that identities of the respondents were kept confidential and their information will not be made available to anyone who is not involved in this study.

- **Anonymity**

The principle of anonymity was applied because the researcher made sure that the participants remain anonymous throughout the study. The researcher ensured that no participants in this study were mentioned by name and the interviews did not provide the space for filling the name except for biographical information.

6. DEFINITION OF CONCEPTS

6.1 Social welfare

Zastrow (2010) defines the term as meaning a nation's system of programmes, benefits and services that help people meet those social, economic, educational and health needs that are fundamental to maintenance of society. The white paper of social welfare (1997) defines social welfare as "an integrated and comprehensive system of social services, facilities, programmes and social security to promote social development, social justice and social functioning of people. Social welfare is intended to promote well-being of individuals, families and communities. For the purpose of the study, social welfare is referred to any programmes, systems and infrastructure to facilitate the accessibility of social welfare.

6.2. Developmental social welfare

Patel (2005) points out on developmental social welfare as the new direction needing paradigm shift from social treatment to developmental service delivery. It is conceptualised as a right-based approach to service delivery, wherein there is promotion, protection and defence of the rights of those who are vulnerable and at

risk, integrated family-centred and community-based services which are locally accessible, working with diverse needs and different sizes of clients and application of a range of community development initiatives.

6.3 Welfare agency

Social Work Encyclopaedia (1989) defines welfare agency as an institution, including a welfare organisation and a state, which renders welfare services.

In the study to be conducted, welfare agency is regarded as an office where social welfare services are administered especially social work offices.

6.4 Welfare

Spicker (2013) stipulates that, welfare refers to the provision of social services principally health care, housing, social security, education and social work. For the purpose of the study, welfare will be referred to social needs and how   are they met and accessible.

7. SIGNIFICANCE OF THE STUDY

This study is relevant to Department of Social Development specifically social work component as it will positively contribute to clients accessing better social welfare service delivery. The study findings will be used to educate social workers from Department of Social Development on how they work together with communities to ensure better provision of social welfare services in Sekhukhune District Municipality, Fetakgomo Tubatse Municipality in Shakung Village and Limpopo Province at large. Furthermore, the study findings will assist policy makers from Department of Social Development to identify unclear evidence on the strategies and policies that can be used to promote a good working relationship between clients and social workers from the Department of Social Development in accessing social welfare services. The study findings will also assist the Department of Social Development in terms of budget projections of social welfare services. The completed work in the form of thesis will be taken to library in Africana section and uploaded in university Library Database where in students doing the same field of study shall use as reference while making literature review. The study will increase knowledge to the one in existence already.

8. OUTLINE OF THE STUDY RESEARCH

Chapter 1: Introduction and Background

This chapter is about the presentation and background of the study. It also outlines the issues of problem of the study, motivation of the study, significance of the study, aims of the study, and objectives of the study and research question.

Chapter 2: Literature Review

It discusses the theoretical framework of social welfare services. It includes the conceptualisation of social welfare services, legislation framework, challenges experienced during implementations of social welfare services and recommendations of social welfare services.

Chapter 3: Research Methodology

The discussions on this chapter are based on the research methodology and the ethical considerations.

Chapter 4: Data presentation, analysis and interpretation

The chapter focused on the presentation of study findings

Chapter 5: Conclusions and Recommendations

The chapter provides conclusions of study findings, recommendations and conclusion.

9. CONCLUSION

The chapter outlined the introduction and background of the study, it gave the brief orientation of the study, research problem which included the source of the problem and statement of the problem, highlights aspects of literature review, purpose of the study comprised aim and objectives of the study, research questions, research methodology which included the research design, sampling, data collection, data analysis, reliability and validity, bias, ethical considerations, significance of the research study and conclusion.

CHAPTER 2 LITERATURE REVIEW

2.1 INTRODUCTION

This chapter provides theoretical discussion of relevant aspects of the accessibility of social welfare services in rural areas. It starts with a discussion of introduction of social welfare in South Africa, Legal and Policy framework for social welfare, international and national mandate, implementation of social welfare services and challenges faced during implementation of accessing social welfare services.

The implementation has been effective in reshaping welfare policy. Social welfare services are now better understandable and clearer to developmental social services in relation to traditional social welfare and social development. The new South African democratic government (1994) called on all sectors of the society to revisit policies and approaches to demonstrate commitment to transformation and a change

towards a truly democratic society. The adoption of developmental policy for social welfare in the form of the white paper for social welfare(RSA, 1997) was a response to the call and embraces a social welfare system that is more just, equitable, participatory and appropriate in the needs of all South Africans (Patel, 2005).

2.2 HISTORY OF SOCIAL WELFARE

Social welfare refers to a wide range of activities and services, non-profit organization and governmental agencies providing help to the needy persons unable to care for themselves, activities and resources designed to enhance or promote the well-being of individuals, families and larger society, and efforts to eliminate or reduce the incidence of social problems (Hansan, 2017).

The history of social welfare is an interdisciplinary study of the evolution of charitable works, organised activities related to social reform movements and non-profit or public social services designed to protect or benefit individuals, families and citizens of the larger society. A major first step in creating organised social welfare programme was the enactment of the Elizabeth Poor Law of 1600 by the parliament of England. It authorised the government provision for the poor residing in local parishes and established a system of obligatory financing outside the church.

The principles and policies of English Poor Laws were carried by the settlers of the American colonies in the early years; however, the impact of the Revolutionary War, large scale immigration, rapid industrialisation and widespread urbanisation increased the incidence of poverty and raised the costs of taxes required for poor relief. To cut the bcosts of poor relief, new laws were enacted so no able-bodied persons between the ages of 18 and 50 would be given public assistance, and the young, old and disabled residents unable to care for themselves were placed in public or religious institutions.

Very shortly, circumstances demanded more public attention to preventing poverty and other social ills and finding ways to help those in needs to become more independent and self-sufficient. Between 1800 and 1860, six millions immigrants came to the U.S., composed mainly of very poor German and Irish Catholics. These foreigners were not welcomed into Protestant ethical society of American, nor did they receive help from existing private or sectarian charities. Eventually, these new American citizens would adapt and create their own social service and charitable

organisation similar to what the Jewish and Protestant communities provided their members.

A final step in the evolution of modern social welfare history was determined by the impact of the Great Depression, the New Deal, enactment of the Social Security Act and the domestic programme known as Great as Society. Federal work relief programme were looked upon favourably by most Americans because they made public assistance something earned rather than granted. The main goal was the elimination of poverty and racial injustice. New major spending programme were launched that addressed education, medical care, urban problems, rural poverty and transportation.

Social welfare history describes the changes in helping activities and services initiated in the United States to combat a variety of social ills of complex origins. While poverty and public assistance play large roles in this narrative, they are not the entire story. Social welfare history reflects the lives of people living, being educated, working and voting in the nation. The efforts of individuals, religious groups, non-profit organisations and governments recounted in this history have strengthened the fabric of American society and improved the quality of life for many who live within our borders.

2.3 LEGAL AND POLICY FRAMEWORK FOR SOCIAL WELFARE

In this section the legal and policy framework for social welfare is discussed, including international and national policies and legislations that were adopted by the South African democratic government to promote social development.

2.3.1 International Mandate

Ferguson and Smith (2011) outline that; the adoption of a developmental approach to social welfare in South Africa was largely influenced by social development theory postulated by Midgley (1995a). Patel (2005 conducted a research on social welfare options to South Africa and the commitments of the United Nations World Summit on Social Development held in Copenhagen, Denmark in 1995(RSA,1997), also made a significant contribution in this regard (Gray, 2006).

The summit on social development was organised by the United Nations with a view to find a global solution to problems of poverty, unemployment and social exclusion (Rao, 1998). The summit was in response to the distorted development witnessed by the world during second half of the 20th century where the benefits of economic

growth were not distributed equally among the global population, and the gap between the rich and poor people and between rich and poor countries widened(Rao, 1998).

Furthermore, the summit culminated in the commitment of the state participants to what became known as Copenhagen Declaration on Social Development, which was adopted as an international agenda to address global poverty and unemployment (Ngudu, 2010). Continued commitment to the Copenhagen Declaration strengthened when the targets were reformulated and adopted as Millennium Development Goals (MDG) by the United Nations General Assembly at special session in September 2006 (Midgley, 2010).

The MDGs include a commitment to reduce the incidence of world poverty by half between 1990 and 2015 (Green, 2012). After the UN's MDG's term came to an end in 2015, the next period of the agenda for development introduced the Sustainable Development Goals (SDG) that were adopted by the United Nations Summit on Sustainable Development Held in New York in September 2015.

The summit adopted seventeen (17) SDGs that build on the MDGs and are set to advance and complete what the MDGs did not achieve (UN, 2015). The SDGs include the eradication of poverty in all its forms, achieving gender equality and empowerment of all women and rights, ensuring healthy life and promoting well-being for all, and ensuring inclusive and equitable quality education and promoting life-long learning opportunities for all (UN,2015).

On the African continent, the organisation of African Union (OAU) adopted the New Partnership for African Development (NEPAD) in 2001 with a view to eradicate poverty and position the African Countries for sustainable growth and development (Bach, 2016). Although NEPAD is intended to address the social economic and political problems of Africa, it was formulated by a few elite African leaders and as such, it was criticised for not representing the will of the people (Sewpaul, 2005).

NEPAD is further criticised for being based on neoliberalism which is according to Sewpaul (2005) holds the possibility for further marginalisation of the poor, for entrenching inequality, and for worsening the plight of the most vulnerable for our society. Neoliberalism is a capitalist ideology which regrets the notion of welfare rights and views the market as the main mechanism through which individuals should meet their welfare needs (Cunningham & Cunningham, 2012 and Ife, 2012).

According to United Nations Research Institute for Social Development (2007) Social services constitute an integral part of a country's welfare system. The Botswana Government; since independence in 1966, delivered varying mixtures of infrastructure, goods and services to Batswana with a view to justifying poverty and improving the quality of life. To this end, massive investments were made in education, health, housing, water and sanitation because it was believed that such spending would lift people out of poverty.

There is a sample evidence to suggest that most people benefited from social services referred above, However, there have been concerns that social provision have generally been unable to make a significant impact on poverty reduction for the majority of Batswana, especially those living in rural and remote areas. Today, while some stakeholders argue extravagance in social expenditure, others point out that: relating to empowering the poor, the outcomes are not encouraging. There is a growing concern that, for the funds spent, not enough is gained in terms of enhancing overall quality of life by reducing levels of poverty (Nthomang, 2007).

2.3.2 National Mandate

The constitution of the Republic of South Africa (RSA, 1996) forms a legal framework upon which all policies and legislation of the country, including the developmental social welfare policy are based (Lombard & Wairire, 2010). According to Green (2012b) the constitution created a normative framework for a society built on the principles of participation, accountability, unity, non-discrimination, equity and partnership. It includes the Bill of rights which provides for basic human rights as well as socio-economic rights (DSD, 2013). The constitution entrenches a duty to alleviate poverty (Green, 2012) creates a conducive environment for developmental social welfare service delivery.

The developmental way for social welfare in South Africa was also outlined by the Reconstructive and Development Programme (RDP) of the African National Congress (ANC) which became the first socio-economic policy framework adopted by the new democratic government in 1995 (Binza, 2006). The RDP served as the basis for democratisation of social welfare in South Africa (Green, 2006). Its focus is on people-centred development (Binza, 2006) and principles were of great importance to the transformation processes of social welfare towards to developmental approach (Gray, 2006).

The original RDP of the ANC (1994) have shown a commitment to social development by listing the integration of social and economic development as key task of the new government (Lombard, 2008). Lombard (2008) stipulates that in compliance with the neoliberal capitalist macro-economic policy of Growth, Employment and Redistribution (GEAR) the task was scaled down in the white paper for Reconstruction and Development. A change from RDP to GEAR postulated a shift of resources and focus from welfare provision to economic growth, thus a reduction of state expenditure on welfare in favour of a capital accumulation (Green, 2012, Kaeane & Ross, 2012).

Although RDP and GEAR aimed at promoting social development, they differ in terms of approach in that GEAR emphasises the need for economic growth first and redistribution later (Gray, 2006, Triegacidt; & Kaseke, 2010). This contradicts the developmental approach (Holscher, 2008) which advocates for integration of social economic development as well as investments in social welfare programmes (Midgley, 2014c). The shift in economic policy from RDP and GEAR slowed down the progress towards social development. The subsequent cuts in state subsidies to welfare organizations as a result of GEAR, impacted negatively on the delivery of developmental social welfare services by NGOs (Lombard, 2008).

The white paper for social welfare (RSA, 1997) is a policy framework that was adopted to facilitate the transformation of social welfare towards developmental approach (DSD, 2013, Patel & Hochfeld, 2012). The policy embodies the social development approach which is based on the human rights (Patel &Hochfeld, 2012), as such , it is aimed at restructuring social welfare in alignment with human rights principles enshrined in the Bill of Rights and the RDP(RSA, 1997). The white paper for social welfare intends to address the past imbalances in the provision of welfare services, as it directs that there should be equitable and accessible social welfare services that respond to the needs of the poor people (RSA, 1997).

In alignment with constitutional obligation of state to alleviate poverty (Green, 2012), the white paper for social welfare focuses on meeting basic human needs and addressing issues of poverty and equality (Gray, 2006 & Lombard, 2007). Furthermore, it promotes social development by integrating social interventions with economic development (Lombard, 2007).

In the implementation of challenges and lack of implementation guidelines of white paper for social welfare, the Department of Social Development developed a number

of documents to facilitate implementation. These include the Integrated Services Delivery Model (ISDM) (DSD, 2006), policy on financial awards to Service providers (DSD, 2005) and the framework for social welfare services (DSD, 2013). These documents prescribe principles and provide guidelines for restructuring of social welfare services.

One of the critical contributions of the ISDM in the social welfare service delivery is the classifications of developmental social welfare services in terms of levels of interventions (DSD, 2006). There was a review of white paper for social welfare (1997) and the aim was to improve the provision of social development services in addressing challenges caused by poverty, inequality and related social problems (DSD, 2015). The review was critical to ensure alignment of the social welfare policy with the NDP (RSA, 2011), priorities on social protection and social development (DSD, 2015).

The NDP goals of eradicating poverty and reducing inequality by 2030 (RSA, 2011) commit the country to the social development agenda. Amongst other approaches to social welfare, the developmental approach is recognised as an appropriate approach for achieving the social development goals of eradicating poverty and reducing inequality.

2.4 SOCIAL WELFARE LEGISLATION IN SOUTH AFRICA

2.4.1 South African constitution 1996

According to Lombard (2008) the cornerstone and the premise for all policies and legislation in the South African democracy are entrenched in the Bill of Rights of the South African Constitution, Act 108 of 1996, which enshrines the rights of all people in the country and affirms the democratic values of human dignity, equality and freedom. Section 27 (1) (c) of the South African Constitution has a provision for social security. It reads "everyone has a right to have access to social security, including, if they are unable to support themselves and their dependants, appropriate social assistance" (The constitution of the Republic of South Africa p. 13).

2.4.2 Reconstruction and Development programme

According to Visser (2004) during the apartheid era, social security benefits were paid to whites at a level higher than that paid to the other races, and so those groups were trapped in poverty. National Development Plan (2012) confirms that apartheid constrained the development of skills. Thus, social policies that were adopted post 1994 were directed towards addressing poverty and inequality in South Africa. The

RDP envisioned for its people: jobs, land, housing, water, electricity, telecommunication, clean and healthy environment, transport, social welfare, healthcare and nutrition. The RDP as a policy was developed to address the problems of poverty and the gross inequality evident in almost all aspects of the South African society (RDP, 1994). As a macroeconomic policy the values and objectives of the RDP were driven by equity, democracy, redressing the social and economic burdens from the past and promoting reconstruction and development (Motala & Pampallis, 2009). These types of objectives are associated with high degrees of state intervention, as the state increases provision of social services to promote equity .

2.4.3 Growth Employment and Redistribution (GEAR)

Visser (2004) agrees that the RDP achieved remarkable results in terms of social security, although it was said to be ambitious. In 1996, South Africa encountered its first major currency crisis which was the final nail into the coffin of the RDP, so in order to calm the domestic capital and foreign currency markets, the government embraced a conservative macro-economic strategy (GEAR). Often when countries face economic crisis, the budget from social welfare services is the first to be cut. In agreement, Makino and Chizuko (2013) and Sewpaul and Holscher (2004) note that, as a result of fiscal discipline, expenditure on social services declined in South Africa in 1996 for the sake of macroeconomic stability.

2.4.4 Whitepaper for social welfare 1997

In 1997 the White Paper for Social Welfare was adopted. According to Patel (2005), this new developmental model was extensively debated as the remedial model of service delivery, coupled with residential institutional care. The challenge was to address service needs in an integrated fashion with maximum developmental impact. The White Paper on Social Welfare, like the RDP, sought to reconcile economic growth with development and was shaped in a bottom up approach, meaning that there was a need for the communities to participate in agendas that involved them. As a developing country, South Africa sought to adopt the social development model of policy making.

Furthermore, Patel (2005) notes that social development policies must be bold in order to address the persistent unemployment, widespread poverty and inequality in South African societies. She assures that those policies and social programmes are needed to prevent the development of mass 'underclass' of poor people who are

living on the margins of the society and trapped in poverty with no means or capability of escaping from it. However, Patel falls short of recommending strategies to formulating and implementing a "bold" policy.

2.4.5 The Integrated Service Delivery Model (ISDM)

The White Paper on Social Welfare (1997) introduced the Developmental approach for the delivery of social services, which emphasised the multidimensional and integrated service d elivery as well as the achievement of socio-economic justice. In 2001, the National Minister for Social Development changed the Departments' name to Department of Social Development to signify the shift historically welfares approach to service delivery. The new paradigm shift is aimed at collective empowerment, facilitation of capacity building and enabling the poor and vulnerable to gain control over their lives.

The Integrated Service Delivery Model of 2006 was launched in November 2005 purported to provide clarity on the nature, scope and level of services in a developmental social service sector, excluding social security. Social Security should be a measure that largely provides immediate relief, with the possibility of beneficiaries exiting from the system and be redirected to developmental social welfare services to ensure sustainability of intervention efforts (Department of Social Development, 2005). With the Integrated Service Delivery Model, the Department of Social Development seeks to provide a comprehensive, equitable and qualitative service delivery system that will contribute to a self-reliant society.

It is premised that sustainable development approach which is strength-based needs to recognise the capacity of individuals, families and communities to interact creatively with the environment and utilise the available resources in order to address socio-economic needs. The reconstruction of the country requires the involvement of various role players responsible for delivery of social welfare services and developmental programmes. This, therefore, calls for the involvement of all spheres of government in the provision of services. The model also encourages partnerships or working relationships in order to achieve the common goal of "a better life for all".

2.5 MODELS OF SOCIAL WELFARE

Patel (2005) cites Wilensky and Lebeaux (1965) who identified two conceptions of social welfare namely the residual and the institutional perspectives. These two conceptions have been widely cited in the conceptualisation of welfare systems.

However, in the 1950s, social development also emerged as another approach to social welfare as a response to the distorted development especially in developing countries, (Midgley, 1995).

Unlike residual and institutional models, social development is not static, remedial or maintenance oriented, it also does not separate economic from social policy but actively encourages the integration of the two, (Midgley, 1998). Midgley (1995) divided social development ideologies into three types of strategies namely the individualistic, communitarian and statist strategies. Lombard (1996) notes that these strategies link the residual-institutional models of social welfare to a developmental one. Legislation, fiscal measures and comprehensive services among others. It takes the pessimistic view that the family and the market are inadequate for meeting human needs.

2.5.1 Institutional Model of Social Welfare

According to Midgley (2003), the institutional model proposes that government social programme be universal, generous and, ultimately, be institutionalised in the cultural fabric of modern societies. Patel (2005) notes that this approach conceives social welfare as a normal first line function of modern industries societies. Furthermore, the government's role in social welfare provision is substantiated and its interventionism is seen as a necessary step in meeting needs.The institutional approach assumes that government agencies are best deliverers of social policies and that access to social provision and social rights should be institutionalised.

2.5.2 Residual Model of Social Welfare

According to Midgley (2003), the residual model posits that the government social welfare institutions should only come into effect when individual effort, family support, the market and non-formal welfare systems fail to meet human need. It requires that state provisions should be conditional, targeted and limited. This approach is associated with conservatism which is a philosophy that upholds individual responsibility for meeting needs.

This preposition presumes that social welfare provision should be of short term, emergency nature and should tide people over crisis period, provision should cease once the crisis is over (Patel, 2005). It views social welfare also as a limited and temporary response to human need when all else fail, as it targets those most in need. Residual model of social welfare has been and continues to be adopted by

most countries, to avoid dependency on the state, it has however been criticised for being expensive and characterized by errors of exclusion and inclusion.

2.5.3 Social Development Model of Social Welfare

According to Midgley (1995) social development is a process of planned social change designed to promote the well-being of the population as a whole in conjunction with a dynamic process of economic development". Social development and economic growth are two reinforcing terms since a country cannot be economically well off if it does not address the social welfare of its citizens. In conformity, Midgley (1995a) states that, social development not only recognises the importance of economic development in raising standards of living, but it also seeks to harness economic development and social goals . Kothari and Minoque (2002) note that social development in general terms refers to planned development outcomes that prioritise social impacts often through social sectors of health and education.

The researcher observed that, state services are most often inadequate in rural areas as compared to urban areas where there is less or no poverty minimal desperation compared to rural areas. Children or vulnerable groups suffer a number of challenges and it is difficult to access the necessary service immediately. Health services and other necessary services are far from the households. The government is trying to come up with accessibility strategies but there no proper implementation. There are Batho Pele principles in place talking to the accessibility of service, redress, and value for money, consultation and more, but implementation of such pieces of legislation is indeed a challenge.

Table 2.1

Levels of interventions of social welfare services (Department of Social Development, 2010b)

Categories of interventions	Categories of interventions	Categories of interventions

Primary intervention	Promotion and prevention	Prevention
	Prevention	Early Prevention
Secondary intervention	Rehabilitation, therapeutic, restorative	Statutory, residential and aftercare
	Mental health	Reconstruction and aftercare social welfare service
	Continuous care	
Tertiary intervention	Reintegration and aftercare	
	Social support and relief social welfare services	

From the Table 2.1 above, it may be seen that the social welfare services are delivered according to three levels of intervention and also have different natures of service. According to the Department of Social Development (2010a) social welfare services are delivered at three levels of intervention depending on the nature of the developmental need or social challenge to be addressed. The emphasis is on prevention and early intervention services. The social welfare services not only focus on the child, but also on the family and the community from which the child comes.

2.6 IMPLEMENTATION ON ACCESSIBILITY OF SOCIAL WELFARE SERVICES

Policy on financial awards to service providers acknowledges that welfare services create and provide social protection to the most vulnerable of the society through delivery of social welfare services via provincial governments and non-profit Organisations (NPOs) structures. To enable the government to respond

appropriately to the developmental social welfare needs of the country, it must be in a position to project the financial implications of service delivery on multi-year basis through Medium Term Expenditure Framework (MTEF).

The focus of the Department of Social Development over the Medium Term Expenditure Framework(MTEF) period will be on : increasing access to social assistance, strengthening community participation, improving households access to food and nutrition, reforming and standardising the social welfare sector, expanding social development services promoting, preventing and promoting rights of children (DSD, 2016).

Grants takes up 94.2% of the department's total budget allocation over the 2015 MTEF period, and the projects paying social assistance grants to about 17.5 million beneficiaries by the end of 2017/18. A key element of outcome 13 government's 2014-2019 Medium Term Strategic Framework (MTSF) (an inclusive responsive social protection system) is reforming and standardising the social welfare system.

Social workers are essential to improved standardised social welfare services. Training of social workers is therefore crucial to social welfare reform, and the department expects to award 1,654 now scholarships for social work in 2017/18. Scholarships sub-programme, constitute 42.6% of the budget of the welfare service policy Development and implementation support programme over the Medium Term, and are administered by the National Student Financial Aid Scheme(NSFSA) (DSD, 2015).

Improved processes for registering and monitoring NPOs which are key partners in providing social welfare services will also support the reform. The department plans to review the NPO Act of 1997 to improve regulatory framework and will also improve the management of the NPO database and enhance the efficiency of the registration process.

South African Social Security Agency (SASSA) urgency of the ministry of Social Development was established in terms of the Social Assistance 13 of 2004 to provide comprehensive social security services to eligible poor and vulnerable South African citizens. Since it started operating, the entity has played an important role of breaking the cycle of poverty through provision of social grants and also Social Relief Of Distress (SRD) such as school uniforms to children from poor households (South African Yearbook, 2015/2016).

Developmental social welfare services in South Africa are based on the collective responsibility of and collaborative partnership between the public sector, private sector, civil society, training institutions and research institution. All these partners play a crucial role in ensuring the provision of equitable services to meet the needs of the society. Social welfare is not a function of local government, but provincial government may delegate certain responsibility to local authorities. Social welfare services' responsibility lies in the hands of both national provincial spheres of governments (DSD, 2005).

Furthermore, the national Department of Social Development provides strategic leadership and support and also coordinates the implementation of social welfare services through the welfare sector. The national department is responsible for developing national norms and standards for rending of services and for ensuring uniformity in the application of particular functions. Interdepartmental collaboration takes place between government departments whose mandates include promoting social development and the delivery of developmental social welfare service (DSD, 2005). Improving social welfare in the developing world remains a top priority on the global development agenda, as policy makers and international development partners worldwide strive to meet the sustainable Development Goals by 2030 (Sakyi, Bonuedi & Opoku, 2018).

In most developing countries, improving the quality of government delivery system is quite a challenge; awareness towards social rights of those fewer fortunate groups needs to be promoted. With this intention, joint effort has been initiated by the policy and decision makers with the support and help from the developers and operators in ensuring the vulnerable and disadvantaged group receive maximum quality life. Good governance guaranteed the vulnerable and other disadvantaged groups to be to include in the decision making processes and considered the provision of services that affect the latter's by formulating various positive policies and programmes (Osman, Bakri & Bachok, 2015).

According to Social Development Budget South Africa (2017/18), the government has done well to maintain the real value of children-specific grants such as the Child Support, foster and care dependency grants. The government is encouraged to develop its legislative agenda to include service delivery norms and standards that can be used by provincial social development departments to anchor bids for additional funding for social welfare services.

The Social Worker Employment grant has been successfully implemented at national level, and the grant has thus been discontinued. As from 2019/20, funding will be incorporated into the provincial equitable share. This means that R678.9 million will be shifted directly to provinces over the MTEF period. The Social Relief of Distress grant provides temporary income support, food parcels and other forms of relief to people experiencing undue hardship. Social relief of Distress is expected to increase inflation with 4.94 per cent for 2019/2020 (DSD, 2019).

2.7 FACTORS THAT HINDER THE IMPLEMENTATION ON ACCESSIBILITY OF SOCIAL WELFARE SERVICES

This section discusses the factors that hinder the implementation on accessibility of social welfare services. Nieman (2003) , Lombard (2007), Patel (2008) and Chiekadzi &Pretorius, (2011) show in their studies that there are factors that hamper access to social welfare services which include lack of Human resource, infrastructure and poor working conditions in which social welfare are being offered.

2.7.1 Lack of Human Resource

Social welfare services should be expanded with more education and training for social work practitioners (social workers, Auxiliary Social worker, child and youth care workers and community development practitioners) and a review of funding of non-profit Organisations (DSD Budget RSA, 2017/18).

South Africa experiences a disjuncture between a critical shortage of social workers and an increased demand for social welfare services (Patel, 2005 & RSA, 2011). The study of Green (2018) indicates that social workers are overwhelmed by the increased demand for social welfare services and as such, most of the time they are preoccupied by short term and individual interventions with hardly any time for developmental efforts because of the survival needs of client systems and acute poverty issues. This implies that the situation does not provide adequate opportunity for social workers to also focus on mezzo and macro interventions, in particular, bridging the macro and micro- interventions divide in social delivery.

As a result, micro-interventions, particularly in the form of casework continue to dominate over the mezzo and macro interventions (Earle, 2008, Patel & Hochfeld, 2012) and thus delays progress towards social development. In non-governmental sector, the challenge of shortage of social of social workers was exacerbated when the government reduced the subsidy (RSA, 2011). The subsidy cuts significantly

reduced the sector's capacity to provide developmental social welfare services as they were unable to recruit and retain social workers (RSA, 2011).

The social welfare sector makes use of a range of practitioners with different competencies. To facilitate service integration among different professions and occupational groups, the roles and responsibilities, scope of practice, training and qualifications are required and the requirements for registration in respect of all practitioners need to be defined. A framework for specialist and generic practice is needed to guide service delivery and ensure that service beneficiaries have access to specialised services and practitioners where necessary.

Some service practitioners perform at different levels depending on the nature of knowledge and skills needed for the performance of different skills. Social welfare practitioners are governed by a code of conduct that protects service beneficiaries as well as practitioners. The adherence to the code of conduct also requires a commitment from social welfare service providers to create the conditions that will facilitate ethical conduct (DSD, 2013).

In terms of provision of social welfare services, social work is described as overwhelming and sometimes frustrating because community's needs are excessive while social workers in rural areas are few. Non-Profit Organisations employ less number of social workers in rural areas where the families are in dire need of social welfare assistance. This approach or scenario limits the delivery of social welfare services. In South Africa it is recognized that there is a significant shortage of social workers (Kangéthe, 2014 & Calitz et al., 2014). This shortage impacts on social workers in the field as it increases their caseloads, which are already extraordinarily high (Wilberforce et al., 2014). This lack of resources creates unacceptable atmosphere, tension and conflict, and social workers find it difficult to respond to emergency situations. Some indicated that they would "steal" another social worker's car to meet targets because of pressure from management (Dlamini & Sewpaul, 2015).

Budget Vote 17 Speech by the Minister of Social Development (2019) indicated that by the NDP's conservative estimation, we require close to 55 000 social service professionals in the sector to respond effectively to the social development needs by 2030. In the next few months, the Minister of Social Development will be engaging with the Ministers of Police, Health, Basic Education and Treasury towards creating a consolidated approach to explore ways of increasing the number of quality social

workers, social auxiliary workers, and community development practitioners that can be fed into the system.

2.7.2 Inadequate Infrastructure

Department of Social Development (2013) indicates that for their effectiveness, certain basic infrastructure and equipment are needed by social welfare service practitioners, particularly social workers who are legally obliged to provide services in a particular manner. Infrastructure required is in the form of office accommodation that is accessible which allows for confidentiality and protects the safety of practitioners. Facilities for care (e.g. children's homes, places of safety, homes for the aged) and service centres, which can be established by the state and either managed by the state or outsourced to non-governmental or private sector are equally needed.

Furthermore, transport to conduct home visits to service beneficiaries and attend other tasks, furniture that is sustainable for interviews with service beneficiaries, communication media such as telephones and facsimile machines, computers and photocopiers and finally the filing cabinets for the safe keeping of records.

In most cases, families who are in need of social welfare services may have no means of transportation, social workers often travel on the roads that are in poor conditions to reach families in the interior regions of the country, but they stated that vehicles were not always available and it could become difficult to reach those with greatest needs. Absence resources such as equipment, qualified supervisors and in-service training were identified as barriers to competent practices (Brown & Neku, 2005).

2.7.3 Poor Working Conditions

In South Africa, social workers in the welfare sector are key role players in developmental social welfare delivery, however their working does not reflect their importance as they "… are generally very poor" (Earle, 2008). The poor working conditions for social workers include limited (or lack of) access to resources such as adequate supervision, stationery, office space and furniture, information technology, administrative support, vehicles and supporting professionals (Alpaslan & Schenck, 2012, Earle & Ntjana, 2014).

Poor conditions negatively impact on the ability of social workers to deliver quality and effective developmental social welfare services and to make a significant shift towards the development approach in service delivery. It also contributes to a

shortage of workers in the country as high numbers of social workers leave the profession and move from both government and the non-governmental sector for better prospects elsewhere (DSD, 2009 & Sithole, 2010).

Stark (2008) concludes that the focus in service delivery has shifted from building a relationship with a client to what is the best way of managing a case, with the result that the client is neglected. More emphasis is placed on the assumption of "victim blaming" (Abramovitz, 2012 & Spolander, 2014), which means that there is something wrong with the clients rather than that something which they could not have foreseen or averted has happened to them (Abramovitz, 2012). Consequently, the focus is on the risks that arise and the associated responsibilities of the client. The influence of the environment and the availability of resources are considered less important (Liebenberg, Unger & Ikeda, 2013).

2.8 CONCLUSION

Social welfare services were historically spread inequitably across racial groups in accordance with apartheid policies of separate development. In order to address the unjust history in social welfare service delivery a developmental social welfare policy was adopted. The policy provides for developmental social welfare service delivery where services should be just, appropriate and equitable to all service users and particularly the poor people, vulnerable and marginalised.

Social welfare services are based on the developmental approach adopted by the sector since the approval of the white paper to social welfare. In terms of this approach, social welfare services practitioners are encouraged to adopt and implement strategies that will empower people and develop human potential and capacities of self- development and self-reliance. The developmental approach recognises the interrelatedness of social development and economic development strategies for the effective implementation of social welfare service delivery. The delivery is thus provided in a framework where social security, development and integrated approach is adopted for the benefits of marginalised, poorest of the poor and most vulnerable groups.

CHAPTER 3 RESEARCH METHODOLOGY

3.1. INTRODUCTION

This chapter presents and outlines the way in which the data was collected; research instruments, the population of the study, sampling and sampling methods, the data collection process and ethical considerations that were adopted and applied by the researcher in this study.

3.2. RESEARCH METHODOLOGY

According to Silverman (2005), research methodology is the choice we make about cases of study, methods of data gathering, forms of data analysis in planning and executing a research study; while Bless and Higson–Smith and Kagee (2006), refer to it as the methods that the researchers utilise in carrying out a research and such methods can either be qualitative, quantitative or triangulation of both qualitative and quantitative methods.

The researcher chose qualitative research because he was interested in an in-depth understanding of the assessment in the implementation of accessibility of social welfare services of the Department of Social Development as one ten point plan outlined by their strategic plan which were launched in October 1999.

3.3 RESEARCH APPROACH

For the purpose of the study, the researcher opted to employ the qualitative approach. Burns and Grove (2007), Maree (2007) as well as Denzin and Lincoln (2005) define qualitative research as a systematic approach that locates the observer in describing life experiences and situations and gives them meaning through a series of field notes, interviews, conversations, photographs, recordings, and memos.

Qualitative researchers study things in their natural settings, attempting to make sense of, or to interpret phenomena in terms of the meaning people bring to them. The qualitative research method was applied in this study as the researcher was interested in obtaining the in-depth understanding of the assessment to the implementation of accessibility of social welfare services of the Department of Social Development.

3.4 RESEARCH DESIGN

Research design is the plan that is used to obtain research participants and collect information from (Welman, Kruger & Mitchell, 2005). Babbie and Mounton, (2001)

indicate that Research design is a plan or structured framework of how a researcher intends conducting research process in order to solve the research problem.

The researcher employed case study as a research design and Anti-positivist paradigm in order to focus on the in-depth understanding and perceptions of the assessment on the implementation of accessibility of social welfare services of Department of Social Development. The case study design assisted the researcher to obtain the qualitative rich information on the implementation of accessibility of social welfare services especially when it comes to improving the general welfare of the residents of Shakung village.

3.4.1 Sampling

Sampling is the strategy used to select the group of persons, objects or phenomena for a research study (Thyer, 2010); the process of choosing members of a population to be included in a sample (Wilson & McLean, 2011) and the procedure used to identify the subset of population that will be included in the actual research (Grinnell & Unrau 2008).

It was the process in the present research that was used to obtain a small group of people from the whole population. According to Grinnell (1993), sampling is the selection of some units to represent the entire set from which the units were drawn, while Maree (2007) refers to sampling as the process used to select a portion of the population.

Due to time and money constraints, the researcher did not include the whole population in the research study, and therefore opted to use sampling. The researcher sampled nineteen respondents from the population, fourteen beneficiaries of social welfare services from Shakung Village and social workers within the Department of Social Development in the Fetakgomo Tubatse Municipality of Sekhukhune District.

3.4.2 Sampling methods

Sampling methods include two procedures: non-probability sampling and probability sampling (Babbie & Mouton, 2005). The researcher should choose which sampling procedure to use, depending on the research approach they are undertaking. In non-probability sampling, not everyone from the population has a chance to be chosen as part of the sample, and the researcher has little control over who their participants are. Nonprobability sampling does not ensure that all units are selected

(Vaswanathan, 2007). Purposive sampling was used as a sub-type of non-probability sampling (Wilson & MacLean, 2011). Purposive sampling was utilised in the study. According to Strydom and Delport (2006), purposive sampling comprises of elements that contain the most representative characteristics, or typical attributes of the population that serve the purpose of the study. The researcher chose purposive sampling, because he was able to consider his judgment to select respondents with the particular characteristics relevant for the study.

3.4.3 Sample size

A sample size can be defined as a smaller selection of the total population from which investigations will be conducted (Welman, Kruger & Mitchell, 2009). The sample selection of this study was informed by the following factors:

- Being a beneficiary of social welfare services
- Being a South African citizen and residing in Shakung Village in Fetakgomo-Tubatse Municipality
- Being a social worker serving the area of Shakung Village employed by Department of Social Development in Sekhukhune District in Fetakgomo-Tubatse Local Municipality.

In the study the sample size was nineteen (19) respondents. First category involved 14 beneficiaries of social welfare services and second category involved five (05) Social workers working for Department of Social Development at Moroke Social work Office.

3.4.4 Study Area

The location of the study was Shakung Village within Fetakgomo Tubatse Municipality of Sekhukhune District in the Limpopo Province in South Africa. The area of Shakung is rural; it comprises of predominately Sepedi- speaking people. It is under ward 14 according to municipal demarcation board; it has three (03) primary and two (02) secondary schools, and there is no clinic available in the near vicinity. Shakung residents travel approximately 20 km to access social welfare services and health care services in Moroke. The village is electrified and has communal taps for water consumption.

3.4.5 Population

A population means the group or collection that we are interested in generalizing about. More formally, a population is the theoretically specified aggregation of study

elements (Rubin & Babbie, 2010). The study population were social welfare beneficiaries from Shakung Village and Social workers from Limpopo Provincial Department of Social Development in Sekhukhune Village, Fetakgomo Tubatse Municipality stationed at Moroke Clinic.

3.4.6 Data collection

Data collection methods refer to the methods which are used to gather information from the respondents; these methods are the procedures specifying techniques to be employed, measuring instruments to be utilised and activities to be conducted in implementing a research study (Grinnell, 1998). For data collection the researcher employed interviews. Interviews are regarded as the most highly used method in qualitative research (De Vos, 2009). An interview is defined by Maree (2012) as "a two way conversation in which the interviewer asks the participant questions to collect data and learn about the ideas, beliefs, views, opinions and behaviours of the participant. The rationale behind choosing interviews as a data collection method is mainly because of what De Vos (2009) maintains about interviews.

According to De Vos (2009) interviews are a useful way of getting large amounts of data quickly and are an effective way of obtaining depth in data. The researcher used the semi-structured one-to-one interviews. The rationale behind this choice was mainly because this type of interview allowed for the probing and clarification of answers and also permitted the development of interview schedule which defined the line of inquiry. A written guide to direct the interviews called the schedule was used to gather data from the respondents.

3.4.7 Data collection approach and method

Data collection is a systematic way of gathering information that is relevant to the research process (Burns & Grove, 2013). Data collection is explained by Roestenburg (2011) as the interaction between the participant and the researcher; where the researcher uses interviews, recordings, observations and other methods to obtain rich information from the participant.

A semi- structured interview schedule was used to collect data. Bryman (2008) highlights that a semi-structured interview schedule is flexible and prone to changes as things might unfold in an unanticipated manner during the interview process. De Vos et al. (2011) state that the advantage of using a semi-structured interview schedule is that the research participants are not limited when giving their responses

and the researcher also gets the opportunity to follow up on responses that are not clear.

This instrument of data collection guided the researcher in the formulation of in-depth interviews with beneficiaries of the social welfare services and the social workers from the Department of Social Development. The interviews were face to face and note taking was done especially to capture gestures, feelings and emotions of the respondents.

3.4.8 Testing of the data collection instrument

The researcher pre-tested the research tool before data collection took place. According to de Vos et al. (2011) piloting is a method which entails administering the research tool with individuals that will not be in the sample before data collection occurs. The aim of piloting is to pre-check the research questions in the interview schedule to see if the questions are clear and also if they can be easily understood (Rubin & Babbie, 2010).

In this case, the researcher piloted the research instrument with one social worker intern who was not included in the sample. During the pilot study of the research instrument, the social worker intern displayed an understanding of the research interview and thus no changes were made to the research instrument.

3.4.9 Data collection process

The data was collected using face-to-face semi-structured interviews. The use of semi-structured interviews enabled the researcher to gather detailed information as the participants were not restricted or rather limited when giving their responses. The interviews took place at the respondents' work place at the Department of Social Development and also at Shakung Village so as to avoid interfering with their working hours.

Some respondents availed themselves upon being approached while others made appointments for the day and time in which they would be available. The response time differed for each respondent and the interviews lasted between 30 minutes to 40 minutes per interview. The researcher was able to ask follow up questions with the respondent and also engaged with them in an in-depth manner because the interviews were one on one. The respondents were provided with respondents' information sheets, consent forms for participating in the study. The researcher took down notes. However, it is acknowledged that some valuable information might have been lost as the researcher had to interact with the respondents and ask follow up

questions. Data collection planned for a period of two weeks but it took about three and a half weeks as some were not available and the researcher had to wait for the time that was suitable for the respondents.

3.4.10 Ethical considerations related to data collection

Ethical consideration is the study of standard of conduct and values in research as well as how these impact on both the researcher and the research (Gray, 2009). Ethics that were considered in this study are the following:

- **Permission to conduct research**

The researcher applied for the permission to conduct the study from Turfloop Research Ethics Committee (TREC). After approval has been granted by the TREC, the applicant further applied to Limpopo Province Research Ethics Committee (LPREC). After approval from LPREC, then Department of Social Development issued an approval to the researcher to conduct study with its employees. The permission also was applied and granted by Letolwane Tribal Authority in Shakung Village.

- **Informed consent**

Rubin & Babbie, 2010 (2010) highlight that for the participants to voluntarily participate in a study, they should be well aware of the details of the study. This includes factors like the risks and benefits involved and what the study entails. The participants were given written participant information sheets with details of the study and also consent forms which they were asked to sign when they were agreeing to participating in the study.

- **No harmful deception of subjects**

Bless and Higson-Smith (1995) explain that in deception, the researcher hides the nature of the study truly from the participants. Further, it is explained that, this is done to prevent the participants from altering their behaviour.

The researcher informed respondents of whatever information to be communicated during the study at all times. The correct information was provided at all time and there was no hidden information kept away from respondents

- **Voluntary participation**

According to Royse (2011), voluntary participation is essential in social work research so that the participants partake on their own free will. This is in alignment with the right to self-determination of the client in social work practice. The participants were not forced to partake in the study and they were also informed that there would be no any penalty should they refuse to partake in the study. In addition, they were permitted to withdraw from the study at any point should they feel uncomfortable.

- **Respect for privacy/confidentiality**

Confidentiality in research means that identifiable information about individuals that is collected during the process of the research will not be disclosed (Wiles, 2013). Respect for confidentiality is an established principle in research ethics and professional codes of conduct, meaning that information shared would not be discussed in a way that could publicly identify a participant or source (Given, 2008). Seidman (2006) further highlights the importance of the right to privacy and the right to request that participants' identities remain confidential. The researcher briefed respondents' contents of confidentiality.

- **Anonymity**

Anonymity refers to concealing the identity of the participants in all documents resulting from the research, therefore actively protecting the identity of the research participants (King & Horrocks, 2010).

The principle of anonymity was applied because the researcher made sure that the participants remained anonymous throughout the study. The researcher ensured that no participants of this study were mentioned by name and the interviews did not provide the space for filling the name except for biographical information.

3.5 Data analysis

Qualitative data analysis is the non-numerical examination and interpretation of observations for the purpose of discovering underlying meaning and patterns of relationships (Schurink, Fouché & De Vos, 2011). In addition, qualitative data analysis begins as data is being collected rather than after data collection has ceased (Monette, Sullivan and De Jong 2008). Qualitative data is coded to assist the researcher to identify themes and sub-themes. For the purpose of the study, the

researcher utilised steps of Creswell (1998) cited in De Vos (2009) which are listed below.

3.5.1 Planning for Recording Data

The researcher planned the recording of data in a systematic manner that is appropriate to the setting of respondents and that facilitated analysis before data collection commenced.

3.5.2 Data Collection and Preliminary Analysis

The researcher applied data collection and preliminary analyses in a twofold approach wherein the first aspect involved data analysis at the research site during data collection and the second aspect involved data analysis away from the site, following a period of data collection.

3.5.3. Managing (Organising) Data

Managing or organising of data is the first step in data analysis away from the site, as the first loop in the spiral, it begins the process proper at an early stage in the analysis process, and the researcher organised data into file folders, index cards or computer files.

3.5.4. Reading and Writing Memos

After the organisation and conversation of the data, the researcher continued with analysis by getting the feeling for the whole database wherein the transcripts were read several times.

3.5.5. Generating Categories, Themes and Patterns

The researcher generated categories, themes and patterns in order to demand a heightened awareness of the data, a focused attention to the data, and openness to the subtle.

3.5.6. Coding of Data

The researcher used the coding of data by applying the schemes to the categories, diligently and thoroughly making passages in the data when coding.

3.5.7. Testing Emergent Understandings

The researcher tested the emergent understanding by beginning with the process of evaluating the plausibility and developing understanding as well as evaluating them through data.

3.5.8. Searching for Alternative Explanations

The researcher discovered the categories and patterns in the data and engaging in critical challenges the patterns that seemed apparent.

3.5.9. Writing the Report

The report was written by the usage of presenting data, packaging of what was found in the text, tabular or figure form for example by creating a visual image of the information and present a comparison on a form of a table or matrix.

3.6. RELIABILITY AND VALIDITY OF THE STUDY

3.6.1 Reliability

Reliability occurs when an instrument measures the same thing more than once and results in the same outcome. (De Vos, Strydom, Fouché, & Delport, 2006). The reliability was measured by pilot study of the interview schedule. The researcher is in agreement with the author in that if the instrument is valid and reliable in measuring a certain variable it will measure exactly what it intended to measure and consistently produce similar results even if used repeatedly over time over the same variable or if used by different researchers.

3.6.2 Validity

Validity was ensured by basing the interview schedule on current scientific knowledge regarding the research theme, obtained through literature review and present the interview schedule to some experts in the field to validate that it is accurate and representative (Burns & Grove, 2009). According to Babbie (2010), validity refers to the extent to which an empirical measure adequately reflects the real meaning of the concept under consideration or it is a term describing a measure that accurately reflects the concept it is intended to measure. Thus the definition of validity has two parts: the instrument actually measures the concept in question, and the concept is measured accurately. It is possible to have the first without the second, meaning a concept cannot be measured accurately if some other concept is being measured instead.

De Vos et al., (2005) stipulated that for the instrument to be seen its validity the three questions should be posed:

- How well does this instrument measure what we want it to measure? (Content validity)
- How well does this instrument compare with one or more external criteria purporting to measure the same thing? (Criterion validity).
- What does this instrument mean, what is in fact measuring, and how and why does it operate the way it does? (Construct validity). "

In the study interview schedule was developed to suit all the respondents identified for the study. The instrument was divided into two sections, section for beneficiaries of social welfare and the one for social workers from the Department of Social Development.

3.7 CONCLUSION

The chapter served as an indication on how the researcher conducted the study. It illustrated procedures, methods and measurements that were used in this study, for example: how data was collected and analysed. The chapter was strongly predicated on the research problem, the aim and the objectives of the study.

CHAPTER 4 DATA PRESENTATION, ANALYSIS AND INTERPRETATION

4.1 INTRODUCTION

This chapter is all about presentation of data which was collected from beneficiaries of social welfare services and officials from Department of Social Development. Semi-structured interviews were utilised, and questions were guided by major research questions aligned to objectives of the study. The aim of the study was to assess the implementation on accessibility of social welfare services of the Department of Social Development in Shakung Village, Limpopo province. The study adopted qualitative research approach and the sample size was nineteen (19) respondents. First category involved 14 beneficiaries of social welfare services and second category involved five (05) Social workers working for Department of Social Development at Moroke Social work Office.

4.2 BENEFICIARIES OF SOCIAL WELFARE SERVICES AND SOCIAL WORKERS AS RESPONDENTS OF THE STUDY

The section is about the background information of respondents. The respondents were asked questions in relation to gender, age, name of the village and type of village and type of social welfare services they received as beneficiaries of social welfare services. Social workers were asked the questions based on gender, age and number of years as a social worker. The study was conducted in Shakung village, Fetakgomo Tubatse Municipality, Sekhukhune District in Limpopo Province.

Table 4.1

Profile of Social Welfare Services beneficiaries

Respondent	Gender	Age Range	Name of village	Type of social welfare service
A	Female	31-35	Shakung	Social Relief of Distress
B	Male	50+	Shakung	Social Relief of Distress
C	Female	31-35	Shakung	Social Relief of Distress
D	Female	46-50	Shakung	Social Relief of Distress
E	Female	41-50	Shakung	Social Relief of Distress
F	Female	36-40	Shakung	Social Relief of Distress
G	Female	41-50	Shakung	Social Relief of Distress
H	Female	46-50	Shakung	Social Relief of Distress
I	Female	46-50	Shakung	Social Relief of Distress
J	Male	50+	Shakung	Social Relief of Distress
K	Female	41-50	Shakung	Social Relief of Distress
L	Male	36-40	Shakung	Social Relief of Distress
M	Female	41-50	Shakung	Social Relief of Distress
N	Male	41-50	Shakung	Social Relief of Distress

Table 4.2

Profile of social workers

Respondent	Gender	Age range	Number of years as social worker
O	Male	31-35	09 years
P	Female	31-35	07 years
R	Female	31-35	09 years
S	Female	31-35	07 years
T	Female	41-45	07 years

4.2.1 Respondents' gender

Table 4.1 shows that out of the fourteen respondents, ten were females and four were males. This shows that there are more female beneficiaries of social welfare services than male counterparts. Table 4.2 shows that out of the five social workers, one was male and four were females.

4.2.2 Age range

Table reveals that the age range of participants was from 30-50+, two respondents were 31-35 as the youngest age range, two respondents were 36-40, five respondents were 41-45, two respondents from 46-50 and two respondents were 50+ .Table reveals that the age ranged from 30-50+; four social workers were in the category aged31-35 and they were the youngest age group; one social worker was 41-45.

4.2.3 Name of the village

"All fourteen respondents of beneficiaries of social welfare services were from Shakung Village.

4.2.4 Type of social welfare services

All fourteen respondents are the recipients of social welfare services.

4.2.5 Number of years as social worker

Five respondents have experience in rendering social welfare services to beneficiaries of social relief distress. On average, the participants' working

experience ranges from 07 years to 09 years. Three social workers had 07 years of experience while two social workers had 09 years of experience.

4.3 THE EFFECTIVENESS OF THE IMPLEMETATION ON ACCESSIBILITY OF SOCIAL WELFARE SERVICES

This section is about the effectiveness of the implementation on accessibility of social welfare services. It addresses both beneficiaries of social welfare services and social workers. Two questions were asked on both respondents below. The data is presented in narrative form.

4.3.1 Beneficiaries of social welfare services

What are the benefits of the implementation on accessibility of social welfare services experienced by the beneficiaries of social welfare services?

Respondent A

Social welfare services are not helpful because I did not get any assistance when I went to the social work offices.

Respondent B

At least these days I can say the social welfare services are accessible unlike before. I have faith in social workers.

Respondent

The social welfare services are very beneficial even our children get a lot of help from social workers.

Respondent D

To be honest they are accessible but when it comes to their administration they are very slow in ensuring that social welfare services be accessible fairly to us.

Respondent E

I think that personally, I see the benefits because of the social welfare services. My life changed for the better since accessing the services.

Respondent F

The services are accessible and helpful despite the fact that we need to travel long distance for such services.

Respondent G

The implementation of social welfare services has benefits to our community in many ways.

Respondent H

I, as a Shakung resident see benefits of the implementation of social welfare services because at least I tend to receive food parcels from social work offices sometimes.

Respondent I

I see the importance of social welfare services within us as Shakung people because we benefit from social workers, we do not go to bed hungry always.

Respondent J

The implementation of social welfare service improves our live greatly because we are able apply and receive food vouchers in social work offices and SASSA.

Respondent K

I have nothing personal against social workers, but I can say they have a special type of beneficiaries they prefer than others.

Respondent L

In my own assessment social welfare service implementation is absolutely beneficial and helpful especial to us the destitutes.

Respondent M

I do not want to lie, the implementation of social welfare services add quality to lives.

Respondent N

With the implementation of the social welfare services in our area, things are shaping up to the better.

Out of fourteen respondents, thirteen indicated that the implementation of social welfare services are beneficial and improves their social lives of every while one respondent indicated that the implementation of social welfare services does not bring any benefits.

What is the level of satisfaction/ dissatisfaction in relation to the response to the experiences that beneficiaries of social welfare faced?

Respondent A

In terms of accessing the social welfare services, I am not satisfied at all because they are not accessible to some of us.

Respondent B

My view is that social workers are doing the best to make sure that services be accessible to us fairly, I am satisfied fully with the services from social workers.

Respondent C

I am happy for the services that I receive in the offices of the social workers.

Respondent D

Ever since I went to offices of the social worker, the social welfare services received are satisfactory.

Respondent E

If I were to rate the social welfare services we receive from our social welfare services, I will say I am satisfied.

Respondent F

It is difficult to get social welfare services even though they are available especially because we must travel long distance.

Respondent G

It is unsatisfactory because social workers take time to avail themselves to us and respond positively.

Respondent H

To be honest with you, I am very satisfied with level of implantation of social welfare services in our community.

Respondent I

I can see they are satisfying beside the fact that it has been long without receiving such services.

Respondent K

It is not an easy thing to say whether I am satisfied because days are not the same and we sometime find different people at times.

Respondent L

Eish…, social workers are on top of their game in terms of the implementation of social welfare services.

Respondent M

It can be viewed from the distance that social workers are showing that indeed they are trained to assist poverty stricken people. Their services are awesome.

Respondent N

Our lives are getting better after the implementation of accessibility of social welfare services.

Ten out of fourteen respondents showed that their level of satisfaction is good in relation to the response to the experiences that beneficiaries of social welfare have,

three of respondents showed dissatisfaction and one respondent indicated the undoubtedly state.

4.3.2 Social workers as respondents

The respondents had two questions which are listed below.

What is the impact of the implementation on accessibility of social welfare services to the poverty reduction to its beneficiaries?

Respondent O

Even though I do not have statistics to support my opinion, the impact made is minimal.

Respondent P

With the implementation of social welfare services, I witness changes in lives of clients; they access social relief of distress in the form of material assistance like food parcels and school uniforms with ease.

Respondent Q

I can say that there is accessibility of social welfare services within the community of Shakung because the implementation of social welfare services.

Respondent R

The implementation of social welfare services within the vicinity of Shakung makes huge impact to quality lives of residents and beneficiaries at large. Social welfare services are accessible and available.

Respondent S

We, as social workers are able to conduct campaigns within Shakung Village to capacitate them on social welfare services rendered within our offices.

Four out of five respondents indicated that the implementation on accessibility of social welfares have great impact towards the lives for beneficiaries of social welfare services in Shakung. Only one social respondent showed that this implementation make little impact to the lives of beneficiaries of social welfare services in Shakung Village.

What is the role of the Department of Social Development when addressing challenges faced by beneficiaries in relation to the implementation on accessibility of social welfare services?

Respondent O

By right the Department of Social Development was supposed to be employing more social workers to assist better when it comes to the implementation on accessibility of social welfare services, devices infrastructure close to the service beneficiaries.

Respondent Q

I think if we were doing right as the Department of Social Development, we should be having satellite offices to reduce the travelling distances of clients. May each ward have its own social worker within the radius of 5 KM not the 20 KM that Shakung are travelling to access us.

Respondent R

By mere looking at what is the role of Department in making sure that implementation is done, I do not see much efforts from our Department. The procedures and methods of how part is there, but implementation is very slow.

Respondent S

The Department tries to provide us with the transportation to facilitate implementation of social welfare service but the car is one and we are many versus one car. The car ratio allocation is unjust.

Respondent T

I see the role of Department being prominent in ensuring that the implementation of social welfare is visible by administering of social relief of distress.

Four respondents indicated that the role of the Department of Social Development when addressing challenges faced by beneficiaries in relation to the implementation on accessibility of social welfare services is not fully prominent while one respondent showed that the Department tries to provide with the transportation to facilitate implementation of social welfare service even though cars are limited.

4.4 CHALLENGES OF THE IMPLEMETATION ON ACCESSIBILITY OF SOCIAL WELFARE SERVICES AMONGST BENEFICIARIES

The aim of the section is to investigate the challenges of the implementation on accessibility of social welfare services amongst beneficiaries. The section consists of five questions on both beneficiaries of social welfare services and social workers. The data will be presented in a tabular form for both respondents.

Table 4.3

4.4.1 Beneficiaries of social welfare services

Responde nts	What are the challenges faced by the beneficiarie s in relation to implementat ion on accessibilit y of social welfare services in Shakung Village?	What are the views of the social welfare beneficiarie s regarding the implementat ion of social welfare services in relation to poverty eradication ?	What are the possible ways of addressin g the challenge s faced by the beneficiar ies of social welfare services?	What are the support systems that beneficiari es of social welfare services have when facing the challenges ?	What are the procedures to be followed by the beneficiarie s when faced with challenges in response to implementat ion on accessibilit y of social welfare services?
A	I experienced challenges of lack of follow up from social	I do not see the importance of the implementati on of social	Whenever we come up with problems we are clueless	As I indicated that when I face problems in regard to	I don't know of any procedure to quite frank.

	workers. Our applications are delayed unnecessarily.	welfare services because some of us are not assisted.	as where to go.	implementation of social welfare services it means there are no support system I know of.	
B	They take time attend to our cases and they don't constantly give us feedback.	They lack supervision and monitoring our social relief of distress cases, they do not eradicate poverty.	I do not have any knowledge on what can I do, I just say its fine. Life goes on.	There is no any support system I know.	I never heard of procedure to be followed and I don't want to lie.
C	The social work offices are far and we lack transport to get there.	Regardless of distances and transport fare, they reduce high level of poverty.	Honestly, I have no idea as way forward of resolving challenges that confronts me when I don't get what I	In our area, there is none.	I have no idea may it is because I did not go school.

			think is due to me.		
D	Social work offices are far and it is expensive to reach their offices, because of that I lost hope in going there.	I don't see any assistance because they always complain cars. No follow ups.	Simply because I don't know what to do, I just give up.	Support system does not exist in our vicinity. We rely on Home-based caregivers to assist but it is the same.	I don't even have a headache of thinking about procedures since we don't have support system.
E	When I think of going to office I do not have energy because it is far and money for transport is a big problem.	I see no differences because. Poverty does not decrease.	Lack of knowledge in terms of solving problems, which lead to us giving up.	There are no visible structures to utilise as support system which I know.	Ummm, I have never heard of any procedure to be truthful.
F	Transport *ke mathatha,* in turn we feel like they only assist their favourites because others have money for	Due to transport and distance, the implementation of social welfare services does not bring any	If I can say I know I will be lying. I do not where to go and what to do.	We rely on ward councillors but the problem is that they don't have clear knowledge.	No formal procedures except to talk to our ward councillors even though they lack proper ways.

	transport.	change.			
G	I hardly see social workers in our area; they don't come for home visitations and give us feedback hence their offices are far.	What I can say is that social workers are like rain, they come once in a while. Instead of reducing poverty they do the opposite.	There is no one who once told us what to do if we may face challenges.	Maybe others know ,*nna* I have no idea as whether they exist or not.	For me I do not know any procedure to follow.
H	Social workers always complain about cars when we visit their offices and delay progress of our cases.	Through the implementation of social welfare services, I, personal the decline in poverty.	As the way of solving challenges, I confront supervisor of social workers.	I use their supervisor as my support system.	The procedure that works foe is to see their supervisor.
I	I encounter transport challenges to reach office of the social workers.	Poverty level in our area decreased because of the implementation of social welfare	Up to now, I haven't faced any challenge yet but if I may face them I don't know	I am still a new client I am not sure of support systems when faced with challenges.	May be I will know of procedures when progresses.

		services.	what to do.		
J	For me it is difficult because I do not even get grant so I have no money to receive my services fully.	In my own view, the implementation of social welfare services is doing better but transport makes it difficult to be accessed.	May be you can assist me, I am blank.	I wish we had such structures to support us, we would be better because we are clueless.	Which procedures while we lack support systems.
K	If it was not of transport and bad roads to social work offices, I would say they are perfect.	When I compare before and now, I can see life improvement so the implementation of social welfare services benefits us.	*Ngwanesho, a ke tsebe*, I am in dark but I wish I can have information on that.	I don't even know as who can assist me to know where to go when I face problems.	I wish I knew these procedures I think they would be helpful.
L	Social workers are far, I wish they could be doing like Mobile clinic coming once in a while.	As long the services are far, it is not easy to evaluate them to their best or poor.	Such information has never reached me yet.	I can appreciate to know our support systems because problems are galore.	We need capacitation on procedures because we don't know anything.

M	In times of rains it is very difficult for us to get into social work offices; I can't walk as I don't have money. The roads are muddy and slippery.	I see the implementation of social welfare service as a relief a bit but problem of distance is killing us whenever we need to access them.	I don't think there is any in our village who knows but to respond to your question, I don't know.	As long as I don't know the possible ways, I do not think I can know support systems.	May be you can step in and educate us about procedures because honestly I don't know.
N	Moroke is far my brother, Department should device a means to cater us.	The department is not doing enough to service us in accessing social welfare services.	Nowhere to go, so at the end I say things will be fine on their own.	Support system to our problem faced during implementation of social welfare services is an imagination to me.	Procedures to be followed while experiencing problems is very strange to me.

The challenges faced by the beneficiaries in relation to implementation on accessibility of social welfare services in Shakung Village are presented as long distance to Moroke office and the transport as being expensive hence they have to travel approximately 20 km. This was outlined by eleven respondents and three respondents indicated that social workers take more time in response to their Social

relief of distress provisions and lack of follow up from social workers is a big concern to the respondents.

The views of the social welfare beneficiaries regarding the implementation of social welfare services in relation to poverty eradication resulted in nine respondents indicating that there is poverty reduction with this implementation while five respondents opposes the reduction of poverty through the implementation of social welfare services.

All fourteen respondents as beneficiaries of social welfare services indicated there are no the possible ways of addressing the challenges they face as the beneficiaries of social welfare services. They lack knowledge as what to do in terms of channels of reporting to relevant authorities.

Respondents of beneficiaries of social welfare services showed that there are no support systems that beneficiaries of social welfare services have when facing the challenges. Whenever they face problems they do not know what to and where to go All of the fourteen respondents indicated that, there are no procedures to be followed by the beneficiaries when faced with challenges in response to implementation on accessibility of social welfare services which they know, they have never been capacitated on such.

Table 4.4

4.4.2 Social workers

Responde nts	What are the challenges faced by DSD in relation to the implementat ion on accessibilit y of social welfare services when addressing challenges faced by the beneficiarie s?	What are the views of social workers regarding the implementat ion on accessibilit y of social welfare services in relation to eradication of poverty?	What are the possible ways of addressing challenges faced by its beneficiari es?	What are the support systems that the beneficiar ies of social welfare services have when facing challenge s?	What are the procedures to be followed by the beneficiarie s when faced with challenges of implementat ion on accessibilit y of social welfare services?
O	I think the core challenge is limited budget. DSD	I see us as social workers to do enough in implementin	We inform our clients on processes of acquiring	In Departme nt of Social Developm	The procedure goes down-top approach,

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	has good things in paper but implementation is not there fully.	g the accessibility on social welfare services but due to budget constraints, we give less people food than we anticipate.	our services especially SRD as our main social welfare services provided to clients.	ent I don't know of support system of Beneficiaries.	from supervisor, District on enquiry about implementation on accessibility of social welfare services.
P	The challenge that I see is on finances and shortage of staff within the Department.	I think DSD should facilitate more EPWP in Shakung Village to do enough for the implementation on accessibility of social welfare services.	I see the long term solution of the Department to provide office in Shakung hence they travel long distance to Moroke office.	The only support system I know of is through our supervisor and designated social worker.	What I know is that they see the supervisor of the social worker supposedly attached to the area.
Q	Resources are problematic, I see staff turnover. Again, I do not see	Since, there is shortage of staff to service Shakung; I feel the village is	We supposed to have suggestion boxes for clients, We forward	We don't have any in existence.	The procedures are not because I don't even know, so I feel for

	stability employees, every time social workers do not stay in one place for long.	neglected, so the implementation on accessibility of social welfare services is not doing enough.	their challenges to our supervisor, Manager, Director until provincial office of social Development.		clients. I need capacitation on such as well.
R	I can say its budget and poor management from the above.	It improves the livelihood of its beneficiaries through provision of Social Relief of Distress.	The officials try to give necessary support to beneficiaries but it seems not enough because we lack sufficient cars to field work.	The support system that I see working is amongst supervisor, social worker and beneficiaries of social welfare services.	I only know that they have to see my supervisor if not satisfied with implementation on accessibility of social welfare services.
S	I view as budget and lack of consultation from above and no	I see it as a complete eradication poverty tool because it ensures	Due to high caseload and lack of cars it prevents us to address	According to my knowledge, the support system	Beneficiaries can contact the supervisor of designated social worker

	support from above to grass root level.	accessibility and availability of services with ease.	challenges optimally.	within our Departme nt is through Supervisor , District office, Provincial office until National office if not resolved.	if they feel they are not helped adequately, that is what I know from the point where I work.

Social workers indicated that limited budget, staff turnover, limited staff, poor management and lack of consultation from the above hinder the proper implementation on accessibility of social welfare services when addressing challenges faced by the beneficiaries.

Three out of five view the implementation on accessibility of social welfare services in relation to eradication of poverty not doing enough due to the lack of resources, limited budget and road infrastructure from which both clients and social workers have to travel on. Two out of five view the implementation on accessibility of social welfare services in relation to eradication of poverty reducing poverty and improving lives of clients.

The interview that took place between the researcher and social workers revealed that possible ways of addressing challenges faced by its beneficiaries are not clearly outlined to clients. The possible ways should be usage of suggestion boxes which the Department of Social Development does not have in Moroke office and grievance of clients are lodged through Supervisor, District Office and Provincial if issues are not resolved.

Four social workers indicated that the support system that the beneficiaries of social welfare services have when facing challenges within Social Development is through supervisor. One social worker indicated that within the DSD, there are no support systems known to the social worker.

The procedures to be followed by the beneficiaries when faced with challenges of implementation on accessibility of social welfare services is regarded by most social workers as a down-top approach. It is from a designated social worker, supervisor, District office, Provincial office and National office if need may arise of not satisfaction.

4.5 ASSESSMENT ON ACCESS LEVEL THAT BENEFICIARIES HAVE ON SOCIAL WELFARE SERVICES IN SHAKUNG VILLAGE

This section is about assessment on access level that beneficiaries of social welfare services in Shakung village. Three questions were asked in this section. They are presented in tabular form.

Table 4.5

4.5.1 Beneficiaries of Social Welfare Services

Respondents	How was the level of social welfare services provision among the beneficiaries before implementation on accessibility on social welfare services?	What are the changes brought by the implementation on accessibility of social welfare among beneficiaries in Shakung Village?	What is the level of satisfaction/dissatisfaction of the beneficiaries of social welfare services in Shakung ?
A	To me there are no changes that I can speak of. It is the same as before and now.	According to what I can say I do not see changes in our area.	I am not satisfied with the implementation on accessibility of social welfare service because to me they are not helping.
B	Before the implementation on accessibility of social welfare, things were bad but nowadays	Social workers are improving our lives and we need continuation of these services.	In terms of level of provision social welfare services is satisfactory.

	things are okay.		
C	It is not easy fully yet to give fine line of accessing social welfares before and now to be point, this is my view am not sure of others.	Despite distances and transport fare, they brought changes in reducing poverty and improving our lives.	Honestly, I can say I get satisfaction when it comes to social welfare services within our area.
D	I cannot recognise the difference because it is still the same. I thought things will be better but are worse.	There are no changes because they are from us. They must do like Department of Health because they have mobile Clinic. I think it is time we have mobile social workers.	Due to the fact that they don't have mobile accessible to deep rural areas, it makes lives hard. I am not satisfied with the administration of social welfare services.
E	I do not want to tell lies what I see is no difference.	"There are no changes especially because the services due to us are well given to people due to them.	I think if there was fair distribution of social welfare services, they would be satisfactory but for now, it is disaster.
F	I see the implementation	Transport and distance, hinders	I am not fully satisfied. Department must improve

	of accessibility on accessibility of social welfare impacting our lives positively.	implementation of social welfare services fully but brings about changes in our social lives.	on their provision of social welfare services.
G	Since the implementation on accessibility of social welfare services I see positive changes in our lifetime.	I think the implementation on accessibility brought changes in our community because there is food parcels provision to us as needy people from Department of Social Development.	Even though it takes time for social workers to provide us with food parcels sometimes, this implementation brought changes in our lives.
H	Prior implementation on accessibility of social welfare services life was difficult but we enjoy the implementation of social welfare services.	Changes are evident after the implementation on accessibility of social welfare services I witness life improvement phase.	Implementation on accessibility of social welfare services brought lives in our community. I see level of services satisfactory in our area.
I	I must say that it is not long receiving social welfare services and I am happy	Social welfare services were far and inaccessible but this implementation	I am grateful for the service from social workers.

	for what I receive.	brought social development to us.	
J	It is better off compared to those times before implementation on accessibility of social welfare services.	In my own view, the implementation of social welfare services is doing better but transport makes it difficult to be accessed.	The distance is a constrain but I am feeling good of services given to us as Shakung residents.
K	When I compare before and now, I can see life improvement so the implementation of social welfare services benefits us.	We see changes in social relief of distress provision in our area when we are dire need.	It is pleasing to see that the implementation on accessibility of social welfare is fairly in our land.
L	I feel the Department is not yet where we expect as beneficiaries but their effort is commendable to be frankly open.	They are making progress. Changes are seen because we don't go often to bed hungry even though we don't work and receive social grants.	By the look of things, their efforts are noticeable. According to what I see their services are satisfying us.
M	Previously social welfare services	At least social welfare services	The social welfare services provided to us by social

	were not fashionable like these days; i see the better of implementation on accessibility of social welfare services bringing breath to our lives.	were brought closer to people; we see our lives transformed socially.	workers are adequate. I see them satisfying our social needs.
N	I wish these implementation of accessibility on social welfare services can be extended further to our community directly since Moroke is very far.	There are no severe changes as we are troubled by transport and road infrastructure to access the services from Moroke.	I see the services from social worker not adequate as we travel long distance to acquire them.

Majority of respondents which is eight in number responded that the level of social welfare services provision among the beneficiaries before implementation on accessibility on social welfare services is improved compared to the past prior implementation, while six responded say there are no changes which illustrate that the level of access in relation to social welfare services is poor even now.

Majority of respondents outlined that, there are changes brought by the implementation on accessibility of social welfare among beneficiaries in Shakung Village. Ten out of fourteen indicated that, the Implementation reduced poverty and improve their social being while four respondents are against the notion of changes brought into their area through this implementation.

Ten out of fourteen respondents showed satisfaction level of social welfare services provided in their area whereas minority indicate the level of dissatisfaction.

Table 4.6

4.5.2 Social workers

Respondents	How was the level of social welfare services provision among the beneficiaries before implementation on accessibility on social welfare services?	What are the changes brought by the implementation on accessibility of social welfare among beneficiaries in Shakung Village?	What is the level of satisfaction/dissatisfaction of the beneficiaries of social welfare services in Shakung village?"
P	Through the implementation of accessibility on social welfare services is better when I compare it to the past while it was called Department of welfare.	Little changes can be witnessed to Shakung. Services planned for Shakung can be diverted to suit the nearby clients as food parcels can't be stored for long, this I see and know.	I think it is moderate. Those who visit our office get full response and services due to them. Clients are to going without our offices.

Q	Social welfare services are made available and accessible to our beneficiaries not like they used. I see we as social workers doing our best in making that sure.	As social welfare services are drawn closer to people, they can easily access them unlike in the past.	Interaction with clients proved to me that our clients are happy and satisfactory. Hence they travel long distances, still we provide them with optimal service."
R	I see not much of the work being done to make sure that beneficiaries receive better services because they are still struggling.	I see the change but it is very minimal because of the distance they travel.	I see it as unsatisfactory, the level is poor. They do not have even the designated social worker.
S	I nowadays see better services to beneficiaries through the implementation on accessibility of social welfare than before.	We bring changes through implementation of social welfare services because we have proper application process of SRD and we provide food parcels and	Majority of clients that I interact with them on daily work hours show extreme dissatisfaction in our services.

		uniform when are available.	
T	Services are available but the problem that I see is that they travel long distance to access such services.	We are really changing lives of our clients you know, we have database of our needy clients from Shakung Village. We provide while we have material assistance.	I view our implementation on accessibility of social welfare services as satisfactory to our beneficiaries.

All five social workers interviewed postulated that the level of social welfare services provision among the beneficiaries before the implementation on accessibility on social welfare services was bad in terms of social welfare provision and accessibility. Majority indicated that there are changes brought by the implementation on accessibility of social welfare among beneficiaries in Shakung Village in the form of material assistance to clients like school uniform and food parcels whereas minority indicate that changes brought here are very minimal and inadequate.

Three respondents indicated that through interaction with clients it proved that the level of satisfaction is excellent of the beneficiaries of social welfare services in Shakung; one respondent showed that, the level is moderate and other indicated that based on interaction with clients, they are dissatisfied.

4.6 SUMMARY

This chapter presented, and analysed data obtained from the qualitative phase of this study. This chapter shows some direction towards the findings of the study that would determine whether the research objectives were achieved or not. The study findings indicate that, the implementation on accessibility of social welfare services are beneficial and improves the social lives of beneficiaries of social welfare services; level of satisfaction is good in relation to the response on the experiences

that beneficiaries of social welfare have on the implementation and accessibility of social welfare services; role of the Department of Social Development when addressing challenges faced by beneficiaries in relation to the implementation on accessibility of social welfare services is not fully prominent, beneficiaries travel long distance to Moroke office approximately 20 km to access social welfare services, beneficiaries of social welfare services have no support systems while facing the challenges and social workers have limited resources while facilitating the implementation of accessibility of social welfare services.

CHAPTER 5 SUMMARY OF FINDINGS AND RECOMMENDATIONS

5.1 INTRODUCTION

The chapter provides the presentation and analysis of both the qualitative data collected through semi-structured interviews and questionnaire respectively. This chapter presents a summary of the study's major findings, offers recommendations and, as well as the study's limitations and a conclusion.

5.2 OVERVIEW OF THE STUDY

The aim of the study was to assess the implementation on accessibility of social welfare services of the Department of Social Development in Shakung Village, Limpopo province by focusing on the effectiveness of the implementation on accessibility of social welfare services, challenges on the implementation of accessibility and the access level of social welfare services amongst beneficiaries of social welfare services.The study respondents were beneficiaries of social welfare services in Shakung Village and Social workers from the Department of Social Development in Sekhukhune District, Fetakgomo Tubatse Municipality in Moroke office. The study adopted qualitative research approach and the study's sample size was nineteen (19) respondents. First category involved 14 beneficiaries of social welfare services and second category involved five (05) Social workers working for Department of Social Development at Moroke Social work Office.

5.3 SUMMARY OF FINDINGS

Objective 1: To examine the effectiveness of the implementation on accessibility of social welfare services by department of social development.

Majority of beneficiaries of social welfare services indicated that the implementation of social welfare services within their area is beneficial and improves their daily social lives while minority oppose that notion. The findings concluded that, majority of social workers indicated that the implementation on accessibility of social welfares have great impact towards the lives for beneficiaries of social welfare services in Shakung while minority differ with such views. The literature confirms the findings that South African Social Security Agency (SASSA) urgency of the ministry of Social Development was established in terms of the Social Assistance 13 of 2004 to provide comprehensive social security services to eligible poor and vulnerable South African citizens. Since it started operating , the entity has played an important role of breaking the cycle of poverty through provision of social grants and also Social Relief

Of Distress(SRD) such as school uniforms to children from poor households (South African Yearbook, 2015/2016).

Many beneficiaries of social welfare services showed that their level of satisfaction is good in relation to the response to the experiences that beneficiaries of social welfare have, less showed dissatisfaction and one respondent indicated the undoubtedly state. Many social workers indicated that the role of the Department of Social Development when addressing challenges faced by beneficiaries in relation to the implementation on accessibility of social welfare services is not fully efficient, while one respondent showed that the Department tries to provide transportation to facilitate implementation of social welfare service even though cars are limited. Budget Vote 17 Speech by the Minister of Social Development (2019) indicated that by the NDP's conservative estimation, we require close to 55 000 social service professionals in the sector to respond effectively to the social development needs by 2030. This will improve the implementation on accessibility of social welfare services.

Objective 2: To investigate challenges of the implementation on accessibility of social welfare services by Department of Social Development.

Findings concluded that the challenges faced by the beneficiaries in relation to implementation on accessibility of social welfare services in Shakung Village are presented as long distance to Moroke office and the transport as being expensive hence they have to travel approximately 20 km while other challenges raised by minority indicated that social workers take more time in response to their Social relief of distress provisions and lack of follow up from social workers is a big concern to the respondents. Literature shows that in most cases, families which are in need of social welfare services may have no means of transportation; social workers must travel on the roads that are in poor conditions to reach families in the interior regions of the country, but they stated that vehicles were not always available and it could become difficult to reach those with greatest needs (Brown & Neku, 2005).

The study findings outlined that Social workers have limited budget, staff turnover, limited staff, poor management and lack of consultation as challenges during implementation on accessibility of social welfare services when addressing challenges faced by the beneficiaries. Literature suggests that poor conditions negatively impact on the ability of social workers to deliver quality and effective developmental social welfare services and to make a significant shift towards the development approach in service delivery. Literature shows what contributes to a

shortage of workers in the country as high numbers of social workers leave the profession and move from both government and the non-governmental sector for better prospects elsewhere (DSD, 2009 and Sithole, 2010) furthermore the poor working conditions for social workers include limited (or lack of) access to resources such as adequate supervision, stationery, office space and furniture, information technology, administrative support, vehicles and supporting professionals(Alpaslan & Schenck, 2012, Earle & Ntjana, 2014).

The views of the social welfare beneficiaries regarding the implementation of social welfare services in relation to poverty eradication resulted in majority indicating that there is poverty reduction with this implementation while minority opposes the reduction of poverty through the implementation of social welfare services. Majority of social workers view the implementation on accessibility of social welfare services in relation to eradication of poverty not doing enough due to the lack of resources, limited budget and road infrastructure from which both clients and social workers have to travel and different views from minority indicate that there is no poverty reduction made by the implementation on accessibility of social welfare services. The literature on the study of Green(2018) indicates that social workers are overwhelmed by the increased demand for social welfare services and as such, most of the time they are preoccupied by short term and individual interventions with hardly any time for developmental efforts because of the survival needs of client systems and acute poverty issues furthermore South Africa experiences a disjuncture between a critical shortage of social workers and an increased demand for social welfare services (Patel, 2005 & RSA, 2011).

Beneficiaries of social welfare services indicated that there are no possible ways of addressing the challenges they face as the beneficiaries of social welfare services. Findings indicate that they lack knowledge as what to do in terms of channels of reporting to relevant authorities. The findings revealed by social workers indicate that there are no clear possible ways of addressing challenges faced by its beneficiaries however the grievance of clients are lodged through Supervisor, District Office and Provincial if issues are not resolved. Literature indicates that good governance guaranteed the vulnerable and other disadvantaged groups to include in the decision making processes and considered the provision of services that affect the latter's by formulating various positive policies and programmes (Osman, Bakri & Bachok, 2015).

Findings concluded that beneficiaries of social welfare services showed that there are no support systems that beneficiaries of social welfare services have when facing the challenges. Majority of social workers indicated that, the support systems that the beneficiaries of social welfare services have when facing challenges within Social Development is through supervisor that is what they have witnessed over time while minority alluded that there are no support systems.

Majority of beneficiaries of social welfare services indicated that there are no procedures followed by the beneficiaries when faced with challenges in response to implementation on accessibility of social welfare services. Findings by social workers alluded that procedures to be followed by the beneficiaries when faced with challenges of implementation on accessibility of social welfare services is regarded as a down-top approach from a designated social worker, supervisor, District office, Provincial office and National office if need may arise resulting from lack of satisfaction.

Objective 3: To assess the access level that beneficiaries have on social welfare services in the Shakung Village in Limpopo, South Africa.

Majority of beneficiaries of social welfare services responded that, the level of social welfare services provision among the beneficiaries before implementation on accessibility on social welfare services is improved compared to the past prior implementation, while minority say there are no changes which illustrate that the level of access in relation to social welfare services is poor even now**.** The study findings from social workers highlighted that the level of social welfare services provision among the beneficiaries before the implementation on accessibility on social welfare services was bad in terms of social welfare provision and accessibility.

Majority of beneficiaries of social welfare services outlined that, the changes brought by the implementation on accessibility of social welfare among beneficiaries in Shakung Village furthermore indicated that the Implementation reduced poverty and improve their social being while minority are against that notion of changes brought into their area through this implementation. Majority indicated that there are changes brought by the implementation on accessibility of social welfare among beneficiaries in Shakung Village in the form of material assistance to clients like school uniform and food parcels whereas minority indicate that changes brought here are very minimal and inadequate.

Majority of beneficiaries of social welfare services showed satisfaction level of social welfare services provided in their area whereas minority indicate the level of dissatisfaction. Findings indicated that social workers through interaction with clients it proved that the level of satisfaction is excellent of the beneficiaries of social welfare services in Shakung, one respondent showed that the level is moderate and other indicated that based on interaction with clients, they are dissatisfied. Literature suggests that improving social welfare in the developing world remains a top priority on the global development agenda, as a policy makers and international development partners worldwide strive to meet the sustainable Development Goals by 2030 (Sakyi, Bonuedi & Opoku, 2018).

5.4 RECOMMENDATIONS OF THE STUDY

- The Department of Social Development to organise capacity building workshops wherein beneficiaries of social welfare services will be guided as to what entails implementation on accessibility of social welfare services for the benefit of the community and for common understanding and some explanation concerning the approach.

- The Department of Social Development to employ more staff in order to ensure that implementation on accessibility of social welfare services be administered. "

- The Department of social Development to provide resources for social workers to facilitate implementation on accessibility of social welfare services.

- To consider the introduction of mobile social work temporarily while the Department of Social Development constructs offices in Shakung Village as a permanent solution hence they are travelling long distance to Moroke approximately 20 KM.

- Workshops for the community at large to understand Department of Social Development policies, frameworks, procedural guidelines in reference to lodging of grievance.

- Strengthening community participation through marketing of social welfare services.

5.5 LIMITATIONS OF THE STUDY

The research study was conducted in Sekhukhune District within Fetakgomo - Greater Tubatse Municipality at Shakung Village. The study findings does not represent the whole district of Sekhukhune. It can boost the research findings if the

study is to be done in the other three municipalities in the district. Interviews were conducted in Sepedi and later translated into English. It is possible that the respondents' responses might have been diluted during the process.

5.6 CONCLUSION

The Moroke Department of Social Development functions within mandated frameworks and guidelines, study findings revealed that there is a need to improve on the implementation on accessibility of social welfare services and provision of social services. The findings indicated that beneficiaries of social welfare services need capacitation on lodging grievance in terms of unsatisfactory of social welfare services provision and introduction of mobile social work be considered. Furthermore, strengthening of community participation through marketing of social welfare services be intensified as beneficiaries of social welfare services lack knowledge in terms of communication channel.

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APPENDIX A   CONSENT FORM

Dear Participant.

I am Maluleke Enoch, an MPAM student at Turfloop Graduate School of Leadership, University of Limpopo. I am carrying out a study about An Assessment of Accessibility to Social Welfare Services of the Department of Social Development: The Case of Shakung Village, Limpopo Province, South Africa.

The purpose of this interview is to obtain information from beneficiaries of social welfare services and the officials from Department of Social Development. The responses from all respondents will be treated as confidential and will not be for employer's consumption. The responses will enable the researcher to make informal analysis, conclusion and recommendations which will help the department to improve on the delivery of the social welfare services.

You have been selected to participate in this study as you are an expert in the field and your inputs will make a difference on the future of our society. There is no right and wrong response. You must respond to all questions.

I,＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿**agree/decline** to participate in the in the above mentioned research study, should I feel uncomfortable at any stage about the research I may withdraw my participation.

Signature:……………………………….

Date:………………………………….

Thank you

APPENDIX B INTERVIEW SCHEDULE FOR THE SOCIAL WELFARE SERVICES BENEFICIARIES

SECTION A: BIOGRAPHIC INFORMATION

1. Gender: Male ☐   Female ☐   (please tick ☒ in the appropriate box).

2. Age Range: below 30 ☐   31-35 ☐
              36-40 ☐   41-45 ☐
              46-50 ☐   50+ ☐ "

3. Name of the village you are from?
……………………

4. Type of social welfare service received:
…………………………………

SECTION B: OBJECTIVES OF THE STUDY

OBJECTIVE 1: TO EXAMINE THE EFFECTIVENESS OF THE IMPLEMENTATION ON ACCESSIBILITY OF SOCIAL WELFARE SERVICES.

- What are the benefits of the implementation on accessibility of social welfare services experienced by the beneficiaries of social welfare services?

- What is the level of satisfaction/ dissatisfaction in relation to the response to the experiences that the beneficiaries of social welfare faced?

OBJECTIVE 2: TO INVESTIGATE THE CHALLENGES OF THE IMPLEMENTATION ON ACCESSIBILITY OF SOCIAL WELFARE SERVICES AMONGST BENEFICIARIES.

- What are the challenges faced by the beneficiaries in relation to implementation on accessibility of social welfare services in Shakung Village?

- What are the views of the social welfare beneficiaries regarding the implementation of social welfare services in relation to poverty eradication?

- What are the possible ways of addressing the challenges faced by the beneficiaries of social welfare services?

- What are the support systems that beneficiaries of social welfare services have when facing the challenges?

- What are the procedures to be followed by the beneficiaries when faced with challenges in response to implementation on accessibility of social welfare services?

OBJECTIVE 3: TO ASSESS THE ACCESS LEVEL THAT BENEFICIARIES HAVE ON SOCIAL WELFARE SERVICES IN SHAKUNG VILLAGE.

- How was the level of social welfare services provision among the beneficiaries before the implementation on accessibility on social welfare services?

- What are the changes brought by the implementation on accessibility of social welfare among beneficiaries in Shakung village?

- What is the level of satisfaction/ dissatisfaction of the beneficiaries of social welfare services in Shakung village?

APPENDIX C INTERVIEW SCHEDULE FOR SOCIAL WORKERS

SECTION A: BIOGRAPHIC INFORMATION (THE OFFICIALS AT THE DEPARTMENT OF SOCIAL DEVELOPMENT)

1. Gender: Male [   ]   Female [   ]   (please tick [X]   in the appropriate box)

2. Age Range: below 30 [   ]   31-35 [   ]

　　　　　　　36-40 [   ]   41-45 [   ]

　　　　　　　46-50 [   ]   50+ [   ]

3. Number of years as a Social worker?
…………………………..

SECTION B: OBJECTIVES OF THE STUDY

OBJECTIVE 1: TO EXAMINE THE EFFECTIVENESS OF THE IMPLEMENTATION ON ACCESSIBILITY OF SOCIAL WELFARE SERVICES.

- What is the impact of the implementation on accessibility of social welfare services in relation to the poverty reduction to its beneficiaries?

- What is the role of the Department of Social Development when addressing the challenges faced by the beneficiaries in relation to the implementation on accessibility of social welfare services?

OBJECTIVE 2: TO INVESTIGATE THE CHALLENGES OF THE IMPLEMENTATION ON ACCESSIBILITY OF SOCIAL WELFARE SERVICES AMONGST BENEFICIARIES.

- What are the challenges faced by the Department of Social Development in relation to the implementation on accessibility of social welfare services when addressing the challenges faced by the beneficiaries?

- What are the views of the officials regarding the implementation on accessibility of social welfare services in relation to eradication of poverty?
- What are the possible ways of addressing the challenges faced by the beneficiaries of social welfare services?
- What are the support systems that the beneficiaries of social welfare services have when facing the challenges?
- What are the procedures to be followed by the beneficiaries when facing the challenges of social welfare services?

OBJECTIVE 3: TO ASSESS THE ACCESS LEVEL THAT BENEFICIARIES HAVE ON SOCIAL WELFARE SERVICES IN SHAKUNG VILLAGE

- How was the level of social welfare services provision among the beneficiaries before the implementation on accessibility of social welfare services?

- What are the changes brought by the implementation on accessibility of social welfare among beneficiaries in Shakung village?

- What is the level of satisfaction/ dissatisfaction of the beneficiaries of social welfare services in Shakung village?

University of Limpopo
Faculty of Management and Law
OFFICE OF THE EXECUTIVE DEAN
Private Bag X1106, Sovenga, 0727, South Africa
Tel:(015) 268 2558, Fax: (015) 268 2873, Email: frikkie.ponelis@ul.ac.za

26 July 2019

Maluleke E (201832124) MPAM

TURFLOOP GRADUATE SCHOOL OF LEADERSHIP

MASTER OF PUBLIC ADMINISTRATION AND MANAGEMENT (Course Work)

Dear Maluleke E,
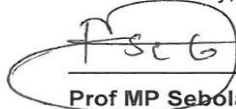
FACULTY APPROVAL OF PROPOSAL

I have pleasure in informing you that your Masters proposal served at the Faculty Higher Degrees Committee meeting on **26 June 2019** and it was **approved in principle** as the following:

"An Assessment of Accessibility to Social Welfare Services of the Department of Social Development: The Case of Shakung Village, Limpopo, South Africa".

Note the following: The study

Ethical Clearance	Tick One
Requires no ethical clearance Proceed with the study	
Requires ethical clearance (Human) (TREC) (apply online) Proceed with the study only after receipt of ethical clearance certificate	√
Requires ethical clearance (Animal) (AREC) Proceed with the study only after receipt of ethical clearance certificate	

Yours faithfully,

30/07/2019

Prof MP Sebola

Chairperson: Faculty Higher Degrees Committee

CC: Dr E Zwane, Supervisor and Acting Programme Manager and Prof MX Lethoko, Acting Director of School.

Finding solutions for Africa

University of Limpopo
Department of Research Administration and Development
Private Bag X1106, Sovenga, 0727, South Africa
Tel: (015) 268 3935, Fax: (015) 268 2306, Email: anastasia.ngobe@ul.ac.za

TURFLOOP RESEARCH ETHICS COMMITTEE
ETHICS CLEARANCE CERTIFICATE

MEETING: 4 September 2019

PROJECT NUMBER: TREC/340/2019: PG

PROJECT:

Title: An Assessment of Accessibility to Social Welfare Services of the Department of Social Development: The Case of Shakung Village, Limpopo, South Africa.

Researcher: E Maluleke
Supervisor: Dr E Zwane
Co-Supervisor/s: N/A
School: Turfloop Graduate School of Leadership
Degree: Master of Public Administration and Management

PROF P MASOKO
CHAIRPERSON: TURFLOOP RESEARCH ETHICS COMMITTEE

The Turfloop Research Ethics Committee (TREC) is registered with the National Health Research Ethics Council, Registration Number: REC-0310111-031

Note:
i)   This Ethics Clearance Certificate will be valid for one (1) year, as from the abovementioned date. Application for annual renewal (or annual review) need to be received by TREC one month before lapse of this period.
ii)   Should any departure be contemplated from the research procedure as approved, the researcher(s) must re-submit the protocol to the committee, together with the Application for Amendment form.
iii) PLEASE QUOTE THE PROTOCOL NUMBER IN ALL ENQUIRIES.

APPENDIX E TURFLOOP RESEARCH ETHICS COMMITTEE ETHICS CLEARANCE CERTIFICATE

Department of social Development

Sekhukhune District

Tubatse Municipality

Enq: Maluleke E   Moroke Clinic

Cell No: 072 369 0841   Social Work services

                                                                                Private Bag x80

                                                                                Lebowakgomo

                                                                                0737

 Head of Department   24.10.2019

Department of social Development

Private Bag X 9710

Polokwane

0700

Dear Madam

RE: Request for permission to conduct Research study

I am Maluleke Enoch (201832124) who is a Master of Public Administration and Management (MPAM) student in Turfloop School of Leadership (TGSL) at the University of Limpopo. I am conducting a research for my Master's degree entitled **:An Assessment of Accessibility to social Welfare Services of the Department of Social Development: The case study of Shakung Village, Limpopo Province, South Africa**. I therefore request permission to conduct research, which will contribute towards the policies in place in the institution.

It would be appreciated if the permission be granted to me in order to conduct the research on the title above. **NB: The main purpose of the research is mainly academic**.

Yours Sincerely

....

Mr E.Maluleke

Student

Email: malulekeenoch8@gmail.com

LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

Department of social Development

Sekhukhune District

Tubatse Municipality

Enq: Maluleke E

Cell No: 072 369 0841

Moroke Clinic

Social Work services

Private Bag x80

Lebowakgomo

0737

10.01.2020

Letotlwane Tribal Authority

Shakung Village

Dear Madam

RE: Request for permission to conduct Research study

I am Maluleke Enoch (201832124) who is a Master of Public Administration and Management (MPAM) student in Turfloop School of Leadership (TGSL) at the University of Limpopo. I am conducting a research for my Master's degree entitled **:An Assessment of Accessibility to social Welfare Services of the Department of Social Development: The case study of Shakung Village, Limpopo Province,**

South Africa. I therefore request permission to conduct research, which will contribute towards the policies in place in the institution.

It would be appreciated if the permission be granted to me in order to conduct the research on the title above. **NB: The main purpose of the research is mainly academic**.
Yours Sincerely
....
Mr E.Maluleke
Student
Email: malulekeenoch8@gmail.com

LETOLWANE TRADITIONAL AUTHORITY

REF: 4466/2411/2020.
ENQ: MASETE L.O (MR)
CELL: 076 272 0448

BAKONE-BA MASETE
BOX 1123
DRIEKOP
1129

23-01-2020

TO: WHOM IT MAY CONCERN

DEAR SIR/MADAM

RE: A PERMISSION TO CONDUCT REASEARCH STUDIES IN OUR VILLAGE.

MR MALULEKE ENOUGH HAS BEN GIVEN A PERMISSION TO WORK FREELY AND TO CONDUCT OUR COMMUNITY MEMBERS. WITHOUT FEAR.

THANKS

YOURS FAITHFULLY
SECRETARY:

MMAKGOSHI
MM MMasete

©2016 |Letolwane Traditional Authority, Bokone Ba Masete, box 1123, Driekop, 1129, Limpo
Enq: Masete O.L [Mr] | Cell : 076 272 0448

CONFIDENTIAL

LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

OFFICE OF THE PREMIER

Office of the Premier

Research and Development Directorate

Private Bag X9483, Polokwane, 0700, South Africa

Tel: (015) 230 9009, Email: mokobij@premier.limpopo.gov.za

LIMPOPO PROVINCIAL RESEARCH ETHICS
COMMITTEE CLEARANCE CERTIFICATE

Meeting: 2nd December 2019

Project Number: LPREC/19/2019: PG

An Assessment of Accessibility to Social Welfare Services of the Department of Social Development: The Case of Shakung Village, Limpopo, South Africa.

Researcher: Maluleke E

Dr Tumiso Malatji

Acting Chairperson: Limpopo Provincial Research Ethics Committee

The Limpopo Provincial Research Ethics Committee (LPREC) is registered with National Health Research Council (NHREC) Registration Number **REC-111513-038**.

Note:

i.   This study is categorized as a Low Risk Level in accordance with risk level descriptors as enshrined in LPREC Standard Operating Procedures (SOPs)

ii. Should there be any amendment to the approved research proposal; the researcher(s) must re-submit the proposal to the ethics committee for review prior data collection.

iii. The researcher(s) must provide annual reporting to the committee as well as the relevant department.

iv. The ethical clearance certificate is valid for 12 months. Should the need to extend the period for data collection arise then the researcher should renew the certificate through LPREC secretariat. PLEASE QUOTE THE PROJECT NUMBER IN ALL ENQUIRIES

LIMPOPO
PROVINCIAL GOVERNMENT
REPUBLIC OF SOUTH AFRICA

DEPARTMENT OF

SOCIAL DEVELOPMENT

TO: PARTICIPANTS

APPROVAL TO USE DEPARTMENT OF SOCIAL DEVELOPMENT'S FACILITIES

This certifies that Mr. Maluleke Enoch has been granted approval to use the Department's facilities for his research study titled: **'An Assessment of Accessibility to social Welfare Services of the Department of Social Development: The case study of Shakung Village, Limpopo, South Africa"**. His proposal was evaluated and approved by Research and Ethics committees which sit at Office of the Premier.

1. **Significance**

   The study findings will be used to educate social workers from Department of Social Development on how they work together with communities to ensure better provision of social welfare services in Sekhukhune District Municipality, Tubatse Municipality in Shakung Village and Limpopo Province at large.

2. **Population and area of study**

   The researcher will interview **5 Social Workers at Moroke** on accessibility of Social work service.

3. In view of the above, this letter grants Mr. Malule Enoch permission to use the Department of Social Development facilities in Sekhukhune District.

_____   19/02/2020

Director: Institutional Capacity Building   **Date**

Facility Letter Maluleke Feb 2020

onpoint Language Solutions

📞 0832561666 | 0724522222
✉ emmanuelsikitime@gmail.com
📍 Makwarela Stand 3151
P.O Box 632 Sibasa, 0970

Proof reading | Editing | Copy writing

This serves to confirm that I, Mr. ET Sikitime, attached **TO ON POINT LANGUAGE SOLUTIONS** have proofread a Dissertation titled:

An Assessment of Accessibility To Social Welfare Services of The Department Of Social Development: The Case Of Shakung Village, Limpopo, South Africa

By

MALULEKE ENOCH

(201832124)

Editorial work focused mainly on technical precision and common errors relating to syntax, diction, word order and formulation of ideas. Corrections and suggestions were made for the student to effect before submission.

Signature   Date   28/04/2020

Emmanuel Thifhelimbilu Sikitime
BA (Ed), BA HONS (ENGLISH) Univen, MA (SLS) STELLENBOSCH UNIVERSITY,
BA Communications Sciences (UNISA), Advanced Business Communications (UNISA)

onpoint Language Solutions

APPENDIX L TURNINIT REPORT

MALULEKE E MINI-DISSERTATION