CIVIC PARTICIPATION AND APATHY IN SOUTH AFRICAN LOCAL GOVERNMENT: A CASE OF MANKWENG TOWNSHIP IN POLOKWANE LOCAL MUNICIPALITY

by

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DECLARATION

I, **Kananelo Judith Sekatle,** declare that Civic Participation and Apathy in South African Local Government: A Case of Polokwane Local Municipality in Mankweng Township, is my own work and that all the sources I have utilised below or quoted have been indicated by means of references.

_____   _____

Sekatle KJ (Ms)   **Date**

DEDICATION

This degree is dedicated to my parents, Boithabiso Sekatle and Mamohlanka Sekatle, who have always encouraged and motivated me to focus on my studies and work. I will be eternally grateful to them for allowing me to further my studies to this point.

I am also grateful to my siblings, Reitumetse Sekatle, Mohohla Sekatle, and Lesole Sekatle, for their support.

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ABSTRACT

The purpose of local government is to promote the realisation of human rights, socio-economic development, and cultural, civil, and political rights to improve communities (Ojochenemi, 2016). Residents are known to be dissatisfied with the poor quality services provided by the local government, which has resulted in unending protests and apathetic citizens. The research focused on the nature of civic participation and the causes of civic apathy in Mankweng Township, as well as the mechanisms that can be implemented to increase civic participation in Mankweng Township and how citizens' awareness can be raised. The study discovered that there is high levels of civic apathy in Mankweng Township, which hinders the operation of the municipality, whether it is the service delivery process or the municipality's responsiveness to the citizen's needs, based on the literature, distributed questionnaires, and conducted interviews. Civic apathy also leads to poor governance, which leads to distrust between the government and the citizens. Recommendations were made to help Mankweng Township overcome the challenges of civic apathy; one of these recommendations included encouraging township participation.

ABBREVIATIONS AND ACRONYMS

ANC	**African National Congress**
DPLG	**Department of Provincial Local Government**
DPSA	**Department of Public Service and Administration**
IDP	**Integrated Development Plan**
IPAT	**International Peacebuilding Advisory Team**
LED	**Local Economic Development**
NGO	**Non-Governmental Organisation**
OECD	**Organisation for Economic Co-Operation and Development**
PPU	**Public Participation Unit**
SASAS	**South African Social Attitudes Survey**
SPSS	**Statistical Package for Social Sciences**

TABLE OF CONTENTS

CHAPTER ONE

INTRODUCTION AND BACKGROUND

1.1.   INTRODUCTION

Civic apathy is a problem that countries all over the world face. It is more prevalent in some countries than others; for example, in some countries, civic apathy is an ongoing problem that impedes the development of the affected countries. As a result, Roodt asserts in Coetze, Graaf, Hendricks and Wood (2001: 269) that civic participation is one of the ingredients required to promote development. As a result, a lack of civic participation affects not only government but also businesses, posing global challenges. Given these circumstances, some countries experience civic apathy as a result of a sudden change in government (Institute for Security Studies, 2016). Since 2012, no government in Lesotho has served a five-year term; governments have changed frequently as a result of receiving votes of no confidence; as a result, citizens have lost hope in government (Kapa & Shale, 2013:95). The consistent change of governments within a short space of time has led to Lesotho's citizens being apathetic towards their civic responsibilities.

According to Chapter 7 Section 152 (1) of the Constitution of the Republic of South Africa 1996, one of the objectives of local government is to encourage community and community organisation involvement in local government matters. Although the Constitution grants people the right to participate in local government activities, not all of them do so. It makes no difference whether they are voting or influencing the decision-making process, and as a result, many of them become apathetic (Mokgwatsana, 2000: 2). Furthermore, Coetzee, Graaff, Hendricks and Wood (2001: 469) state that civic participation at the local level in South Africa is difficult to achieve and maintain. This can be explained by the fact that citizens are disinterested in local government activities. The problem of civic apathy is not new, particularly when it comes to civic responsibility, because it was predicted that modernization would lead to citizen fragmentation and, eventually, apathy and oppression (Lachepelle & Shanahan, 2010: 404). According to Mokgwatsana (2000: 2), "some people were brought up to be apathetic; some were influenced by their

school, friend or jobs (past and present) to lose the sense that they control their own destiny"

These are some of the reasons why citizens in various South African municipalities are dissatisfied with local government activities. Local government activities include policy formulation, service delivery, and citizen representation in political affairs.

Any government's goal is to meet the needs of its people because the government's survival is impossible without the people. The participation of citizens in the decision-making process provides the government with power (Meyer, 2009 in Yoldas, 2015:547). As a result, citizens must actively participate in local government activities. According to Surbhi (2017:1), lower authorities have been established as tools for administrative decentralisation; authority is delegated to sub-national units so that they can act as agents responsible for the implementation of policies formulated by the central government. These lower authorities are regarded as important mechanisms for facilitating and institutionalising political devolution. Moreover, they pursue administrative decentralisation to broaden democracy and provide civic amenities to the population within a specific jurisdiction.

According Masiapato and Wotela (2017:104), community members' participation in monitoring government activities are sporadic and absent in many sectors. To support this claim, (Municipal Elections, 2016:1) states that 240 215 Polokwane Municipality voters registered, but only 115 673 voted, leaving 124 542 people unrepresented. The number of voters who voted is only 48.2% of those who registered, indicating a very low voter turnout.

Eisenstein (2019) states that the purpose of local government is to encourage civic participation. Despite the removal of barriers to civic participation, citizens remain apathetic. South Africa has been a democratic society since 1994, which means that citizens must have a say in government policies. The situation regarding civic participation becomes more complicated when citizens choose not to participate in government matters even though they are supposed to determine how they are governed and the types of policies that are adopted (Mokgwatsana, 2000: 2).

1.2. PROBLEM STATEMENT

Citizens are encouraged to perform their civic responsibilities towards the local government affairs, yet Mankweng Township Citizens in Polokwane Local Municipality still persist on being apathetic. Due to the alarming levels of apathetic citizens within Mankweng Township, it is therefore crucial to examine the causes of civic apathy within Makweng Township in Polokwane Local Municipality.

1.3. AIM AND OBJECTIVES OF THE STUDY

The aim and objectives of the study are outlined below:

1.3.1. Aim of the study

The study aimed to investigate the causes of civic apathy concerning civic participation in local government activities within the Polokwane Local Municipality, to mobilise citizens to participate in local government affairs.

1.3.2. Objectives of the study

The objectives of the study are as follows:

- To describe the nature of civic participation in Polokwane Local Municipality;
- To determine the extent to which citizens are made aware of their civic participation responsibilities;

- To investigate the causes of civic apathy in local government affairs; and

- To examine the mechanisms used by Polokwane Local Municipality to enhance civic participation.

1.4. RESEARCH QUESTIONS

The research questions that the study investigated are listed below:

- What is the nature of civic participation in Polokwane Local Municipality?
- To what extent are the citizens made aware of their civic participation role?

- What are the causes of civic apathy in local government affairs?

- What are the mechanisms used by Polokwane Local Municipality to enhance civic participation?

1.5. DEFINITION OF CONCEPTS

The following are the key concepts of this study:

1.5.1. Civic apathy

Civic apathy is characterised by a lack of interest or indifference in public affairs (van Reekum, 2005:16). Apathy toward civic duties or responsibilities is defined as a lack of interest or concern (Institute for Security Studies, 2016:2). The withdrawal of citizens from local government affairs and civic responsibilities is relevant to this study.

1.5.2. Civic participation

Civic participation is defined as "the involvement of community members in community development activities to try to influence the outcomes of those activities and to obtain as many benefits as possible from the outcomes of those activities" (Cloete & Meyer, 2006:114). Parker (2003:1), on the other hand, defines civic participation as a process that allows citizens to influence public decision-making. For this study, civic participation is defined as the process by which members of the community become involved in local government affairs to influence decision-making. Civic participation ensures that community members have a direct voice in decision-making.

1.6. RESEARCH DESIGN AND METHODOLOGY

1.6.1. Research design

A research design is a plan that outlines how the researcher intends to carry out the research (Akhtar, 2016:68). This proposed study used both qualitative and quantitative approaches, which is known as a mixed method. Qualitative research is an approach in which the researcher seeks to describe and analyse human behaviour; thus, qualitative research is relatively open and unstructured

(Auriacombe, 2016:50). The qualitative approach will be used to aid the study in gaining insight into the problem of civic apathy in Mankweng Township.

The quantitative approach, on the other hand, is more reliant on numbers and statistics in the analysis and interpretation of results (Bless, Higson-Smith & Sithole, 2013:16). The quantitative approach tends to be limited in scope (Creswell, 2014:14). To ensure the study's relevance, a quantitative approach will be used to assist the study in analysing the responses of the respondents.

The study is both exploratory and descriptive in nature. Exploratory research is used to gather preliminary information to aid in the resolution of a specific problem (Auriacombe, 2016:36). This denotes a situation in which a researcher has observed a problem and wishes to learn more about it (Defranzo, 2011:2). Exploratory research was used for the purpose of this study to explore the problem of civic apathy within the Mankweng Township as well as gain insight into the problem. Gaining an understanding of the problem aided the study in producing credible results.

Descriptive research is defined as research that aims to provide a detailed and accurate picture of the nature of what is being studied. It describes in detail a social setting, a group of people, a situation, a community, or some other phenomenon" (Rakotsoana, 2012:24). The method is used in this study because it focuses on the facts that best describe a past or current event. The study sought to investigate and describe the underlying causes of civic apathy in Mankweng Township.

1.6.2. Study Area

The study was carried out in four Mankweng Township Units, namely Unit A, Unit B, Unit C, and Unit D. Mankweng Township is located 30 kilometres from Polokwane, the provincial capital of Limpopo. Turfloop is another name for Mankweng Township (Mosotho, 2013:36). Many development achievements have occurred in Mankweng, including the University of Limpopo, the Limpopo Nursing College, the Mankweng Hospital, and many others (Shingange, 2013:4). Mankweng Township is 11.97 km2 in size, with a population of 33, 738 people and 10, 303 households. It is made up of various languages and is dominated by black people, who make up 99% of the

population and speak Sepedi, Xitsonga, and Venda (Census, 2011). Mankweng Township was chosen as the study area because it was easily accessible and the township has been identified as having a problem with civic apathy.

1.6.3. Sampling size and procedure

Sampling is the process of selecting which people, settings, events, or behaviours to include in the study (Blanche, Blanche, Durrheim & Painter, 2006:49). It is the stage at which the researcher determines how many individuals, groups, or objects will be observed (Blanche et al., 2006:49).

The type of probability sampling used for this study was simple stratified sampling, which is used when the population is divided into distinct categories. To sample the number of respondents chosen for this study, one hundred (100) structured questionnaires will be distributed to Mankweng Township residents from Units A, B, C, and D, among others. Twenty-five (25) structured questionnaires were distributed in each of the above-mentioned Mankweng Township Units to people aged eighteen (18) to sixty-five (65). These community members were chosen to assess the extent to which citizens are made aware of their civic participation responsibilities, as well as how their participation affects issues of service delivery in their communities.

The study also included purposive sampling. Purposive sampling is a sample chosen based on the characteristics of the population and the study's objectives (Etikan, Musa & Alkassim, 2016:1). This type of sampling is important for the study because it allowed the researcher to select respondents who possessed the necessary characteristics. To gain insight into the nature of civic participation within the Polokwane Local Municipality, four municipal officials were interviewed.

1.6.4. Data Collection Methods

Data can be collected using a variety of methods, according to Sapsford and Jupp (2006:138). Structured questionnaires, unstructured interviews, focus groups, and documentation were used to collect data for this study.

1.6.5. Structured questionnaires

A questionnaire, according to Bertram and Chritiansen (2014:73), is defined as a list of questions that respondents must answer. Structured questionnaires were used in this planned study. A structured questionnaire is made up of closed-ended questions that allow you to count how many answers you get in each category. Because the study had a large number of respondents who completed the questionnaire, these types of questions were useful. The researcher distributed structured questionnaires to members of the community.

1.6.6. Unstructured Interviews

According to Valenzuela and Shrivastava (nd:4), an interview is a one-on-one interaction between the researcher and the participant. Unstructured interviews were used to answer questions about the research problem of this study. The term "unstructured interview" refers to a process in which the researcher introduces the topic or main question and then allows the respondent to answer the questions; as the respondent speaks, the researcher asks additional questions (Bertram & Christiansen, 2014:81).

In order to interview the four (4) municipal officials for this study, unstructured interviews were used. These interviews were more beneficial because the researcher was able to clearly explain the questions to the respondents while also making them feel free to ask additional questions. The interviews assisted the researcher in gaining a better understanding of the problem of civic apathy, which resulted in direct contact between the researcher and the respondents.

1.6.7. Focus Groups

A focus group is a structured discussion with a specific group of people to learn about their perspectives and experiences on a specific topic (Devault, 2019). Focus groups were used to collect data for this study in order to gain insight into the problem of civic apathy and also to allow the researcher to solicit more information from respondents regarding understandings of civic participation and civic apathy. The study chose two (2) units from the four units selected for focus group formation; these units were Unit A and Unit B.

1.6.8. Documentation

This is a technique for gathering information from a variety of written or visual sources (Prior, 2003: 20). The advantage of this method of data collection is that it made the researcher's job much easier. The researcher relied on secondary data more heavily, which included books, journals, articles, dissertations, and government publications.

1.6.9. Data Analysis

Data analysis is the systematic process of breaking down a whole into parts for this research (Bertram & Christiansen, 2014:115). Thematic analysis was used to analyse the data collected through interviews for this study. When conducting interviews, the researcher used a tape recorder and took notes to ensure that he or she understood all of the responses provided by the respondents. To make sense of the data collected, the researcher referred to the recordings obtained during the interviews as well as the notes. The researcher grouped the respondents' responses into themes to discover the relationship between these themes without converting the data into a numerical format. The qualitative data were organised into categories and themes to determine patterns or relationships between the categories while examining the data without converting it to numerical format (Babbie & Mounton, 2001:378).

To capture and analyse quantitative data for the study's relevance, content analysis was used. The study's quantitative data consisted of questionnaires filled out by respondents during the data collection process. The researcher arranged the data into codes or categories to observe the relationships between the categories, and then the Excel spreadsheet was generated using these codes or categories. The Excel spreadsheet was then transferred to the Statistical Package for Social Sciences (SPSS) for data capture and classification. Data from the questionnaires were presented in the form of graphs, percentages, and charts. Data reduction, according to Bertram and Christiansen (2014:116), is the process of organising and sorting data and then looking for patterns or relationships between these categories. A data display is an organised, compressed collection of information that allows the

researcher to draw conclusions. Data can be displayed in the form of matrices, graphs, charts, and maps (Bertram & Christiansen, 2014:116).

1.7. ETHICAL CONSIDERATIONS

Ethical considerations are well-defined research rules and guidelines that outline how researchers should conduct research (Fouka & Mantzorou, 2011:3). The researcher obtained ethical clearance from the Turfloop Research Ethics Committee (TREC) in order to adhere to research ethics. Furthermore, the Department of Public Administration provided a letter requesting permission to conduct the study, which was then sent to Mankweng Township and Polokwane Local Municipality. The following are the ethical considerations principles:

- Informed consent

According to Bless et al. (2013:32), respondents have the right to know what the research is based on and how it will affect them, as well as the risks and benefits of participating in the study. Respondents may also be asked to sign an informed consent form as proof that they agree to participate in the study.

- Voluntary Participation

To ensure voluntary participation in this study, the researcher did not coerce respondents to participate. Respondents were also informed that the study was strictly for academic purposes and that they would not be compensated. As a result, respondents had the option of participating or otherwise.

- Confidentiality and Anonymity

Confidentiality and anonymity are intertwined and essential ethical requirements in research (Bless et al., 2013:32). Confidentiality requires that the information provided by respondents be protected (David & Resnik, 2015:3). The researcher must also ensure that the data collected is kept secure. According to the principle of anonymity, data provided by respondents must not be immediately associated with his or her name. Anonymity is maintained throughout the research process, beginning with the first contact the researcher has with respondents (Bless et al., 2013:32). To ensure

anonymity, the researcher assigned numbers to each respondent's data rather than using their names.

- Avoidance of harm

The researcher must avoid harm during research by being sensitive to the needs of the respondents. Avoiding harm is especially important when dealing with vulnerable people because they may not even understand what they are asked to do as respondents (Bless et al., 2013:34). Vulnerable people include the mentally ill, children, the disabled, the unemployed, and the homeless. When conducting the study, the researcher took care not to harm the participants.

1.8. SIGNIFICANCE OF THE STUDY

The study investigated the causes of civic apathy in local government activities and demonstrated the importance of civic participation in local government activities. The study is significant because it contributes to, and provides lessons on, participation in local government activities, as well as contribute to academic research. The study also complements other studies on participation and local government; the study's findings and recommendations can help improve local government. Further, the research contributes to the theoretical and empirical literature in the field of public administration.

1.9. LIMITATIONS OF THE STUDY

Price and Judy (2004:66) define study limitations as "those characteristics of design or methodology that impacted or influenced the interpretation of findings." Every study is bound to have limitations; therefore, it is necessary to outline the limitations of this study, which are as follows:

- **Covid-19:** Covid-19 had an impact on the study in a variety of ways. It was risky to be in contact with people, so conducting the study was difficult. Furthermore, it was difficult for the researcher to meet respondents aged fifty (50) and older, as they were more prone to contracting Covid-19 than youth.

- **Communication:** Despite the fact that some questionnaires were translated into Sepedi, the researcher found it difficult to communicate with respondents who did not understand English.
- **Confidentiality:** Some respondents were unaware that their responses would be treated confidentially.
- **Poor respondent cooperation:** Some respondents were uncooperative in the sense that they were difficult, and some even blamed the researcher for the unresponsive local government. Respondents also desired to be compensated for their time spent filling out the questionnaires.

1.10. SUMMARY AND SEQUENCE OF CHAPTERS

Chapter One

Chapter One introduces and locates civic participation and civic apathy in the global and South African contexts, as well as the problem statement in relation to civic apathy in Mankweng Township. The chapter also described the study's aim, which was to investigate the causes of civic apathy about civic participation in local activities in Polokwane Local Municipality. The study's research objectives and research questions were also outlined, as were the main concepts. The chapter also included the theoretical framework, empirical literature, research design and methodologies used by the researcher to conduct the study, as well as the study area and population, as well as the validity and reliability, as well as ethical considerations. Ethical considerations are critical for ensuring that research is not conducted in violation of the law by coercing respondents to participate.

Chapter Two

Chapter Two reviewed existing literature on the nature of civic participation in South African local government affairs, including the role of local government in enforcing civic participation within South African communities. The chapter also discussed how citizens are made aware of their civic participation responsibilities, as well as the implementation of citizen awareness programmes. The difficulties that local governments face in promoting effective civic participation were also discussed.

Chapter Three

Chapter Three outlined the legislation that governs civic participation in South Africa, as well as the theoretical framework of participatory democracy and Arnstein's ladder of citizen participation; these theories were chosen for this study because they best suit civic participation and civic apathy; additionally, the dimensions of participatory democracy and democratic principles were addressed.

Chapter Four

Chapter Four presented a review of the literature on civic participation and its impact on Integrated Development Planning (IDP) and service delivery. The chapter indicated that IDP was introduced as a means of reducing poverty and ineffective service delivery in South African communities. Additionally, IDP, in conjunction with civic participation, leads to improved service delivery, accountability, and empowered communities. There was also a discussion about the values and principles of civic participation, stages of civic participation that improve IDP implementation, and how stakeholder relations improve IDP implementation. Furthermore, the principles of stakeholder relations were thoroughly discussed.

The mechanisms used to increase civic participation in local government affairs, as well as good government as a mechanism for civic participation, were thoroughly discussed, and followed by the principles of civic participation. The causes of civic apathy in local government affairs, the dangers of civic apathy to democracy, and the benefits of civic participation in South African local government were all discussed.

The chapter also described the research methodologies used in the data collection process, as well as sampling techniques, the study area, and data analysis. The chapter went on to discuss the study's ethical considerations and significance.

Chapter Five

Chapter Five is concerned with the presentation of data collected in the form of graphs, figures, charts, and themes, after which the data were interpreted based on the themes. Since data were collected using both qualitative and quantitative

methodologies, this study's research instruments included questionnaires, interviews, and documentation.

Chapter Six

Chapter Six summarises, concludes, and makes recommendations based on the research as a whole.

1.11. CONCLUSION

The chapter discussed the global context of civic participation and civic apathy, as well as the African and South African contexts. Civic participation serves as a catalyst for democracy in governance; however, a large proportion of South African citizens are apathetic for a variety of reasons, which has an impact on the effective operation of local government. The study's problem statement was expanded upon, followed by the study's aim and objectives. The study's research design and methodology were also discussed, as were validity and reliability, ethical considerations, and the study's significance. The following chapters will discuss the nature of civic participation in local affairs and citizen awareness.

CHAPTER TWO

THE NATURE OF CIVIC PARTICIPATION AND THE AWARENESS OF CITIZENS IN RELATION TO THEIR CIVIC RESPONSIBILITIES

2.1. INTRODUCTION

The concept of civic participation is based on the process of comprehensive engagement and citizens' divergent opinions. Giving citizens a voice necessitates active and thorough civic participation in local government affairs. It also assists citizens in becoming more aware of their civic responsibilities (Council of Europe, 2018). This chapter discusses the nature of civic participation within the South African local government and the processes through which civic participation takes place within the local government.

In addition, the role that is played or assumed by the local government in order to enforce and encourage civic participation of citizens is discussed, followed by why the existence of the local government is crucial in societies. The features of the local government were further outlined so as to provide more understanding of the local government. The extend to which citizens are made aware of their civic responsibilities regarding the local government affairs are discussed followed by the mechanisms that can be adopted in order to raise awareness of citizens as well as the challenges faced by the local government in order to make civic participation effective.

2.2. THE NATURE OF CIVIC PARTICIPATION IN SOUTH AFRICAN LOCAL GOVERNMENT

"Participatory behaviour that contributes to the development of neighbourhoods and local communities" is what civic participation entails (gil de Zuniga, Jung & Valenzuela, 2012:320). According to Silima (2006:1), civic participation is the act of participating in an activity. Parker (2003:1), on the other hand, defines civic participation as a process that allows citizens to influence public decision-making. Civic participation has evolved into a method of ensuring that citizens have a direct say in public decisions. Van Wyk (2001:60) defines civic participation as "an active

participation by people who have a sense of belonging to policy processes and who play an active role in determining government outputs."

Civic participation is critical, and the government must persuade the public. The South African Constitution of 1996 includes a provision that supports grassroots political rights and encourages citizen participation, fostering openness and transparency at all levels of government. South Africans are encouraged to get involved with government activities (Eisenstein, 2019). To ensure that all citizens contribute to the decision-making process, civic participation was encouraged. South Africa's Constitution of 1996 also declares that the country is both a representative and a participatory democracy. Representative democracy is one in which the minority in government represents the majority of the population (Milarsky, 1997:16). Participatory democracy, on the other hand, is based on a collective action process in which citizens have power over decision making at both the policy formulation and policy implementation stages (Aragones & Sanchez, 2008:1).

According to Mokgwatsana (2000:83), democracy is practicable and possible when citizens participate in government activities and decision-making structures. It is because civic participation will provide immediate feedback on citizens' needs and desires, resulting in better planning and implementation of citizen-centred projects (Nurdin, Hashim, Rasman, Zulkifli, Mohamed and Hamik, 2015:506). If citizens do not have the right to participate in government, a country may be labelled as undemocratic.

Although representative democracy is a viable model for South Africa, citizens must participate to keep representatives informed of their needs; otherwise, it will be difficult for responsible officials to identify citizens' needs (Mokgwatsana, 2000:84). When citizens choose not to participate in government activities, they allow officials to set their agendas; they also find an opportunity to act irresponsibly (Clapper 1993:20).

It is unclear whether citizens overlook civic issues out of lethargy or ignorance. According to Masiapato and Wotela (2017:105), civic apathy affects not only democracy but also service delivery, accountability, transparency and responsiveness, and good governance. It is due to civic participation that accountability, transparency, and the rule of law are possible. It can be argued that if

citizens do not participate, government officials and politicians will exploit civic apathy and abuse their power. There will also be no checks and balances within the government, which will lead to corruption (Masiapato and Wotela, 2017:105).

Mokgwatsana (2000:85) contends that for democracy to be effective, civic participation should be encouraged at all levels of government to prevent unchecked power. "The greater the civic participation, the more the society can claim to be democratic," it is stated (Levin-Waldman, 2013:83). If there is a lack of civic participation, good and lean government may not materialise; as a result, politicians may be tempted to push their agendas rather than the interests of the public. Engaging citizens through civic participation would allow local governments to receive immediate feedback on citizens' needs and desires, resulting in a win-win situation for both citizens and local governments (Nurdin *et al.,* 2015:506).

Civic participation is a method for citizens to have a direct impact on decisions that affect their lives. It is regarded as citizen participation in the administration of local government affairs. This means that citizens within the jurisdiction of the local government are allowed to contribute to the management of local issues (Nurdin *et al.,* 2015:505). Successful civic participation can alter the process of civic apathy. Citizens who participate will be informed about the plans and policies that the government intends to implement. Civic participation is also beneficial because informed decisions are made as a result of citizen consultation (Nurdin *et al.,* 2015:506). Civic participation instils a sense of dignity and worth in citizens while also informing both rulers and ruled about their duties and responsibilities. It also promotes political understanding (Mondal, nd).

According to van der Walt (1999:210), the role of public managers in South Africa is to involve role players (citizens) from society and to encourage civic participation. Involvement is important because it allows citizens to actively influence and determine what the government does (Mothepu, 2013:30). The aim of civic participation is not to ensure that everyone always gets what they want, but to shift the power dynamic toward a more equitable form of reconciliation of competing claims and to add more diversity to knowledge claims. This is because citizen participation and their relationship with the government are critical to the continued development and overall health of democracy (Loader, Vromen & Xenos, 2014:143).

South African local governments have traditionally not had a culture of actively engaging citizens in local government affairs, but democracy has brought about an emphasis on transparency in government activities, greater public accountability, and the concept of respect for human rights (Selepe, nd:2). The democratic approach differs from the paternalistic approach, which limits citizens' freedom and responsibilities. The main goal of civic participation is to ensure that information gathered by the government is relevant to the needs and desires of citizens. According to Hartslief (2008:97), certain factors must be considered for significant civic participation to occur:

- The nature and the process of the activity;
- The event or the occasion during which the activity will occur; and
- The manner in which the individual should take part in the activity.

Outlining these elements will assist citizens in understanding what is expected of them. Although inclusive civic participation is envisioned to produce better democratic decisions in the governing process, there is still a challenge on how successful inclusive civic participation can be achieved. The Hague Academy (2018) identifies seven conditions for successful civic participation:

- Empowered citizens: the citizens should have the skills, knowledge and the attitudes to participate, as well as the ability to organise themselves;
- Effective laws, regulations and policies: there ought to be implementation of laws, regulations and policies that advocate for civic participation and social accountability;
- Commitment: the government and citizens must be committed to genuine inclusive participation, and the government should also be willing to incorporate the citizen's needs;
- Stakeholder identification: relevant stakeholders should be identified, especially the marginalised and vulnerable groups;
- Well planned process: clear objectives must be existent and the allocation of resources must be sufficient, both financial and human. There should also be a clear understanding of limitations by all stakeholders;

- Transparent government: information made available to the public must be understandable and useable; and

- Trust: there should be trust between the government and citizens.

According to The Hague Academy (2018), civic participation requires an open exchange of knowledge and experiences between the government and citizens. Achieving successful civic participation is critical for the democratisation of social values and improved planning of public needs fulfilment (Marzuki, 2015:21). According to Davids (2005:29), civic participation is an inclusive process aimed at deepening democracy through formal participatory mechanisms.

Participation, according to Creighton (2005:8), has many different meanings and is best understood and demonstrated as a continuum, which is shown below:

Figure 1: The continuum of participation
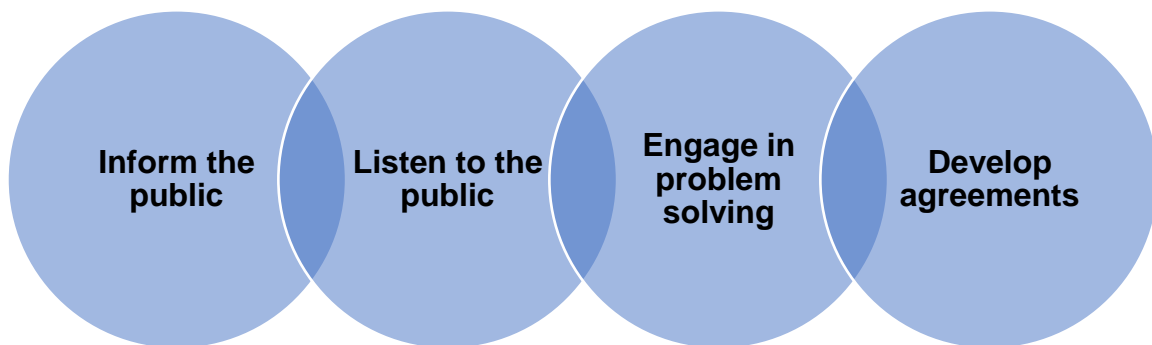
Source: Creighton (2005:9).

This figure was adapted to explain how civic participation takes place within the local government structures.

2.2.1. Inform the public

According to Creighton (2005:10), public information programmes are typically not a two-way communication mechanism with the public. While information provision does not constitute public participation, it is an important component of an effective public participation programme. Citizens cannot participate if they do not have access to information on which to base their decisions. It is therefore critical to keep citizens informed about what is going on around them for them to be more knowledgeable and empowered.

2.2.2 Listen to the Public

Introduction of participation mechanisms such as public hearings, where citizens can comment on proposed actions, and increased access to information in the form of reports and the creation of repositories where citizens can access relevant information (Creighton, 2005:10). These mechanisms are known as "procedural" public participation mechanisms because they play an important role in situations where other forms of participation are not available, resulting in a degree of openness and a legal record on which decisions can be made.

2.2.3 Problem solving

Local government functions effectively when it collaborates with citizens to find solutions to community problems. The problem-solving approach does not always result in accord, but the most important thing is that when people come together and share their perspectives, issues are easily clarified. They learn the reasoning behind the decisions that are made. When the government works with citizens, there is some power sharing in the problem-solving process (Creighton, 2005:10). Although government officials make the final decision, citizens have a say in how those decisions are made because they determine which problems or issues must be prioritised.

2.2.4 Agreement

The government must use all available resources to meet the needs of all stakeholders. It is also a well-known fact that reaching an agreement is simple; however, the advantage of the agreement approach is that if a genuine agreement is

reached, the government will be able to implement decisions with confidence (Creighton, 2005:10).

2.3. THE ROLE PLAYED BY THE LOCAL GOVERNMENT IN ENFORCING CIVIC PARTICIPATION

The global call for good governance, particularly in African countries, has resulted in the rise of democracy, which is regarded as one of the most legitimate forms of government (Mathonsi & Sithole, 2018:624). According to Gitongo and Oyugi (1995:120), because democracy is rare, the process of implementing democracy will be complicated, and genuine democracy will take time to implement. It will necessitate arduous efforts to replace the corrupt black elite leaders and systems left by the post-colonial order. Democracy has existed as a governance regime for many years, but there is no uniform definition that commands global acceptance of the term. It is because there is no common practice of democracy. After all, different countries approach it differently (Mathonsi & Sithole, 2018: 624). There are three major arguments against democracy: first, citizens are not well informed enough to make important public decisions; second, democracy produces poor leadership that is only good at getting elected but not at meeting the needs of citizens; and third, rule by a vote of majority suppresses different ideas and alternative lifestyles.

According to Makandala (2001:2), there are several tests that a country must pass to be considered a democracy and capable of strongly consolidating its democracy. The tests are as follows:

- Second test election- this is when a newly elected regime serves another term, following the election that brought it into power. Numerous countries that claim to be democratic have been able to master this test. In the case of South Africa, the African National Congress (ANC) regime has been mastering this test for quite some time now.
- Alteration in power test- this refers to a constitutional change of power between two political parties that represent two different ideologies. This has been proven to be one test that is more complicated for countries to master. For instance, South Africa has failed to master it, the ANC has been in power since 1994, which makes South Africa a dominant party system.

- Longevity test- refers to the survival of a country's democratic regime in terms of its years of rule. The majority of countries across the globe claim that their democracies are twenty (20) years and older.
- The only game in town test- this is when there is assurance that there are no other political majorities.

Diamond (2004) defines democracy as a government with the following key elements, in addition to the tests listed above:

- A system for choosing and replacing the government through free and fair elections;
- Active participation of the people, as citizens, in politics and civic life;
- Protection of human rights of all citizens; and
- A rule of law in which the laws and procedures apply equally to all citizens.

For many years, black South African citizens were subjected to white hegemony under colonial and apartheid rule were treated as second-class citizens in their own country, and were terrorised, imprisoned, and forced into exile in their struggle for rightful citizenship (Ngomane & Flanagan, 2003:267). Apartheid policies also denied South Africa a good record of public participation because the black South African population was not permitted to vote in general elections or contribute to policies that affected them (Siphuma, 2009:2).

Since 1994, South Africa has made significant progress in instilling and consolidating the credibility of its democracy. South Africa held its first non-racial multiparty election in April 1994, officially ending the country's segregationist and authoritarian past (Graham, 2020:28). Participatory and representative democracies were introduced in place of segregationist and authoritarian rule. These elections marked a watershed moment in South Africa's socio-economic and political landscape (Mathebula, 2015:192). Although the South African government attempted to close the apartheid-era gap, it failed, particularly when it came to service delivery. For example, service delivery protests show that the South African government has not fully recovered from the apartheid regime (Mpehle, 2012:216).

Local government is said to be the first point of contact between citizens and governmental institutions; as a result, local government is considered the most

21

accessible to citizens (Thornhill, 2008:492). In South Africa, according to Heymans and Totemeyer (1988:13), local government can be defined as "local democratic units within which the unitary democratic system of this country vested fore scribed, controlled governmental powers as a source of income to render specific local services and to develop, control, and regulate the geographic, social, and economic development of defined local areas." Local government, on the other hand, is defined by Kimario (2014:8) as "a branch of government that operates at the local level, through a representative organ known as a council, established by law to exercise specified powers within a defined Jurisdiction."

Local government exists throughout South Africa, and it is comprised of mixed electoral systems, including proportional and direct representation through which councillors are elected to wards, as well as the election of councillors based on party lists (Reitzes, 2009:3).

The primary goal of these electoral systems is to encourage direct participation and representation at this level of government, which is considered the closest to the people.

The local government is established to organise local affairs as well as to manage the basic facilities required by the community to function on a daily basis. To achieve effective and efficient daily operations, the local government must adhere to collective goals. For the local government to run smoothly, there must be well-planned and effective consultation with citizens, because if there is no consultation, issues may be prioritised incorrectly, resulting in a lack of service delivery (Selepe, nd:4).

According to Sikander (2015:171), it is also important to emphasise that the local government plays an important role in promoting democratic values and hastening the development process. Development is more meaningful when it begins at the bottom of society (grass-roots level). Furthermore, the local government represents the interests of the community, which leads to the overall well-being of the community. Furthermore, the local government serves as a representative body that makes the environment fit for citizens to live in, paving the way for the inhabitants to live a civilised life, and it is clear that the local government is an agent of social change (Sikander, 2015:171).

The following are the objectives of local government as stated in Chapter 7 Section 152(1) of the South African Constitution:

- To provide democratic and accountable local communities;
- To ensure provision of services to communities in suitable manner;
- To promote social and economic development;
- To promote safe and healthy environment; and
- To encourage the involvement of communities and community organisation in the matters of local government.

2.3.1. Importance of local government

The local government is a tier of government that is directly responsible for developing and implementing strategies that benefit citizens (Mathebula, 2015:191). Local governments are critical to democracy. Their efficient operation results in good governance at the local level (Mpozembizi, 2017:16)

i. **Proximity:** Local governments are regarded as the closest to the people, which makes it easy for the citizens to access the local government, they are also the most reliable bodies that aggregate the interests of the citizens; therefore, they offer proximity.

ii. **Training School of democracy:** The local government instils training in democratic citizenship, it raises awareness on how vital it is for citizens to exercise their power and be mindful of their civic responsibilities, and in other words, the local government helps the citizens to be knowledgeable and well informed with regard to issues that affect them directly. Training citizens builds confidence in the citizens and also gives them the ability to hold representatives accountable in cases whereby the government is failing to deliver.

iii. **Decentralization of Power:** Local government is the sphere of government that facilitates decentralization of power, in that it assigns certain functions, responsibilities, powers as well as resources. Decentralisation is a means of assuring the implementation of social, economic, political, technical and administrative empowerment of local citizens. Decentralisation develops a sense of political consciousness and also promotes democratic values of equality, freedom and tolerance.

iv. **Generates civic sense:** Staying in a particular area for a long period creates a sense of belonging for citizens, which makes it easy for them to identify the problems they are with. The sense of belonging makes the citizens more hands-on when it comes to finding solutions for their problems; therefore, it can be said that the local government infuses a solid civic sense in citizens. As a result, citizens promote a comprehensive democratic culture within the society.

2.3.2. Features of local government

Since the new constitutional dispensation, the South African local government has been tasked with rebuilding local communities as a means of reinforcing a "democratic, integrated, prosperous, and non-racial society" (Siddle & Koelble, 2016:1). The local government was also intended to bring about decentralisation within municipalities, granting them the authority to govern on their own.

2.3.2.1 Locality

This refers to a distinct geographical area that the local government is responsible for. Locality allows citizens to participate because the government is within their reach, making it easier for citizens to voice their opinions, file complaints, and request feedback.

2.3.2.2 Legal personality

Local governments were established to foster harmony in ways that benefit the public in a democratic manner (Eisenstein, 2019). Local governments are legally endowed with the authority to do whatever is necessary to perform to the best of their abilities and achieve the municipality's goals. As a result, citizens make demands, knowing that the local government is required by law to meet those demands (Mothepu, 2013:167).

2.3.2.3 Autonomy

Local governments are autonomous legal bodies that are structured with the goals of aggregating citizens' needs under the influence of democracy, freedom, and

autonomy (Kocaoglu, 2015:1545). Autonomy refers to the ability of local governments to self-govern without the need for power and without fear of being overruled by authorities in higher tiers of the state. It is also stated that in order for local governments to function effectively, they must be given autonomy, and the central government should not interfere with their operations. Autonomy, also known as sovereignty, allows a local authority to provide goods and services to a specific jurisdiction based on their needs and considerations.

2.3.2.4 Government powers

This concept refers to the government's ability to manage the municipality in order to carry out governmental functions such as passing bylaws, approving budgets and development plans, imposing rates and taxes, charging service fees, providing environmental, institutional, technical, and financial resources, and formulating policies. The preceding points to the fact that the effectiveness of local government is dependent on its ability to make decisions independently.

2.3.2.5 Participation and representation

The local government serves two functions: first, it performs administrative functions, and second, it represents and involves citizens in decision-making processes. Citizens elect their representatives, and these representatives act as a go-between for the government and the citizens. Representatives are expected to aggregate citizens' needs to promote community welfare (Mothepu, 2013:168).

2.4. AWARENESS OF CITIZENS IN RELATION TO THEIR CIVIC PARTICIPATION ROLE

Smith defines civic participation as "processes in which individuals, groups, and organisations have the opportunity to participate in making decisions that affect them or in which they have an interest" in Mothepu (2013:30). This definition demonstrates that different categories of citizens have a role to play in the decision-making process, which is why citizens must be made aware of their role in civic participation (Mothepu, 2013:30). Citizens can be made aware of their role in the process of civic participation and how important it is for them to be involved in a variety of ways.

2.4.1. Facilitating civic participation

According to Fourie (2001:225), citizens need to participate in local government affairs; therefore, civic participation should be facilitated to raise citizens' awareness of their role and to improve the civic participation process. Making citizens aware of the importance of their role in local government affairs can help to increase civic participation. Civic participation can be accomplished by disseminating information about civic participation through established community organisations.

2.4.2. Improving civic education

The primary goal of civic education is to connect citizens with local governments while also reassuring citizens' ability and willingness to participate in civic life by providing information and a foundation for making sound decisions (Yoldas, 2015:545). According to Fourie (2001:226), citizens must have basic knowledge and skills about their role in civic participation in order to communicate intelligibly, honestly, legitimately, and truthfully. It is the responsibility of public officials to educate citizens about their various roles and responsibilities in local government affairs as part of the process of improving civic participation. It is also critical to ensure that citizens are correctly guided in terms of the openness of the local government, its administration, and various basic principles that should be followed.

According to Massing in Yoldas (2015:547), civic education is a requirement for democracy and can only be practised in a democratic system. Civic education would once again help community members at the grassroots level understand the importance of participating in government affairs as well as how it operates (Wilson, 2019:83). Civic education can also be achieved through political socialisation, which shapes citizens' political views and improves municipalities' relationships with their citizens.

2.4.3. Building partnerships and trust with citizens

One of the reasons citizens do not participate in local government affairs is a lack of trust in the local government. As a result, local government officials must ensure that

they build trust with the citizens. This could be accomplished by using either a "top-down" or a "bottom-up" approach. The "top-down" approach is said to be one-way, whereas the "bottom-up" approach is a two-way process that fosters genuine dialogue between officials and citizens, implying that it is more effective in fostering trust between citizens and officials as well as making citizens aware of their role (Brynard, Cloete and De Coning, 2011:141). According to Yang and Ott (2016:832), when people are recognised, they become motivated and feel a sense of belonging.

2.4.4. Communicating with the citizens

Engaging citizens in the process of decision-making in local government has become a focal point (Kasymova, 2014:47), so it is critical for the local government to adopt a two-way communication approach. Two-way communication is the process by which two people or groups communicate with each other in a mutually beneficial manner (Wilson, 2019:29). The idea behind this type of communication is that two parties are involved, which makes it easier for both parties to express themselves and also allows for elaboration on issues.

2.4.5. Political socialisation

It is obvious that there is a specific group of citizens who are disengaged from local government affairs; therefore, it is critical for the local government to politically socialise the community. Political socialisation is defined as the process by which citizens develop political orientations, feelings, and assessments about the political world (Dowson, Prewitt & Dawson, 1977:33). Political socialisation, as a means of creating support for the existing political system, is very important for the effective operation of the local government; therefore, it is important for the municipality to politically socialise the community members, as it is well known that political knowledge, opinions, skills, attitudes, behavioural intentions, and patterns influence the political systems of the government (Dekker, 1991:16). The values of political culture and political systems can be passed down from generation to generation through the process of political socialisation, reducing the number of disengaged or apathetic citizens.

2.4.6. Community mobilisation

According to Hikes, Ionescu, Karlovski, Monticelli, Koliopoulos, Ertel, El Khoury, Hobelsberger, Nugent and Vasylenko (2019:4), civic apathy and citizen disengagement are on the rise; therefore, community mobilisation can be used to encourage citizens to become more involved in local government affairs. Furthermore, community mobilisation is a capacity-building process in which citizens, with the assistance of the municipality, plan, carry out, and evaluate activities on a participatory basis, leading to citizens' self-reliance and confidence in carrying out their civic responsibilities. According to Tzemis (2012:12), community mobilisation helps to address citizens' vulnerabilities while also incorporating values and principles that empower citizens to develop and implement their own decisions regarding the issues they face as a community, in this case civic apathy in local government affairs.

Community mobolisation is the process through which the citizens attitudes, abilities and beliefs yield collective action leading to positive changes. Collective agency or unity results in strong societies that empower the citizens to challenge power structures and create a conducive environment to access their rights (Tzemis, 2012:12). Moreover, community mobilisation builds on social networks that support citizens, this enables the society as whole to identify and address the society's needs , also, the process leads to more equitable civic participation of citizens in decision making (Greenberg, Davis, Katcher, and Tutt, nd:2).

The five steps to successful community engagement and mobilisation, according to Global Communities Partners for Good (2015), are as follows:

- Transparent community selection process and share results;
- Map community priorities and identifies community leaders through community assessments;
- Hold preliminary meetings in which community leaders can enlist their support to mobilise community participation;
- Hold community assembly meetings to elect local representation to coordinate program activities; and
- Allow communities to prioritise and select quick impact projects to solidify support and galvanise local participation.

Community mobilisation can also be accomplished through the various levels of community participation depicted in the diagram below.

Figure 2: Degrees of community participation

DEGREES OF COMMUNITY PARTICIPATION

Away from ownership and sustainability

Toward ownership and sustainability

Collective action
Co-learning
Cooperation
Consultation
Compliance
Co-option
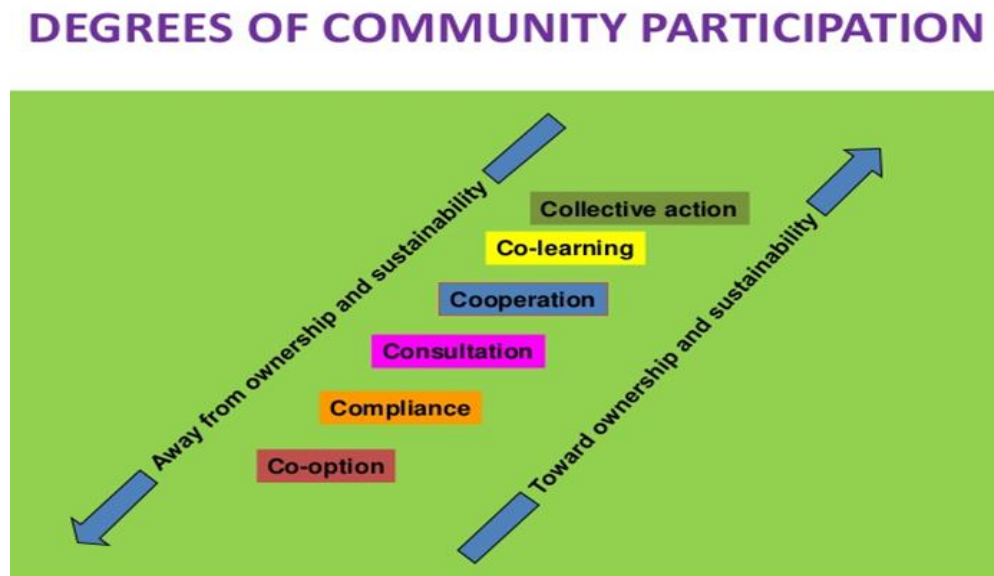
Source: (Singh, 2014).

2.5. INTRODUCTION OF CITIZEN AWARENESS PROGRAMMES

Officials should visit community members regularly to keep them informed.

Spitulnik (1999:148) defines media as a vehicle for communication transmission; examples of media include print media, electronic media, televisual media, oral media, and others. The term "media" refers to any form of communication, which can range from printed paper to digital data. Since citizens learn about government primarily through the media, the media have a significant impact on shaping citizens' political knowledge, attitudes, and behaviour (Gerber, Karlan and Bergan, 2009 and Cloete and Meyer, 2011).

According to Mongoma (2010:19), in order to increase civic participation in local government affairs, a relevant strategy must be implemented to make citizens aware of how important it is for them to be active in local government affairs. Burke

(2007:287) identifies five different types of strategies that can be used to encourage civic participation.

Figure 3: The five strategies of citizen participation
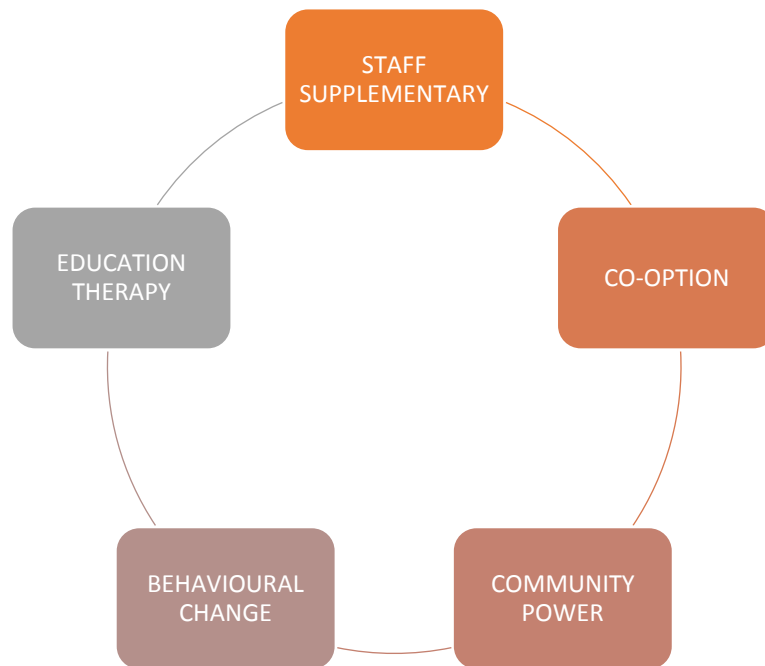
Burke (1968:290)

2.5.1. Education therapy

The emphasis in the case of education therapy is on educating citizens. Citizens are taught to accept cooperation as a problem-solving strategy, as well as how democracy works. This strategy encourages citizens to make decisions and to participate because it builds their confidence and self-reliance, and it also increases their sense of responsibility (Burke, 1968:290).

2.5.2. Behavioural change

Community organisations facilitate behavioural change. This is where local government officials collaborate with existing community organisations to change

citizens' behaviour, as well as to make them aware of and aggregate the citizens' interests (Burke, 1968: 290).

2.5.3. Staff supplementary

This strategy is centred on the inclusion of volunteered public members as part of the officials' staff; the additional staff is used to bring together the expertise of the officials and the expertise of the citizens (Burke, 1968: 291). The use of this strategy encourages local officials to become experts in how to create an inclusive local government that is capable of collaborating with citizens in policymaking processes (Mongoma, 2010:20).

2.5.4. Co-option

This is the process by which citizens are involved in the participation process in order to avoid obstacles to achieving its goals. For example, this obstruction can take the form of protests, and in order to avoid them, citizens must be included in the policy making processes (Burke 1968:291). Citizens are viewed as elements of obstruction and frustration in this case, so co-option is used to neutralise the influence and power they have (Mongama, 2010: 20).

2.5.5. Community power

This is a strategy devised to exploit the community by seizing influential members of the community and utilising them to achieve the community's and community's objectives (Burke, 2010:291). Capturing influential individuals is also an impediment in this case because these individuals can be very disruptive when they are on the opposing side of the government. When it comes to influential people, the government must ensure that they are satisfied in order for the government to survive.

2.6. CHALLENGES IN MAKING CIVIC PARTICIPATION EFFECTIVE

Effective civic participation is a critical component of a democratic government, and it is common knowledge that local governments are established to facilitate the process of civic participation (Mothepu, 2013:166). According to the Department of

Cooperative Governance, only one-third of South African municipalities are able to perform their functions adequately; there are several factors that contribute to citizens' apathy toward local government issues.

2.6.1. Capacity

Local government municipalities are not well equipped to promote civic participation of citizens within the municipality. This is due to factors such as unqualified staff, insufficient staff, and these municipalities' lack of innovative approaches to implementing the necessary operations (Siddle & Koelble, 2016:17). Furthermore, municipalities are not financially stable due to mismanagement of funds, nonpayment of services, and a variety of other issues. Due to financial insecurity, the municipality is unable to function effectively and efficiently, and as a result, citizens have lost faith in the municipality.

2.6.2. Governance

Numerous municipalities are characterised by maladministration, corruption, fraud, political interference, and nepotism, as well as a lack of internal accountability and a failure to prosecute violators (Siddle & Koelble, 2016:18). Due to the aforementioned factors, the municipality fails to comply with legislation as well as its own policies, which results in the municipality's failure to encourage civic participation.

2.6.3. The Broken bond between the citizens and the state

This is the situation in which citizens perceive the government to be self-interested and unwilling to look out for the public good (Burema, 2017:1). It is well known that decisions that best suit the government are not always in line with the interests or wishes of the public, which means that the public will not allow the government to have its way because this threatens the public's well-being. According to the South African Social Attitudes Surveys (SASAS), there is a link between declining levels of trust in local government and an increase in community protests.

It is evident that trust is the corner stone for the legitimacy of public institutions and the operation of democratic systems, trust between the citizens and the state is vital because it helps to maintain political participation and social cohesion (Tsai and

Morse, 2019). In addition, trust is vital for the success of a wide range of public policies, for example, when citizens believe in the state or trust the state, it is highly likely for the citizens to comply with the rules and regulations that govern them. Tsai and Morse (2019) also add that the citizens ability to trust the state can lead to citizens being more tolerant towards the state, like it has been that lack of trust has an influence on citizens protests, it is vital for the state to build trust in order to achieve the smooth operation of the state.

Figure 4: The relationship between service delivery protests and trust in local government

Figure 1: Major service delivery protests compared to Trust in local government institutions, South Africa, 2004–2009
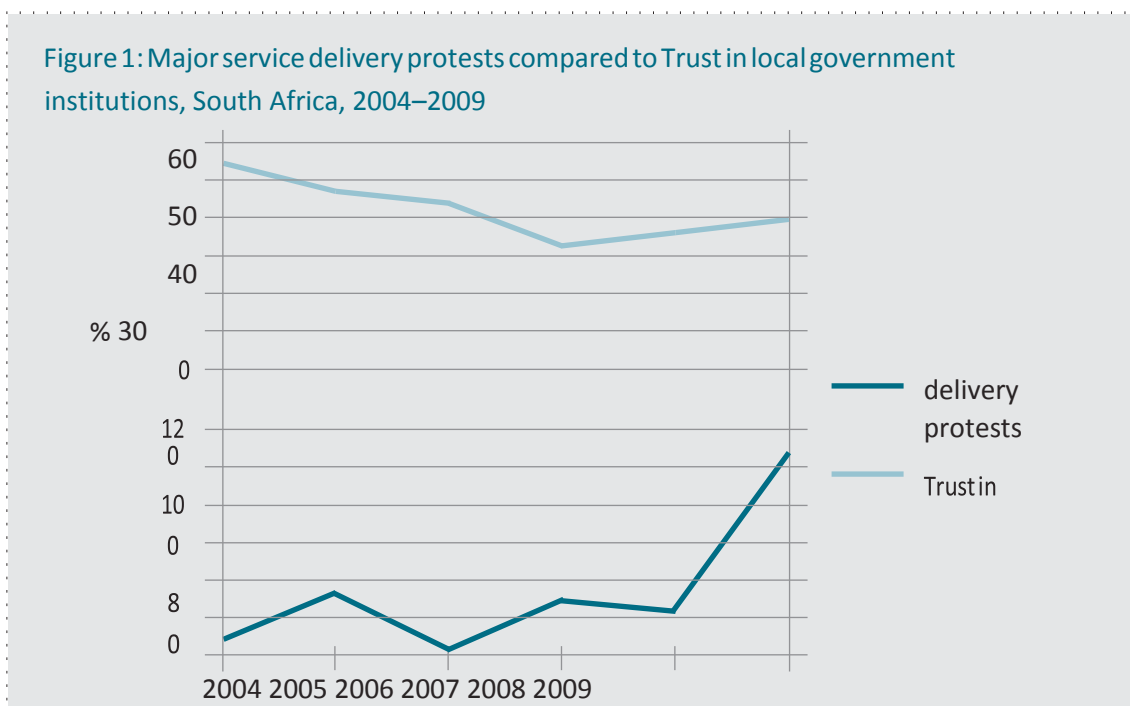
Roberts (2010)

2.6.4. Empowering citizens

The decision-making process for civic participation is dominated by political and economic elites; these are the people who believe they know "what the people want," which is proven to be incorrect and results in the delivery of incorrect services to the people (IPAT, 2015:2). Dominance of the decision-making process demotivates citizens because they feel powerless and useless as a result. Furthermore, the difficulty in changing the government system, which operates in a top-down hierarchical manner, makes it difficult to facilitate and integrate citizens'

33

output (Burema, 2017:1). Throughout the history of civic participation, there have been numerous instances of elites refusing to include ordinary citizens in deliberations.

2.6.4.1 Lack of dissemination of information

Murwi (2015:24) asserts that citizens have the right to be well informed about all issues that directly affect them. For example, the municipality must communicate with the community before designing any type of project in order to determine what the community desperately needs. In most cases, information dissemination is almost non-existent at the grass-roots level, which impedes civic participation in local government affairs (Murwi, 2015:24).

2.6.4.2 Lack of public awareness regarding citizen's rights

It is the government's responsibility to educate citizens about their civic rights and responsibilities, but this does not happen very often. As a result, citizens lack clarity about their civic rights and responsibilities, and community programmes suffer from a lack of participation (Nzimakwe & Mpehle, 2012:286).

2.6.4.3 Official's attitude towards citizens

The majority of government institutions are characterised by officials who have a carefree attitude toward citizens; these attitudes frequently demotivate citizens and cause them to give up on the government; it also leads to the development of citizens' negative attitudes toward the government, resulting in apathetic citizens (Nzimakwe & Mpehle, 2012: 286). To avoid civic apathy, it is critical for officials to be considerate when interacting with citizens.

2.7 CONCLUSION

The chapter discussed the nature of civic participation in South African local government and the role of local government in enforcing citizens' civic participation, such as making citizens aware of their civic roles and responsibilities. There are also challenges to implementing civic participation programmes within communities in order to help shape the nature of civic participation in local government affairs.

CHAPTER THREE

THE IMPACT OF CIVIC PARTICIPATION ON THE IMPLEMENTATION OF IDP AND MECHANISMS THAT ENHANCE PARTICIPATION AND THE CAUSES OF APATHY

3.1. INTRODUCTION

The Integrated Development Plan (IDP) is defined as "a key instrument that municipalities can use to provide vision, leadership, and direction to all those who have a role to play in the development of a municipal area" (Africa & Yusuf,nd:5). The South African government introduced IDP as a five-year plan to address ineffective and inefficient service delivery within municipalities. Citizens must fully participate in the planning process for the IDP to be a success. Civic participation is a priority in local government affairs in a democratic regime because municipalities are charged with ensuring the well-being of the communities under their jurisdiction. The purpose of this chapter is to look into the impact of civic participation on the implementation of the IDP and service delivery. Civic participation is essential for the smooth operation of a democratic local government; in other words, civic participation acts as a catalyst for the local government, helping to accelerate the democratic process. As a result, it is critical to discuss mechanisms for increasing civic participation as well as the causes of civic apathy in local government affairs (Bekkers, 2005:439).

3.2. THE ROLE OF CIVIC PARTICIPATION ON THE IMPLEMENTATION OF THE IDP AND SERVICE DELIVERY

Civic participation is a key component of the South African government's IDP policy. The local government is the primary actor in South Africa's development process; this development process was designed to produce non-racial and viable municipalities that allow the local government to fulfil its developmental role and mandate. IDPs are also designed to direct the activities of any agency from other branches of government. Over the last two decades, South African local government policy has advocated for increased local democracy and civic participation (Siphuma, 2009:2). The majority of governments should use civic participation to democratise their institutions, give those at the grassroots a voice, and empower them. Civic

participation strengthens government structures while also increasing accountability. When civic participation is properly implemented, it has a positive impact on service delivery (Siphuma, 2009:19).

Figure 5: Integrated Development Planning System
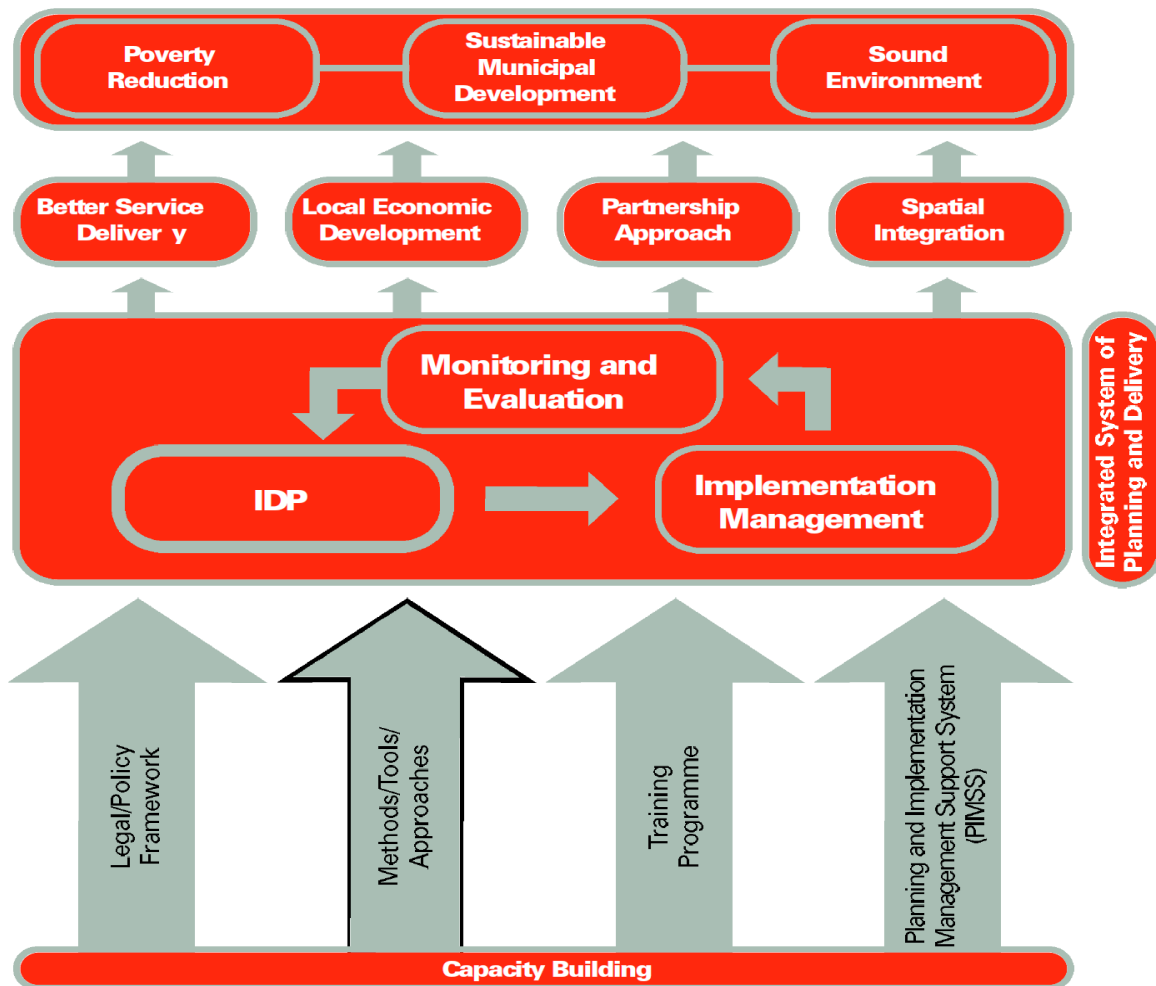
Source: Africa and Yusuf (nd:1).

This figure brings more clarity on how the IDP system operates.

IPDs can be seen as supporting two types of decentralisation:

- Political decentralisation through granting the local government autonomy, it is strengthened and its mandate is also expanded, and the availability of funds to carry out its responsibilities.

- Administrative decentralisation, the local government through the IDP process has the ability to shape or influence the decisions of provincial and national offices.

IDPs are critical to the advancement of "developmental local government" and to the enhancement of "cooperative governance." Furthermore, IDPs formulate direction for municipalities through the process of bringing together local and stakeholder participation; it is through the IDP that development priorities, problems, and solutions are discussed (Todes, 2007:20). The following items are included in the IDP process planning (Todes, 2007:20):

- Analysis of the current situation;
- Developing future visions;
- Formulating development strategies to tackle the vision;
- Formulating programmes of action and projects;
- Methods for monitoring and review;
- Structured participation at each stage of the IDP process.

The primary goal of IDP is to localise decision-making to a greater extent (Todes, 2007:5). Municipalities and community members benefit from civic participation in the IDP process in a variety of ways. Civic participation acts as a catalyst to improve and accelerate service delivery, resulting in a more responsive and accountable government (Andani, 2017:2). The following are the advantages of civic participation in IDP:

3.2.1. Improved service delivery

Civic participation is regarded as a process that improves service delivery (Association for Public Service Excellence, 2013). Despite the fact that civic participation of citizens in municipalities is outlined in numerous South African pieces of legislation, it is clear that there is a dysfunctional civic participation system in South African municipalities that fuels protests (Masiya, Davids & Mazenda, 2019:28). The IDP was introduced or adopted as a way for municipalities to work with citizens to improve and accelerate service delivery. The IDP includes services that will be provided by the municipality for a specific timeframe. It is impossible to achieve improved service delivery if community members are not involved in the IDP

process (Ndevu, 2011: 2048). According to Burkey (2009:23), civic participation should not be limited to comments alone, but should also include providing the poor with the following:

- Greater control over their own life situations;
- Access to resources for the beneficiary's development resources;
- Exercising influence in the decisions affecting these resources; and
- The opportunity to positively influence the course of events.

The successful implementation of the IDP will greatly assist the municipality in meeting its service delivery mandate; additionally, civic participation is essential for citizens' growth, which includes the development of "self-confidence, pride, initiative, responsibility, and cooperation" (Siphuma, 2009:24). South Africa's government adopted a more people-centered approach in order to address development inadequacies and injustices caused by apartheid (Mashamaite & Madzivhandila, 2014:228). According to Meyer and Theron (2000:5), development should be viewed as a building block comprised of the processes depicted in the diagram below.

Figure 6: Building blocks of development
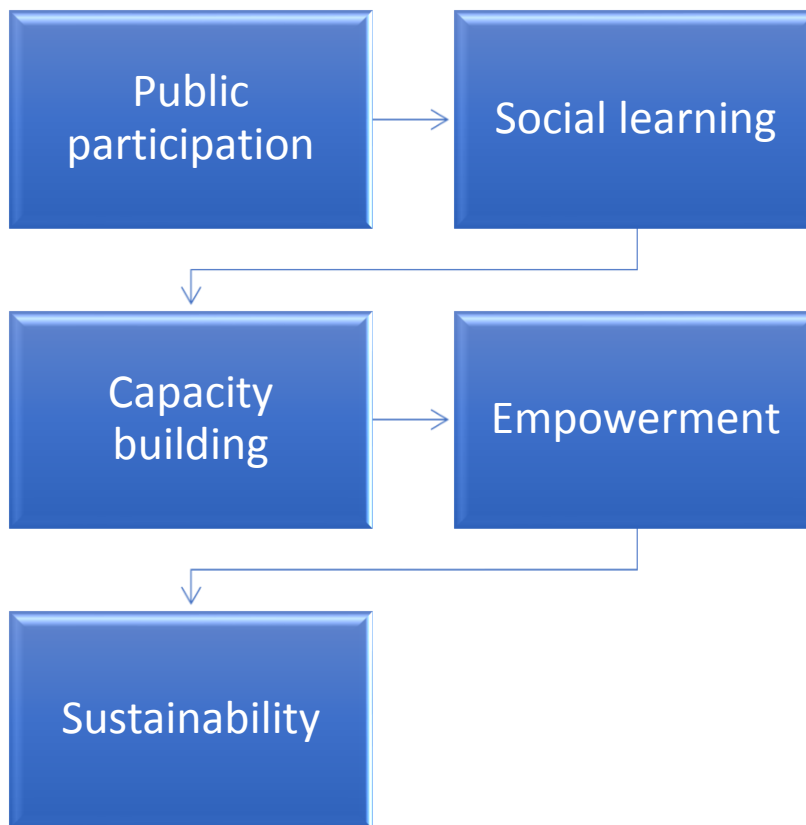
Source: Meyer and Theron (2000).

This figure was adopted to elaborate more on how IDP leads to development in Municipalities.

3.2.2. Improved accountability

According to Masiya, Davids and Mazenda (2019:29), direct citizen involvement in service delivery matters ensures accountability, credibility, and responsive government. Direct participation also results in two-way communication between the municipality and its citizens. It enhances service delivery. The civic participation of citizens in the IDP improves the decision-making process. Citizens' participation helps to reduce levels of corruption within municipalities because community members will be working with the municipality to adopt the IDP (Harrison,2006:190); therefore, if the municipality fails to deliver, community members will have the ability to hold the municipality accountable for its failures. When the municipality is transparent in implementing the IDP, a good relationship is formed, and citizens begin to trust their representatives (Masiya, Davids and Mazenda, 2019:29). Civic participation is essential in the IDP process because it allows citizens to exchange

and aggregate their perspectives; in a nutshell, civic participation deepens democracy.

3.2.3. Empowered community

Individuals should be given the opportunity to influence municipal decisions through civic participation. Civic participation strengthens the community and raises public awareness; it also leads to the successful implementation of IDPs because it fosters a sense of belonging (Molaba, 2016:38). Engaging citizens in issues that affect them is one way to empower them by giving them the opportunity to negotiate their needs; this improves their skills and knowledge. IDP encourages citizen-to-citizen interaction with the municipality.

3.3. VALUES AND PRINCIPLES OF CIVIC PARTICIPATION

According to Chapter 1 Section 1 of the South African Constitution of 1996, a democratic and sovereign state are founded on the values and principles listed below:

- Human dignity, the achievement of equality and the advancement of human rights and freedom;
- Non-racialism and non-sexism;
- Supremacy of the Constitution and the rule of law, and
- Universal adult suffrage, a national common voter's roll, regular elections and a multi-party system of democratic government, accountability, responsiveness and openness.

3.4 MUNICIPAL STRUCTURES ACT (ACT NO. 117 OF 1998)

Section 19(1) (2) of the Municipal Structures Act requires the municipal council to develop community consultation mechanisms, conduct an annual review of community involvement in decision making, and ensure that the community's views are considered during the decision making process, in support of the constitutional provision for transparent and accountable government.

3.5 MUNICIPAL SYSTEMS ACT (ACT NO. 32 OF 2000)

Chapter 4 of the Municipal Systems Act, in accordance with Section 160 of the Constitution, provides a framework for the development of community participation in a municipality by developing a culture of participatory governance, capacity building of the community so that they are involved in the affairs of the municipality, and promoting participation with the resources available. Section 16 encourages community participation in the preparation, implementation, and review of the IDP and budget; development, implementation, and review of a municipality's Performance Management System; monitoring and reviewing the performance of the municipal council; and strategic decisions relating to the provision of services.

3.6 PRINCIPLES OF CIVIC PARTICIPATION

- Promotes active and representative participation towards enabling all community members to meaningfully influence the decisions that affect their lives;
- Engages community members in learning and understanding community issues, and economic, social, environmental, political, psychological affairs;
- Incorporates diverse interests and cultures of the community in the development process, and disengages from support of any effort that is likely to adversely affect the disadvantaged;
- Actively enhances leadership capacity of community members, leaders and groups within the community; and
- Utilizes the community's diversity to deepen shared understanding and produce outcomes of long-term benefit to the whole community.

3.7 OBJECTIVES OF CIVIC PARTICIPATION

with civic participation being a catalyst to achieving a democratic government, it is important to discuss what civic participation aims to bring about within that the society. According to McKenzie and Mostafa (2017), the following are the objectives of civic participation:

- To promote the inclusion of diverse groups;
- To promote good governance;
- To promote a setting where citizens are involved in participatory planning and budgeting;
- To clearly outline civic participation processes and procedures within the context of IDP;
- To offer ways of dissemination of knowledge and information to citizens in order to allow them take part in making decision on issues affecting their welfare;
- To offer means of getting information from the citizens regarding service delivery so that improvements can be made where necessary; and
- To offer monitoring for the implementation of the IDP.

3.8. ENGAGING STAGES OF CIVIC PARTICIPATION FOR SUCCESSFUL IMPLEMENTATION OF IDP

As guidelines for meaningful citizen inclusion in decision-making, standards or stages of civic participation are established. According to Chapter 7 of the South African Constitution of 1996, civic participation must be inclusive, informative, and educative, and it must provide all citizens with a fair opportunity to influence decisions affecting their livelihood. Furthermore, providing feedback, monitoring, and evaluating are critical for assessing the outcomes of citizen participation. Informing, consulting, involving, and providing feedback are recognised as stages of civic participation that increase the likelihood of the IDP's successful implementation. With citizens who are well informed, educated, and included, effective civic participation is ensured, as is the democratisation of local government.

Figure 7: Stages of civic participation

INFORM

Provide an opportunity for access to information

- Information dissemination
- Inform
- Educate

CONSULT

Provide an opportunity for input (Submissions)

- Pre-visit
- Pre-hearing
- Environmental scan

INVOLVE

Provide an opportunity for dialogue and interaction

- Hearing
- Sitting
- Participation

FEEDBACK

Provide an feedback to stakeholders

- Follow up visits
- Monitoring and evaluation
- Communication
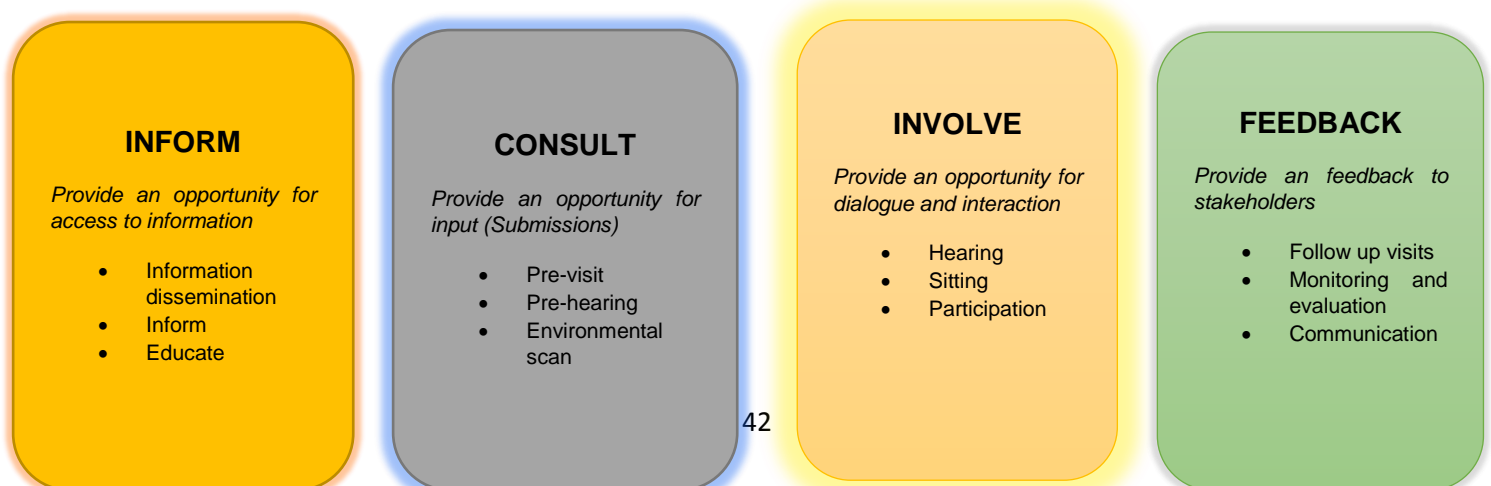
The figure above aims to illustrate steps that can be taken to achieve effective civic participation of citizens.

3.5.1. Inform

This stage advocates for information access, which is required for effective civic participation. Municipal officials cannot conduct public consultation, participation, and feedback without first informing and educating citizens about the IDP. The main components of the inform stage include sharing information with citizens in order to entice them to participate in the IDP process and assist in addressing ongoing service delivery issues. Dissemination of information results in empowered citizens (Parliament, 2019:11). The informing citizens stage can be accomplished by municipal officials visiting communities on a regular basis to educate citizens about the operation of the IDP process, as well as by holding workshops, public hearings, and providing educational material.

3.8.1 Consult

Consultation allows citizens to provide feedback on upcoming decisions. Consultation with well-informed citizens increases the effectiveness of the IDP because it is easier for them to understand and address issues. When citizens have clarity, the IDP process will run smoothly, with no hiccups caused by a lack of understanding (Parliament, 2019:12). Consultation is more about presenting information to citizens and soliciting their feedback. Consultation, like the inform stage, can take place through public meetings, focus groups, and workshops.

3.8.2 Involve

This stage advocates for communication and interaction between municipal officials and citizens. Citizens are involved after they have been informed and consulted about the issues that the IPD intends to address. Citizens' active participation fosters two-way communication, which promotes the consideration or aggregation of citizens' needs, interests, concerns, and inputs (Parliament, 2019:12). Citizens coming together to jointly identify issues that need to be prioritised is one of the components of the involvement stage.

3.8.3 Feedback

This is the stage at which municipal officials present their findings to the citizens. Citizens are able to monitor and assess the municipality's progress in meeting their needs by providing feedback. Constant feedback results in a more transparent and responsive municipality. The feedback stage may include follow-up visits, information dissemination, and monitoring and evaluation reports (Parliament, 2019:13).

3.9. STAKEHOLDER RELATIONS IN ENHANCING IDP

Stakeholder engagement is the process of involving relevant stakeholders in order to achieve a clear goal and agreed-upon outcomes (Youmatter, 2019). A strong stakeholder relationship is essential for the successful implementation of IDP. They can only understand what they want, when they want it, and how they want it if stakeholders are involved (Youmatter, 2019). Furthermore, stakeholder engagement is viewed as an accountability mechanism because it requires the municipality to include stakeholders in identifying, understanding, and responding sustainably to issues and concerns, as well as reporting, explaining, and answering to stakeholders for decisions (Blomquist, 2020).

Stakeholder engagement assists in meeting stakeholders' tactical and strategic needs, which range from gathering information and identifying factors affecting stakeholders' livelihoods to improving transparency and building trust (Blomquist, 2020). Building positive stakeholder relationships encourages stakeholders to be interested in the IDP; they also have the impression that the municipality is inclusive. This improves the municipality's reputation and reduces the likelihood of the IDP

failing. Furthermore, if the IDP is implemented successfully, the number of protests within municipalities will decrease (Digital School of Marketing, 2020).

Engaging stakeholders in a respectful, consistent, and transparent manner influences how stakeholders perceive the IDP and the municipality; positive perceptions aid in the development of the municipality's reputation (Blomquist, 2020). According to the Digital School of Marketing (2020), operational management of stakeholder relationships is critical for resolving existing service delivery issues within municipalities; the main goal of stakeholder relations is to shape the stakeholder's behaviour and decisions toward the IDP. Stakeholders must benefit from their relationship with the municipality or they will become apathetic. The following are the benefits of stakeholder engagement (Crowe, 2017):

- It affords the affected parties an opportunity to raise their opinions;
- It ensures that there is shared clarity and vision amongst stakeholders;
- It enables the identification of main stakeholders and creates a well-established relationship;
- It brings people together to share their knowledge, experiences, and expertise in order to come up with solutions;
- It aids to build cooperative partnerships and new relationships that create value;
- It can recognise approaches to increase competitive advantage; and
- It helps to reduce risks within the municipality and improves governance.

3.9.1 Principles of stakeholder relations

Stakeholder engagement is based on the idea that those who are affected by the IDP and have the ability to influence its outcomes should be given the opportunity to comment on the decisions that affect them (Jeffery, 2009:8). Municipalities can mitigate risk by utilising stakeholder relations, as well as identify new opportunities to improve service delivery. Diagrams illustrating the process flow of stakeholder engagement and the key components of stakeholder relations are provided below:

Figure 8: The process flow of stakeholder engagement
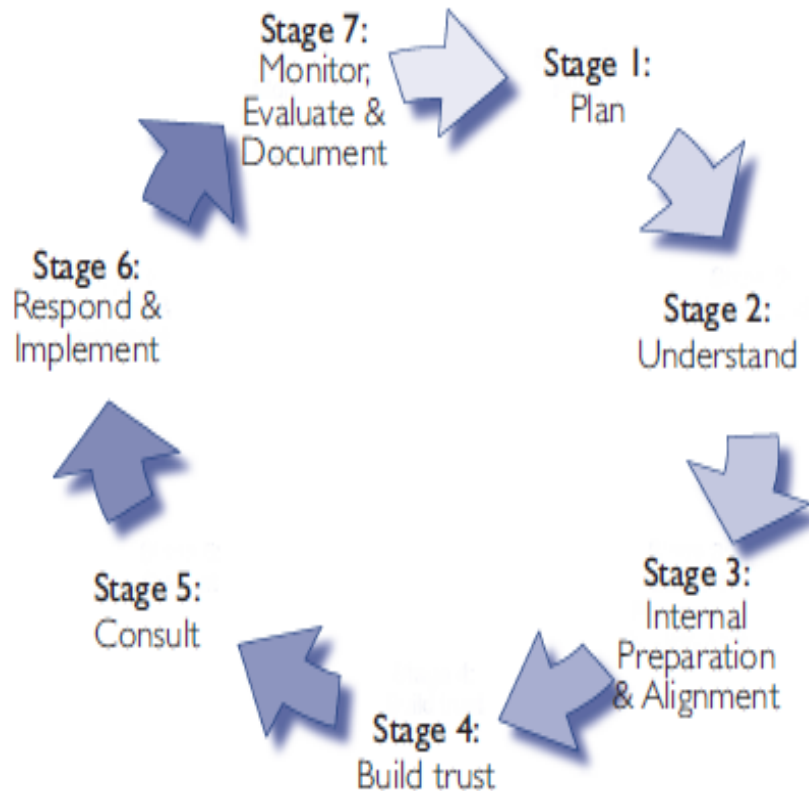
Source: Jeffery (2009:8).

The diagram above helps to understand how the process of engaging stakeholders in IDP is done.

Stage 1: Plan

According to the Association for Project Management (2014), planning is an essential part of any process, and planning before engaging stakeholders in the IDP process can result in significant benefits. The planning process aids in the identification of the IDP's main objectives as well as issues that require immediate attention (Jeffery, 2009:9).

Stage 2: Understand

It is critical for the municipality to understand its stakeholders and the importance they place on their needs (Jeffery, 2009:9). According to the Association for Project Management (2014), municipal officials in charge of the IDP process must understand and accept that stakeholders (humans) do not always behave rationally, reasonably, or predictably. As a result, it is critical for the municipality to be mindful of stakeholders' concerns while also attempting to identify factors influencing

stakeholders' behaviour. It is simple to maintain a good relationship if the municipality has a clear understanding of the stakeholders.

Stage 3: Internal preparation and alignment

Before engaging stakeholders in the operation of the IDP, the municipality should prepare internally. Internal preparation allows the municipality to decide how resources will be distributed evenly in order to improve service delivery within the municipality and create a win-win situation for all stakeholders (Jeffery, 2009:9).

Stage 4: Build trust

Due to issues such as corruption, stakeholders are not always willing to trust the municipality (Jeffery, 2009:9). It is therefore important for municipalities to build good relationships with stakeholders because it results in trust. When stakeholders have trust in the municipality, it is easier for them to participate in the IDP, and their participation increases problem solving, decision-making, and reduces stakeholders' uncertainty about the municipality (Association for Project Management, 2014). Furthermore, stakeholder engagement reduces misalignment, dissatisfaction, disengagement, and resistance to change (Sedmak, 2021).

Stage 5: Consult

When consulting with stakeholders about the IDP as a means of poverty alleviation, the municipality must fairly represent all stakeholders; the consultation process must be responsive in nature, attempting to directly address the expectations and interests raised by stakeholders (Jeffery, 2009:9). It should be noted that the early stages of the IDP process may be unclear to stakeholders, such as the purpose, scope, approach, and risks associated with the implementation of the IDP within the municipality; therefore, it is critical to consult with stakeholders and ensure that the requirements of the IDP are agreed upon by the majority of stakeholders (Association for Project Management, 2014). While consulting with stakeholders, the municipality must ensure that stakeholders understand the benefits of the IDP. Consistent communication from the municipality to stakeholders is required.

Stage 6: Respond and implement

At this point, the municipality must ensure that it follows through on the issues that have been agreed upon (Jeffery, 2009:9). Because stakeholder engagement is an interactive process, it is critical that all stakeholders play their roles in ensuring the successful implementation of the IDP and that good governance promotes clarity regarding stakeholder roles and responsibilities (Association for Project Management, 2014).

Stage 7: Monitor, evaluate and document

This is the final stage, and knowledge management is critical for gathering information and sharing what has been learned. The monitoring and evaluation process improves transparency within the municipality (Jeffery, 2009:9). Transparency necessitates the municipality's willingness to provide information about how the IDP process will be carried out, as well as its willingness to listen to and respond to criticism (van Zyl, 2013:47).

Finally, it is critical to report back to stakeholders and keep them updated on how the IDP is progressing. Furthermore, for stakeholder engagement to be successful, the municipality must have a clear vision as a result of a strong strategic planning process (Crowe, 2017). It should also be noted that the opinions of stakeholders are important to any municipality; this is because stakeholder engagement helps to translate these opinions into municipal goals, and shared opinions are essential for developing a coherent vision for the future (Crowe, 2017). Stakeholder engagement is viewed as a risk management tool that should be at the centre of any sustainable development strategy (Panda & Barik, 2014:7). The diagram of the key components of stakeholder relations is provided below to supplement the stages of stakeholder engagement discussed above.

Figure 9: Key components of stakeholder relations

Information Disclosure
Communicate information to stakeholders early in the decision-making process, in ways that are meaningful and accessible, and continue this communication throughout the project life.

Stakeholder Identification & Analysis
Invest time in identifying and prioritizing stakeholders and assessing their interests and concerns.

Stakeholder Consultation
Plan out each consultation process, consult inclusively, document the process, and communicate follow-up.

Management Functions
Build and maintain sufficient capacity within the company to manage processes of stakeholder engagement, track commitments, and report on progress.

Good Stakeholder Engagement

Negotiation and Partnerships
For controversial and complex issues enter into good faith negotiations that satisfy the interests of all parties. Add value to impact mitigation or project benefits by forming strategic partnerships.

Reporting to Stakeholders
Report back to stakeholders on environmental, social and economic performance, both those consulted and those with more general interests in the project and parent company.

Stakeholder Involvement in Project Monitoring
Involve directly affected stakeholders in monitoring project impacts, mitigation and benefits, and involve external monitors where they can enhance transparency and credibility.

Grievance Management
Establish accessible and responsive means for stakeholders to raise concerns and grievances about the project throughout its life.

Source: van Zyl (2015)

49

The figure above illustrates the key factors in achieving good stake holder relations it the integrated development planning process. Good stakeholder engagement is a crucial element for good service delivery, this is because the success or the failure of the IDP depends on good stakeholder relations.

3.9.2. Stakeholders of the IDP process

Because the successful formulation and implementation of the IPD is dependent on stakeholder engagement, IDP is a complex process that necessitates the participation of numerous stakeholders. According to Pauw, Woods, van der Linde, Fourie and Visser (2013), IDP is an integrative and participatory process, so perspectives or opinions from various stakeholders are required. Stakeholders are individuals or groups who are affected by a particular process or project and have the ability to influence decisions affecting their livelihood. The following are the primary stakeholders involved in the IDP process:

- Municipality
- Community members
- Community representatives
- Ward councillors
- Ward committee members
- Traditional authorities
- Municipal officials
- Government departments

3.10 MECHANISMS FOR ENHANCING CIVIC PARTICIPATION

It is critical to identify mechanisms that will increase civic participation. The concept of bringing government closer to the people is important not only because it strengthens civil society, but also because it mobilises citizens to implement the reconstruction and development programmes required to transform civil society (Fourie, 2001:216). According to Fourie (2001:217), civic participation must be encouraged in order to achieve true democracy. This is because democracy is based on the belief that citizens and the government, as well as its administration, must have a common understanding.

Civic participation is an essential component of effective and accountable local governance. The development of structured and institutionalised frameworks for local governance is one method for achieving successful and long-term models that ensure civic participation (Handbook for Municipal Councillors, 2006:114). It is also stated that these models work well when citizens believe they are legitimate and credible, when there is political commitment to their implementation, and when they have legal status.

According to Selee and Peruzzotti (2009:2), most citizens choose not to participate because they are dissatisfied. Dissatisfaction has resulted in a process of political experimentation aimed at institutional improvement. The introduction of mechanisms for civic participation is a critical component of this improvement. Participatory budgeting, citizen councils, oversight boards, participatory planning, neighbourhood committees, public audiences, and other institutions are examples of mechanisms designed to give citizens a voice and a greater opportunity to participate in decision-making. The principles of civic participation in South African local government are as follows (Handbook for Municipal Councillors, 2006:114):

- Bringing citizens more effectively on board when it comes to local governance and municipal development;
- Making government more responsive to the people's needs and aspirations;
- Empowering citizens to fulfil their potential as partners with government; and
- Deepening democracy beyond the representative dimension into a participatory system.

It is critical to mobilise citizens because it encourages members of the community to participate in local government activities. Mobilization can occur through novel modes of public education, media campaigns, public consultations, and national dialogues (Legislative Sector, 2015:24). Citizens can also participate in local government affairs through representation and inclusion; the inclusive process should include all community members. Transparency also encourages civic participation in local government affairs by allowing the public, media, and civil society to participate in government activities by keeping them informed of government activities (Legislative Sector, 2015:24).

Engaging citizens in civic discussions can help improve civic participation because some citizens are unaware of civic activities. For example, Klofstad (2009:857) states that attitudes of citizens who were unable or unwilling to participate in civic activities usually change after being involved in civic discussions. Citizens' involvement in civic participation results in government stability and order; it also stimulates citizens' learning and makes them more responsible, as well as deepening their political awareness (Mondal, nd).

Civic participation necessitates a well-reinforced political infrastructure that advocates for all voices to be heard; it "must respect opposing viewpoints, encourage debate, and honour citizens' opinions" (Meier, 2018:1). It is well understood that a democratic government is controlled by the people; therefore, it is critical to ensure citizen participation that is consistent with fair governmental practices and equality. A functional democracy attempts to balance citizens' needs with order and representative control (Meier, 2018:1). These efforts by the government promote civic participation in that it is satisfying to citizens when the government is attentive to the needs of society. Political infrastructure also enables processes such as fair elections to take place, giving citizens the opportunity to vote for representatives they prefer.

3.11 GOOD GOVERNANCE AS A MECHANISM FOR CIVIC PARTICIPATION

The principles of good governance are enshrined in the South African constitution, which also emphasises the importance of civic participation in good local governance. Good governance is defined as "the extent to which a government is perceived and accepted as legitimate, committed to improving the public welfare, and responsive to the needs of its citizens, capable of ensuring law and order and delivering public services, capable of creating an enabling policy environment for productive activities, and equitable in its conduct" (Sharma, 2007:29). Good governance is regarded as the highest state of development and management of the nation's affairs, for the simple reason that it promotes democratic governance, ensures that services are delivered to citizens, ensures that citizens' rights are respected, and that government is transparent, accountable, and productive (Commonwealth Secretariat, 2000:5). The following are the principles of good governance and how they improve civic participation.

Figure 10: Good Governance

Source: Tokosoz (2008:19).

The figure is explained in detail by the principles outlined below.

3.11.1. Consistency

Consistency exists. I decisions made by the local government on behalf of the citizens ensure that the regulations proposed by the state are predictable, and thus the citizens perceive that the government will create a reliable environment for their society (Tokosoz, 2008:20). Consistency is essential for maintaining a positive relationship between the government and its citizens, as it contributes to citizens' trust in their government.

3.11.2. Responsiveness

The responsiveness principle states that the local government must respond to the needs of the citizens within a reasonable timeframe. The local government must also ensure that all of the citizens' needs are met (Kawelwa, nd:3). For example, it is the responsibility of the government to provide health care services as well as to ensure that each and every citizen receives adequate health care. According to O'Reilly (2009:4), a responsive local government ensures that it not only delivers to citizens, but also that quality services are delivered to citizens. With quality services provided to citizens, it will be clear that their voices are being heard, and they will be encouraged to participate in order to voice their needs. The local government should also make every effort to strike a balance between campaigning and serving citizens' needs in an appropriate and responsive manner (Municipal Association of Victoria, 2012:7).

3.11.3. Accountability

Organisations and institutions must be held accountable, according to the concept of accountability. In this case, the local government is held accountable for decisions that directly affect the lives of citizens (O'Reilly, 2009:3). Local government decision-makers should ensure that decisions are reported and explained so that the decisions can be debated (Council of Europe, 2008:13). As a result of decisions being reported, explained, and open for discussion, more citizens will be involved in the decision-making process, which will increase civic participation.

3.11.4. Fairness

The local government is required to treat citizens equally by ensuring that it provides balanced benefits to society; additionally, all rules must be applied uniformly to all citizens (Tokosoz, 2000:18). No members of society should feel excluded; the government should be inclusive in nature; and, more importantly, the marginalised and vulnerable must be taken into account in order to improve their well-being (Mpozembizi, 2017:24). Citizens' trust in local government will be strengthened if they have a sense of equality.

3.11.5. Transparency

Transparency gives citizens the confidence to participate in local government decision-making and management processes (O'Reilly, 2009:6). Transparency also fosters a climate conducive to change in order to achieve better results. Better results are obtained through the transfer of information advocated for by the principle of transparency; this keeps both government officials and citizens informed, making it easier to make adjustments during the decision-making process when necessary (Council of Europe, 2008:9). Accessible information also aids in educating citizens and keeping them up to date on issues that affect their lives (Graham, Amos & Plumture, 2003:3).

3.11.6. Participation

Good governance promotes civic participation by advocating for citizen participation at all stages of the decision-making process, and decisions are made in a participatory manner to include all citizens affected (Tokosoz, 2000:19). Furthermore, a democracy functions more effectively when citizens are educated and engaged in civic responsibilities; engagement allows citizens to stay up to date on current issues while also brainstorming potential solutions (Meier, 2018:2). A democratic government not only encourages participation, but also empowers citizens to directly participate.

3.11.7. Rule of law

Local government decisions must be in accordance with applicable legislation or common law (Municipal Association of Victoria, 2012:7). Being consistent with relevant legislations requires the local government to ensure straightforward dealings and decisions that are entirely based on honesty (O'Reilly, 2009:7). The rule of law advocates for rules and regulations that are to be adopted by the local government in order to be in line with the law and to be enforced impartially (Council of Europe, 2008:6). Citizens are more likely to participate in civic activities when the local government is honest, as opposed to when they believe the government is corrupt, because corruption demotivates citizens.

3.11.8. Effectiveness

According to Mpozembizi (2017:25), the community's developmental needs should be met through the optimum use of available resources, as well as through the sustainable use of resources and the protection of the environment. The government must prioritise meeting citizens' needs and providing quality services to them.

3.11.9. Respect for human rights

The wellbeing of the community is the result of all citizens having a sense of belonging; this occurs when citizens believe that their interests are being considered during the decision-making process; this means that all groups of the community, particularly the vulnerable, should have opportunities to participate in the process (Municipal Association of Victoria, 2012:7). Laws that govern a democracy advocate for the protection of citizen rights, such as the right of citizens to be free from discrimination based on race, ethnicity, religion, gender, or ability. Furthermore, citizen rights protection ensures equal access to public services.

3.12. ENHANCING CIVIC PARTICIPATION

Government decentralisation has the potential to improve participatory democracy. The local government has a number of structures and institutions at its disposal that can be used to increase citizen civic participation (ETU, 2010:2).

3.12.1. Imbizo

Imbizo is a popular method for communicating with citizens about policy issues and government programmes (DPSA, 2002:25). Imbizo is a Zulu word that means "where traditional leaders convene to resolve issues of common interest" (Baloyi & Balunga, 2017:1). Imbozos are said to promote participatory democracy so that communities can exercise their right to be heard, which will help to improve citizens' lives. They play an important role because they provide a platform for civic participation and are all about unmediated communication between the government and citizens (DPSA, 2002:26). The government adopted Imbizo as a means of communication to bridge the information gap and to meet the needs of citizens (Government Communicators Handbook, 2014:65).

The purpose of Imbizo is to allow the government to share or communicate its intentions to citizens while also giving them the opportunity to provide input on how to deal with the challenges they face and what can be done to prevent them from occurring in the future (Hartslief, 2008:1). With Imbizo, it is easier to address a large number of citizens about service delivery issues that directly affect the community (Rasila & Mudau, 2013:14). An Imbizo is intended to promote direct interaction between citizens and the executive.

3.12.2. Public hearings

Public hearings are defined as "an open gathering of officials and citizens during which citizens are allowed to offer comments" (Participedia,2010:1). They are intended to gather citizens' opinions and concerns before making decisions. (Community Tool Box, 2016:2) defines public hearings as "a formal meeting designed to receive testimony from the general public on a local issue or proposed government action." Local governments are sometimes required to hold public hearings in order to address public issues and gather public opinion on contentious or sensitive policy issues (MRSC, 2019:1).

3.12.3. Social media

Citizens' disconnection from local government affairs, as well as their reliance on social media for political communication, necessitates the government's strategic use of social networking sites in order to cultivate relationships with citizens and improve their citizenship (Dong & Ji, 2018:762). Social network sites (social media) are defined as web-based services that allow individuals to create public profiles through which they can share their opinions with other users (Boyd & Ellison, 2007:212). They are also described as forms of electronic communication in which users create online profiles to share information (Asongu & Odhiambo, 2019:412).

Because the majority of citizens rely on social media for political information updates, social media is once again regarded as a promising mechanism for mobilising citizen engagement in local government affairs (Dong & Ji, 2018:763). Furthermore, the majority of governments around the world have embraced information and communication technology to improve the quality of the democratic process. It is well

known that the internet has become an important platform for the delivery of news; additionally, the popularity of online news consumption holds tremendous promise for civic participation (Han You, Kyu Lee, Kang & Go, 2015:205). Given that citizens freely express their opinions on this platform, and that this is where more debates about governmental issues take place, it is critical for South African local governments to use social media to encourage civic participation.

3.12.3.1. Characteristics of social media

According to Mayfield (2008:5), social media is defined as "a group of new kinds of online media," with the following characteristics:

Participation - social media encourages contributions and feedback from all interested citizens. Because there are no barriers to accessing information, social media encourages feedback and participation; it improves voting and opinion sharing. While traditional media is all about "broadcasting," social media is far superior because it allows for two-way conversation.

Community - social media improves the speed and effectiveness with which people communicate within their communities.

3.12.4. Regular Feedback

Feedback is information reported back to citizens about the impact of their behaviour and actions on the environment around them (Manion, 2016:175); it is the process of sharing information in the present based on past performance in the hope of changing the future. According to Phoel (2009:1), feedback is a critical instrument for nurturing citizen behaviour and fostering learning, which will result in better citizen performance. Feedback works best when done continuously rather than once as a formal session.

According to Phoel (2009:1), the success of organisations is dependent on feedback; therefore, it is critical for the local government to provide feedback to community members on a regular basis. Since then, the local government's efficiency and effectiveness have increased. It is also important to emphasise that civic participation is a two-way process that involves listening to citizens' opinions on the

one hand and providing citizens with relevant information on the other, which leads to the development of constructive relationships that support the process of improving service delivery (Mphahlele, 2010:1).

3.13. CAUSES OF CIVIC APATHY IN LOCAL GOVERNMENT AFFAIRS

Civic apathy is characterised by a lack of love and devotion to the state, as well as apathy in citizens' attitudes toward political activities such as elections, public opinion, and civic responsibilities. Civic apathy is thus defined as a lack of interest in sociopolitical life (Yakubu, 2012:39). It should be noted that South African democratisation has been a long and painful process that has resulted in non-participation, which has resulted in civic apathy. Some of the root causes of civic apathy are discussed further below.

3.13.1 Socialisation

Socialisation is the primary cause of civic apathy in local government affairs. There are three types of socialisation: primary, secondary, and developmental. However, in this case, the primary emphasis will be on political socialisation. It is defined as "the process by which people become acquainted with politics." It is concerned with the acquisition of emotions, identities, skills, and knowledge. Its primary dimensions are what people learn (content), when they learn it (timing and sequence), and who they learn from (agents)" (Hague & Harrop, 1982:100). The agents of socialisation have a greater influence on people based on these dimensions; the agents can be classified as family, schools, peers, work, church, and communication. To elaborate on some of the above-mentioned agents, (Hague & Horrap, 1982:100) state that children learn more about political or government activities through their families and at school at a young age. Because childhood learning is deep learning, if both teachers are apathetic, the children will simply lose interest in government issues, resulting in apathetic citizens.

3.13.2 Corruption

Corruption is defined as the misappropriation of a trusted public office for personal gain (Sumah, 2018:65). According to Ndulo in Kawelwa (nd:3), "corruption creates instability and unpredictability in governance." Most South Africans, particularly the youth, complain that politics is characterised by corruption and that their political representatives are primarily concerned with self-enrichment. As a result, they decide not to participate because they believe they gain nothing by participating in government activities (ISS, 2016). Corruption manifests itself in various ways in politics. Nepotism, for example, is defined as "favouritism given to relatives in the granting of positions or distribution of resources" (Barrington, Bosia, Bruh, Giaimo & McHenry, 2010:323). Nepotism causes civic apathy by preventing those without connections from entering government, as well as crippling the management of local government affairs and diluting equity in the provision of government services (Commonwealth Secretariat, 2000:6). As a result, many people lose interest in political participation. According to Yoldas (2015:547), politics is viewed as a dirty business, which leads to civic apathy. Corruption undermines citizens' trust in government, and this lack of trust increases the likelihood of politicians being deposed from power, either democratically or by force, resulting in political instability (Blumenthal, 2017:359).

3.13.3 Unemployment

According to Sauders (2002:10), there is strong evidence that unemployment contributes to inequality. Citizens who are employed tend to outnumber those who are unemployed; as a result, the unemployed feel powerless and opt out of government affairs. Because unemployment leads to low self-esteem, being unemployed and having to deal with the pressures and difficulties of looking for work tends to reduce participation levels (Cebula, 2017:149). It also contributes to a sense of apathy.

3.13.4 Poverty

It has been demonstrated all over the world that poor citizens are less interested in public participation than their counterparts in richer or more developed democracies. It is well known that Third World democracies are marked by high levels of poverty, as a result of which "participation and influence may be particularly skewed, resulting

in a much narrow base of support for democracy" (Krishna, 2006:1). Poverty usually limits the participation of certain citizens, particularly the poor. The extent to which citizens engage in civic participation is influenced by their income and other economic resources (Levin-Waldman, 2013:83).

3.13.5 Low level of trust towards government

Participation is frequently disrupted due to mistrust between the government and communities; a lack of transparency leads to apathy (Public Service Commission, 2008:11). Some communities have lost trust in government as a result of previous experiences. For example, a lack of responsiveness to citizens' interests causes citizens to lose hope in government, and as a result, citizens lose interest in government affairs.

3.13.6 Ignorance

In most cases, some people choose to disregard the importance of government activities, making participation in government activities unnecessary, according to (Mokgwtsana, 2000:12). The majority of citizens are so ignorant that they are unaware of their civic responsibilities, the operation of the local government, or its existence. Lack of information is one of the factors influencing citizens' ignorance of local activities (Maruma, 2011:18). Civic apathy is also caused by a lack of civic education. A lack of understanding of democracy has a negative impact on its fundamental meaning.

3.13.7 Contradiction

According to Roodt in Coetzee et al. (2001:472), elites persuade the poor that it is acceptable for some people to be wealthy while others are poor, and as a result, people lose hope that their lives will never improve. They have no faith that the government will make a difference in their lives. It is critical for local government officials to use all available resources to eliminate these causes of civic apathy in order to prevent apathy in local government affairs. The local government will not function effectively or efficiently if citizens do not provide input, because citizens are

the ones who are supposed to inform officials about issues that need to be addressed.

3.13.8 Inequality

South Africa, according to Cilliers and Aucoin (2016:5), is widely regarded as the most unequal country in the world, with extreme displays of consumerism and wealth coexisting with widespread poverty. South Africa's violent history exacerbates the relationship between consumerism and poverty. Literature, for example, indicates that citizens from economically distressed communities do not participate as much as citizens from the suburbs (D'Agostino & Visser, 2010:88).

3.13.9 Bad Governance

Violence, deception, cheating, and a lack of free speech are all signs of poor governance (Kawelwa, nd). Failure of government to meet citizens' expectations usually results in civic apathy (Yakubu, 2012:38). It is nearly impossible for citizens to engage in civic activities if the government fails to meet their needs; citizens will automatically lose faith in the government if it fails to meet their needs. According to the Commonwealth Secretariat (2000:5), bad governance undermines government's corrective intervention role. This will result in increased civic apathy.

3.13.10 Historical Trauma

Historical trauma is a type of trauma that affects entire communities; this type of trauma is typically passed down through generations and is frequently associated with racial groups (Adonis, 2016,1). For example, the South African government has yet to fully recover from the diversity brought about by the apartheid regime.

3.13.11. Lack of feedback

Local government officials lack the motivation to physically visit communities to provide citizens with feedback on their well-being (Mandiyanike, Bhoroma & Musekiwa, 2017:38). This leads to a lack of public accountability, which is frequently the result of a lack of transparency (Mashamaite & Madzivhandila, 2011:227).

Municipal officials are typically not held accountable to the public as a result of weak municipal administration.

3.13.12. Chaotic political atmosphere

Political stability in political space is critical to the improvement and sustainability of any democratic government (Solomon, Olobanji & Ogo, 2020:154), and election rigging is one of the factors that contribute to a chaotic political atmosphere, discouraging citizens from participating (Chauke, 2020: 38). Election rigging occurs as a result of inadequate security measures; as a result, voter turnout remains low because citizens believe the elections will not be fair.

3.14 DANGERS OF CIVIC APATHY ON DEMOCRACY

Other stakeholders, such as citizens, civil society, community organisations, media, and the private sector, must be responsible for monitoring the government's efforts in a democratic government (McGee & Gaventa, 2011:21). As a result, civic participation is critical for the survival of government and the assurance of transparency. The following are the consequences of civic apathy for democracy.

3.14.1 Bad governance

In the absence of civic participation, bad governance results, which means that the government develops and implements policies without informing citizens (Kawelwa, nd:4). If citizens are not informed, the policies that are implemented will be a waste of resources because the policies will most likely be written in such a way that they only benefit government officials. There is no transparency or accountability in bad governance, which means that the government's decisions are not in accordance with the rules and regulations outlined in the constitutions (Kawelwa, nd:4). Leaders are more likely to break the rules because they cannot be challenged.

3.14.2. Absence of checks and balance

Civic apathy can lead to a lack of checks and balances in the government system. Checks and balances is a government principle in which separate branches of government are authorised to prevent actions by other branches and are

encouraged to share power (de Klerk, 2005:120). Checks and balances ensure that the government is accountable, responsive, and transparent. The principle of checks and balances will not exist if citizens do not participate, simply because government officials are not required to provide feedback to citizens, and thus officials are likely to do as they please. The government will be characterised by corruption if checks and balances are not in place. The checks and balances theory is required to restrain majority rule in order to produce a supermajoritarian system (McGann, 2006:91).

3.14.3. Minority rule

When there is a high level of civic apathy, power is likely to be concentrated in the hands of a few, and a minority will elect a government that does not have the majority's best interests at heart. This also results in allowing the minority to make decisions for the majority. For example, if power is concentrated in the hands of a few, the elites' decisions are likely to benefit them only while the masses suffer.

3.14.4. Emergence of greedy politicians

Most policies designed to meet the needs and promote equality for all citizens are purposefully manipulated by politicians in order to circumvent constitutional provisions and increase their own power. Greedy politicians make the idea of a long-term political system and good governance impossible. Having greedy politicians is generally not in the best interests of citizens, and it is clear that these greedy politicians stay in power for longer periods of time (Schumacher, 2013:259). This is because when citizens become apathetic, they give the greedy officials more power to take control of their lives and livelihood. Politicians' self-interest has a negative impact on the effective operation of local government because it undermines the entire concept of democracy as government for the people.

3.14.5. Lack of communication between citizens and the government

Communication between the government and its citizens is essential in a democratic government, but when citizens are apathetic, communication between the two parties is nearly impossible. The absence of communication is likely to result in citizens who are not well informed about their civic rights and responsibilities.

Citizens have a negative perception of government as a result of a lack of communication, which fuels civic apathy in local government affairs (Blumental, 2017).

3.15 BENEFITS OF CIVIC PARTICIPATION TO THE SOUTH AFRICAN LOCAL GOVERNMENT

Civic participation is viewed by local government as a means of improving communication between government and citizens, as well as of building support for the local government and developing trust in government (Wang in Berner, Amos & Morse, 2011:129). Civic participation has numerous advantages; therefore, citizens must carry out their civic responsibilities. The advantages of civic involvement in local government affairs are listed below.

Civic participation, according to Bastidas (2004:2), encourages citizens to exercise their democratic rights. As a result, local government is more representative. If the local government is accessible to the citizens, it is more likely that the citizens will express their concerns and collaborate with the local government; this is because adequate engagement motivates citizens to be active in local government affairs. Civic participation creates a win-win situation in which both the government and citizens benefit (Nurudin *et al.,* 2015:506). The reason for this is that active citizens prevent the government from dominating its subjects, so there will be no abuse or misuse of administrative authority and power; this promotes democracy (Mokgwatsana, 2000:85).

Increases accountability - when citizens are active, accountability and responsiveness to their interests are guaranteed. Civic participation increases transparency and accountability by fostering an open culture that promotes high-quality democratic governance (DPSA, 2017).

Improves process quality - civic participation keeps local government officials informed of citizens' opinions and concerns (Bastidas, 2004:3). Citizens' participation also assists officials in developing solutions that would not have been developed if citizens were not involved in government affairs. It also improves the quality and legitimacy of decisions made (DPSA, 2017), because working together makes it

easier to achieve more. It will be difficult for government officials to predict what citizens want if they do not participate in civic activities.

Manages social conflicts - civic participation reduces the level of social conflicts by bringing together diverse interest groups to assess their interests in order to ensure that all of the citizens' needs are met (Bastidas, 2004:3). It also involves the hard to reach and disadvantaged in decision making, which leads to the development of relationships within and between different communities and social groups. According to Mokgwatsana (2000:85), civic participation allows different points of view to be expressed. For example, if citizens and local governments collaborate, the likelihood of protests in communities will be reduced, as South Africa has the highest rate of service delivery protest compared to the rest of the world (Paradza, Mokwena & Richards, 2010). Citizens who participate have the opportunity to challenge unsubstantiated claims made by other parties.

Externality safeguards - citizens who are involved in issues that directly affect them assist local government officials in identifying externalities that would have gone unnoticed if citizens had not been involved. Furthermore, civic participation produces attentive citizens, which prevents future problems from arising (Bastidas, 2004:3). This is because civic participation teaches citizens skills such as active listening, problem solving, and creative thinking (DPSA, 2017). According to Coley and Sum (2012:3), "civic knowledge is a cornerstone of a strong democracy."

Enhances process legitimacy - if civic participation is completely absent, citizens may feel manipulated and suspicious, undermining effective governance and leading to distrust, because civic participation is essential for good governance (Kateshumbwa, 2013:7). Civic participation assists citizens in overcoming their fear of government dominance.

Greater capacity building and learning - civic participation helps to raise citizen awareness as well as understanding of how local government operates; increased understanding of how local government operates builds citizens' trust in their representatives (Bauma, 2015:627). When citizens are given the opportunity to participate in civic life, they develop a sense of ownership. When citizens see that their suggestions have been implemented, it instils a sense of civic pride in them. As a result, it is critical for citizens to participate in local government affairs.

Table 1: Benefits of civic participation

The Benefits of Civic Participation	
1	Increased level of information in communities
2	Better need identification for communities
3	Improved service delivery
4	Community empowerment
5	Greater accountability
6	Better wealth distribution
7	Greater community solidarity
8	Greater tolerance of diversity

Source: Mosotho (2012)

Evidence from around the world suggests that increasing civic participation in local government improves good governance in at least eight critical ways, as detailed in the table above.

3.16. CONCLUSION

The community is the primary stakeholder in the Integrated Development Planning process, which means that without civic participation from the community, the municipality will be ineffective and inefficient. This chapter first looked at the impact of civic participation on IDP implementation and service delivery, as well as the role it plays. The values, principles, goals, and stages of civic participation were discussed. Furthermore, the chapter discussed how stakeholder relations improve the success of the IDP process, the principles of stakeholder relations, and finally outlines the IDP process's main stakeholders in improving service delivery. Despite the government's efforts to implement mechanisms that will increase civic participation in local government affairs, numerous issues continue to cause citizens to be dissatisfied. Civic apathy has risks that can jeopardise good governance, which is essential for any democracy; it is critical at this point to educate citizens on the benefits of participation as well as the consequences of apathy.

CHAPTER FOUR

RESEARCH DESIGN AND METHODOLOGY

4.1. INTRODUCTION

This chapter discussed the research design and methodology that the researcher adopted for conducting the study and collecting data. The mixed research methodology was used in the study. Furthermore, data collection methods, data analysis, reliability and validity, and ethical considerations will be discussed. The main purpose of this chapter is to help clarify how the researcher was able to carry out the study, through the guidance of research methodology, as well as the types of questions askes, the people (target population) participated in responding to questions, thereby providing the researcher with the ability to come up with analyzed data and interpretations.

4.2. RESEARCH DESIGN AND METHODOLOGY

Research is the gathering of information for the purpose of determining facts and coming to rational conclusions (Adedoyin, 2020:1). A research design and methodology are a plan for how the researcher intends to conduct the research (Akhata, 2016:68). The term "research design and methodology" refers to "the use of evidence-based procedures, protocols, and guidelines that provide the tools and framework for conducting a research study" (Majid, 2018:1). The study used a mixed method approach that included both qualitative and quantitative approaches. Mixed method research is considered the third methodological movement; it emerged in response to the limitations of both quantitative and qualitative methods (Doyle, Brady & Byrne, 2009:175). It allows the researcher to answer research questions that cannot be answered with a single method (Doyle et al., 2009:175). The mixed method was used for this study in order to ensure that all aspects of the study were covered.

The study is descriptive and exploratory in nature; descriptive research is intended to present a detailed and accurate picture of the nature of what is being researched on. It describes in detail a social setting, a group of people, a situation, a community, or

some other phenomenon" (Rakotsoana, 2012:24). This method is used in this study because it focuses on the facts that best describe a past or current event. Descriptive research employs visual aids such as graphs, tables, and charts to assist the reader in comprehending the data distribution; it also aids in the reduction of data into a more manageable form (AECT, 2001). The study sought to investigate and describe the underlying causes of civic apathy in Mankweng Township.

Exploratory research is used to gather preliminary information to aid in the resolution of a specific problem (Auriacombe, 2016:36). This denotes a situation in which a researcher has observed a problem and wishes to learn more about it (Defranzo, 2011:2). This type of research is carried out to gain new insights, discover new ideas, and expand knowledge. An exploratory research will assist the study in exploring the problem of civic apathy within the Mankweng Township as well as gaining insight into the problem. Gaining insight into the problem will thus aid the study in producing credible results.

4.2.1. Qualitative Research Methodology

Qualitative research includes all necessary tools for problem solving. Qualitative data instruments include open-ended questions, observation, and in-depth interviews that are used to collect data from participants in their own environment (Eyisi, 2016:91). Qualitative data also provides abundant data about real-life situations (de Vaus, 2014:6); additionally, the qualitative approach allows the researcher "to construct or reconstruct theories where necessary" (Eyisi, 2016:93), and it is also simple to understand the experiences of the participants based on the data generated. This method was used for this study in order to gain insight into the issue of civic apathy in Mankweng Township.

4.2.2 Quantitative Research Methodology

The quantitative approach is said to quantify and analyse variables in order to obtain results; it uses numerical data to answer questions like "who, how much, what, where, when, how many, and how" (Apuke, 2017:40) Furthermore, data is collected and analysed using statistical methods in quantitative research. According to Adedoyin (2020:1), quantitative research is defined as "the organised inquiry into

phenomena through the collection of numerical data and the application of statistical, mathematical, or computational techniques." For the sake of the study's relevance, a quantitative approach was used to assist the study in analysing the responses of the participants.

4.2.3 Mixed Methods

Mixed methods are defined as a method that entails both the elements of qualitative and quantitative data (Kempe, Springfield and Teddlie, 2003:274). Bazely(2003:386) on the other hand regards mixed methods as a research that utilizes qualitative research methods for one phase of the study and quantitative research methods for another phase of the study.

4.3. STUDY AREA

4.3.1. Polokwane Local Municipality in Mankweng Township

The research was carried out in four Mankweng Township units, namely Unit A, Unit B, Unit C, and Unit D. Mankweng Township is located 30 kilometers from Polokwane, the provincial capital of Limpopo. Turfloop is another name for Mankweng Township (Mosotho, 2013:36). Many development achievements have occurred in Mankweng, including the University of Limpopo, the Limpopo Nursing College, Mankweng Hospital, and many others (Shingange, 2013:4). The Mankweng area is said to be 11.97 km2, with a total population of 33, 738 people and 10, 303 households. It is made up of different languages and races, with black people dominating with 99% and speaking languages such as Sepedi, Xitsonga, and Tshivenda (Census, 2011). Mankweng Township was selected as the study area because it was easily accessible and the township has been identified as having a problem with civic apathy.

Mankweng Township in Polokwane Local Municipality

It has been mentioned earlier that Mankweng Township is located 30 kilometers east of Polokwane, which is the capital city of Limpopo province. Mankweng Township is a university township situated along the R71 road to Tzaneen The map

below is added so it could function as an aid on where exactly Makweng Township is.
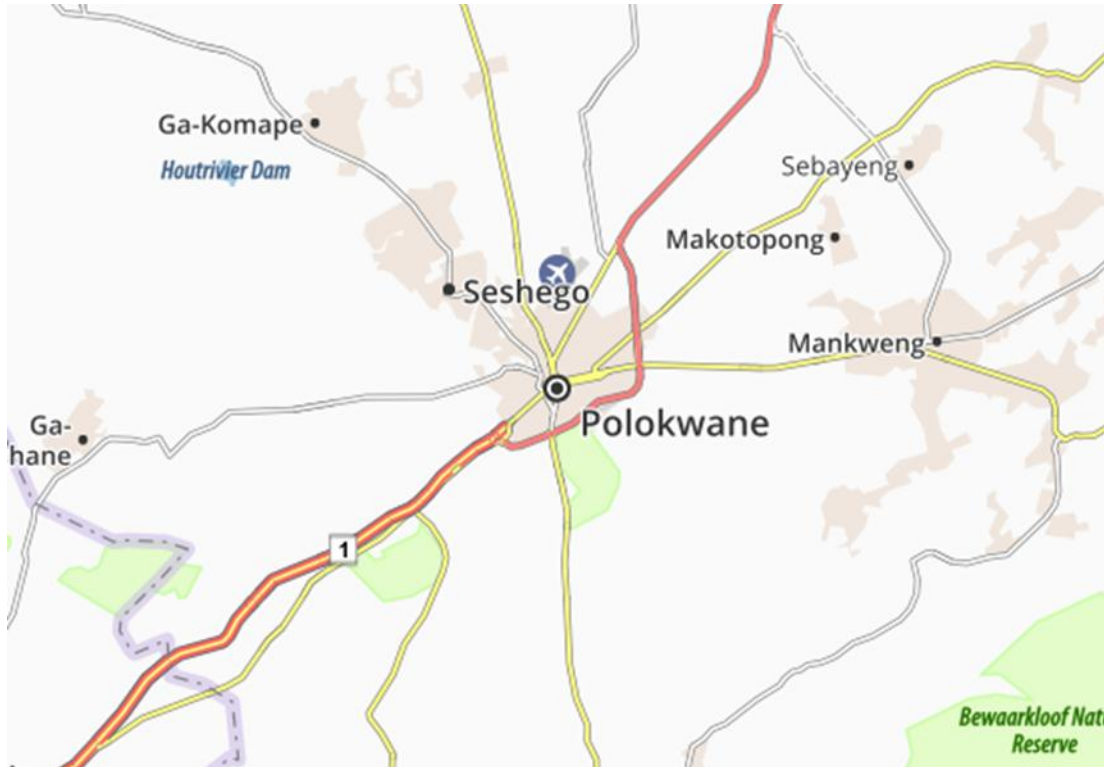
Source: (Viamechelin,2016).

4.4. TARGET POPULATION

A study population "is the population from which a sample is to be drawn" (Hassan, nd:1), a research population is a grouping of individuals who are the subject of the study, and a research population is made up of individuals and objects with similar characteristics (Hassan, nd:1). The term population refers to the total number of cases that are the subject of the study; it can include objects, people, or events (William, 2006:211). A population is a group from which the researcher hopes to draw study conclusions. Mankweng Township has a total population of 33, 738 people (Census, 2011). The Polokwane Local Municipality officials in Mankweng Township, community members from Unit A, Unit B, Unit C, Unit D, and Ward Councilors comprised the study's population. The study concentrated on these populations because they possessed the necessary characteristics for data collection.

4.5. SAMPLING

According to Majid(2018:3), sampling is the process of statistically selecting a sample of individuals from a designated population. Sampling is important in research because the population of interest typically consists of a diverse range of individuals and objects for any study to include as participants. A good sample is a statistical representation of the population that is sufficient to answer the research question (Majid, 2018:3). The type of probability sampling used in this study was simple stratified sampling, which is used when the population is divided into distinct categories. To sample the number of respondents selected for this study, 100 structured questionnaires were distributed to community members of Mankweng Township, including Units A, B, C, and D. Fifty (50) structured questionnaires were distributed in each of the above-mentioned Mankweng Township units to people aged eighteen (18) to sixty-five (65). These community members were selected to evaluate the extent to which citizens are made aware of their civic participation responsibilities, as well as how their participation affects issues of service delivery in their communities.

Purposive sampling was also used in this study. Purposive sampling is a sample chosen based on the characteristics of the population and the study's objectives (Etikan, Musa & Alkassim, 2016:1). This type of sampling is important for the study because it allowed the researcher to select respondents who possessed the necessary characteristics. In order to gain insight into the nature of civic participation within Polokwane Local Municipality, four (4) municipal officials were interviewed. The sample was made up of one hundred (100) members of the Mankweng Township community and four (4) municipal officials from the Polokwane Municipal Local Council. The study's total sample size is one hundred and four (104) participants.

4.6. DATA COLLECTION METHODS

Data can be collected using various methods, according to Sapsford and Jupp (2006:138). Structured questionnaires, unstructured interviews, focus groups, and documentation were used to collect data for this study.

4.6.1 Structured questionnaires

A questionnaire, according to Bertram and Chritiansen (2014:73), is defined as a list of questions that respondents must answer. Structured questionnaires were used in this study. A structured questionnaire is made up of open-ended questions that encourage participants to elaborate on specific areas of investigation. These types of questions were useful for this study because the questionnaire was completed by a large number of people. The researcher distributed 100 structured questionnaires to community members and four (4) questionnaires to municipal officials.

4.6.2 Unstructured Interviews

According to Valenzuela and Shrivastava (nd:4), an interview is a one-on-one interaction between the researcher and the participant. Unstructured interviews were used to answer questions about the research problem of this study. The term "unstructured interview" refers to a process in which the researcher introduces the topic or main question and then allows the respondent to answer the questions; as the respondent speaks, the researcher asks additional questions (Bertram & Christiansen, 2014:81).

In this study, unstructured interviews were used to interview four (4) municipality officials, one from each unit. These interviews were more beneficial because the researcher was able to clearly explain the questions to the respondents while also making them feel free to ask additional questions. Since there was direct contact between the researcher and the respondents, the interviews also assisted the researcher in gaining insight into the problem of civic apathy.

4.6.3 Focus Groups

A focus group is an organised discussion with a specific group of people to learn about their perspectives and experiences on a specific topic (Devault, 2019). Focus groups were used to collect data for this study in order to gain insight into the problem of civic apathy as well as the respondents' shared understandings of civic participation and civic apathy. The study selected only two (2) units from the four that were selected to form focus groups; these units were Unit A and Unit B.

4.6.4 Documentation

It is a method for obtaining information from a variety of written or visual sources (Prior, 2003: 20). The benefit of this data collection method is that it makes the researcher's job much easier. Books, journals, articles, dissertations, and public publications can all be used for this purpose. The method aided in the compilation of the literature review for this study.

4.7. DATA ANALYSIS

Data analysis is the systematic process of breaking down a whole into parts for the purpose of research (Bertram & Christiansen, 2014:115). Thematic analysis was used to analyse the data collected through interviews for this study. When conducting interviews, the researcher used a tape recorder and took notes to capture all of the responses provided by the respondents. To make sense of the data collected, the researcher referred to the recordings obtained during the interviews as well as the notes. The researcher then grouped the respondents' responses into themes to determine the relationship between these themes without converting the data to a numerical format. To find patterns or relationships between the categories, qualitative data were organised into categories and themes and examined without being converted into numerical format (Babbie & Mounton, 2001:378).

To capture and analyse quantitative data for the study's relevance, content analysis was used. The study's quantitative data consisted of questionnaires filled out by respondents during the data collection process. For data analysis, the researcher organised the data into codes or categories to observe the relationships between the categories, and then an Excel spreadsheet was created using these codes or categories. The Excel spreadsheet was then transferred to the Statistical Package for Social Sciences (SPSS) for data capture and classification. The questionnaire data was presented in the form of graphs, percentages, and charts. According to Bertram and Christiansen (2014:116), data reduction is the process of organising and sorting data into codes or categories and then looking for patterns or relationships between these categories. Data display is an organised, compressed assembly of information that enables the researcher to come up with conclusions.

Data can be displayed as matrices, graphs, charts and maps (Bertram and Christiansen, 2014:116).

4.8. VALIDITY AND RELIABILITY

The accuracy of the research is determined by its validity (Creswell, 2014:201). Reliability is the degree of consistency, research or a study is said to be reliable, research is said to be reliable "when it gives the same repeated result under the same conditions" (Leedy & Ormrod, 2013:89). The dependability, credibility, and confirmability of this research ensured its validity and reliability.

Dependability refers to the consistency and reliability of the research findings, as well as the extent to which procedures are documented, allowing others to follow, audit, and critique the research process (Moon, Brewer, Januchowski-Hartley, Adams & Blackman, 2016:2). Bitsch (2005:89), on the other hand, defines dependability as the consistency of results over time. The dependability of this study was ensured by structuring questionnaire and interview questions in such a way that the respondents understood the questions and the results obtained were consistent.

The degree of credibility will also ensure validity and reliability. According to Anney (2014:276), credibility is the trust that can be placed in the truth of the research results or findings. For the purposes of this study, credibility was ensured by visiting the respondents' homes and allowing them to express themselves freely. To obtain credible results, the researcher ensured that questionnaires and interview questions were understandable through pilot testing.

Confirmability is another method of ensuring validity and reliability. This is the extent to which the study's findings can be confirmed by other researchers, as well as the generation of interpretations that are clearly derived from the data collected (Anney, 2014:279). In this study, the researcher ensured confirmability by demonstrating that the results or findings were clearly derived from respondents' experiences, rather than from the researcher's assumptions.

4.9. ETHICAL CONSIDERATIONS

Ethical considerations are well-defined research rules and guidelines that outline how researchers should conduct research (Fouka & Mantzorou, 2011:3). The

researcher sought ethical clearance from the Turfloop Research Ethics Committee in order to adhere to research ethics. Furthermore, the Department of Public Administration provided a letter requesting permission to conduct the study, which was then sent to Mankweng Township and Polokwane Local Municipality. The following are the ethical considerations principles:

4.9.1 Informed consent

According to Bless et al. (2013:32), respondents have the right to know what the research is based on and how it will affect them, as well as the risks and benefits of participating in the study. Respondents were also asked to sign an informed consent form to indicate their willingness to participate in the study.

4.9.2 Voluntary Participation

The researcher did not coerce the respondents to participate in this study to ensure voluntary participation. The respondents were informed that the study was solely for academic purposes and that they would not be compensated. As a result, respondents had the option of participating or not participating in the study.

4.9.3 Confidentiality and Anonymity

Confidentiality and anonymity are intertwined, and both are important ethical requirements in research (Bless et al., 2013:32). Confidentiality requires that the information provided by respondents be kept private (David & Resnik, 2015:3). The researcher must also ensure that the data collected is kept secure at all times. According to the principle of anonymity, data provided by respondents must not be immediately associated with his or her name. Anonymity is maintained throughout the research process, beginning with the first contact the researcher has with respondents (Bless et al., 2013:32). To ensure anonymity, the researcher assigned numbers to each respondent's data rather than their names.

4.9.4 Avoidance of harm

The researcher must avoid harm during research by being sensitive to the needs of the respondents. Avoiding harm is especially important when dealing with vulnerable people because they may not even understand what they are asked to do as respondents (Bless et al., 2013:34). People who are vulnerable include the mentally

ill, children, the disabled, the unemployed, and the homeless. When conducting this study, the researcher took care not to harm the participants.

4.10. SIGNIFICANCE OF THE STUDY

The purpose of the study is to investigate the causes of civic apathy in local government activities and to also show the importance of civic participation in local government activities. The study would be significant because it would contribute to, and provide lessons on participation in local government activities, as well as contribute to academic research. The study also supplements other studies on participation and local government. The study's findings and recommendations could help improve local government.

Civic participation of citizens is not only essential for the proper functioning or survival of local government; it is also outlined in the Constitution of the Republic of South Africa of 1996 and other South African legislation that support democratic values and principles. As previously stated in the study, several challenges must be overcome for civic participation in local government affairs to be effective. These challenges include capacity, which means that the local government is not well equipped to promote civic participation due to unqualified staff, a lack of staff and funds, and corruption. Broken trust between the government and citizens due to officials' self-interest; additionally, officials fail to empower citizens.

To solve the aforementioned issues, the government should appoint well-educated personnel to have a more responsive government; additionally, the government must be more transparent to promote accountability, develop a good relationship with citizens, and empower citizens. It is obvious that there is a lack of literature on civic participation; so, this study is adding to the lack of literature. Additionally, the recommendations of this study will set the ground work for future researchers. Also, the study is beneficial to the development of society.

4.11. CONCLUSION

The preceding discussion concentrated on the researcher's research design and methodology for carrying out this study. This chapter discussed both quantitative and qualitative research methods, also known as mixed methods, as well as the study

area, target population, sampling, and data collection methods. Also discussed were the methods for analysing data, as well as validity and reliability, which ensured the study's accuracy and consistency, respectively. The chapter also discussed ethical considerations, which are research rules and regulations that direct how the researcher interacts with respondents. Finally, there was a discussion on how the study will contribute to future studies. The next chapter will focus on data analysis and interpretation of findings.

CHAPTER FIVE

RESEARCH FINDINGS, ANALYSIS AND INTERPRETATION

5.1 INTRODUCTION

This chapter aims to respond to the study's research question through data analysis and interpretation. The purpose of data analysis is to generate practical and helpful information. Data analysis is the process of putting collected data into order, structure, and meaning. The questionnaire and interview questions used for this study were meticulously examined to ensure that the collected data is presented clearly using pie charts, tables, and graphs. The questionnaire was divided into five sections with a total of 25 questions, whereas the interview was divided into two sections with a total of 18 questions. This study concluded with research findings.

5.2 PRESENTATION AND ANALYSIS OF FINDINGS

The study used both qualitative and quantitative approaches to determine the nature of civic participation and the causes of civic apathy in Polokwane Local Municipality affairs in the Mankweng Township. The main objective of using both approaches was to gain a better understanding of the research problem. A total of 100 questionnaires were distributed to the Mankweng Township community, as well as four interviews with Polokwane Local Municipality officials. The information gathered is divided into two sections. The first section contains data collected from community members via questionnaires, while the second contains data collected from municipal officials via interviews.

5.3 FINDINGS FROM COMMUNITY MEMBERS AT THE FOUR UNITS WITHIN THE MANKWENG TOWNSHIP

This section discusses community members' biographical information, the nature of civic participation within the Polokwane Local Municipality, citizen awareness of their responsibilities, mechanisms for increasing civic participation, and the causes of civic apathy in local government affairs. The study seeks community members' suggestions on how the municipality can improve civic participation.

5.3.1. Biographical information of the community members

Biographical information about community members is important because it explains why citizens are disinterested in local government affairs and how they perceive the local government. Participants' biographical information included their gender, age, level of education, employment status, and length of stay in Mankweng Township.

5.3.3.1. Gender distribution

Gender distribution of participants is important because it improves the quality of data presented and ensures that opinions are not gender biased. The gender distribution of participants is depicted in the diagram below:

Figure 11: Gender of participants

GENERGE
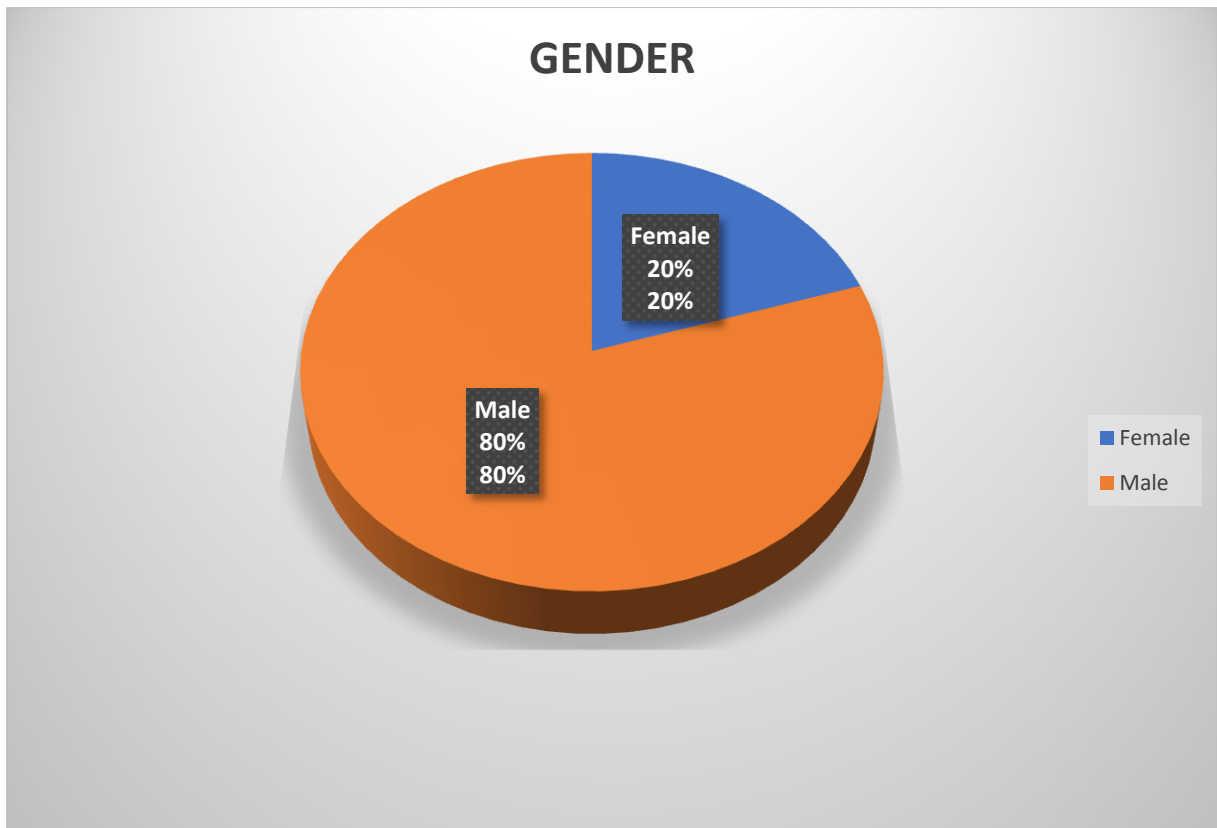
The figure above depicts all participants from Mankweng Township's four units (Unit A, B, C and D). Males made up the vast majority of participants (80%), with females accounting for 20%. The above diagram shows that males are more interested in participating, while females are less interested.

5.3.3.2. Age of the respondents

The age of the participants is the most important factor influencing how they think about and respond to questions about local government. This study's age group ranged from 18 to 65 years old and above; the age group of participants is depicted in the figure below:

Figure 12: Age of participants

AGE OF PARTICIPANTS
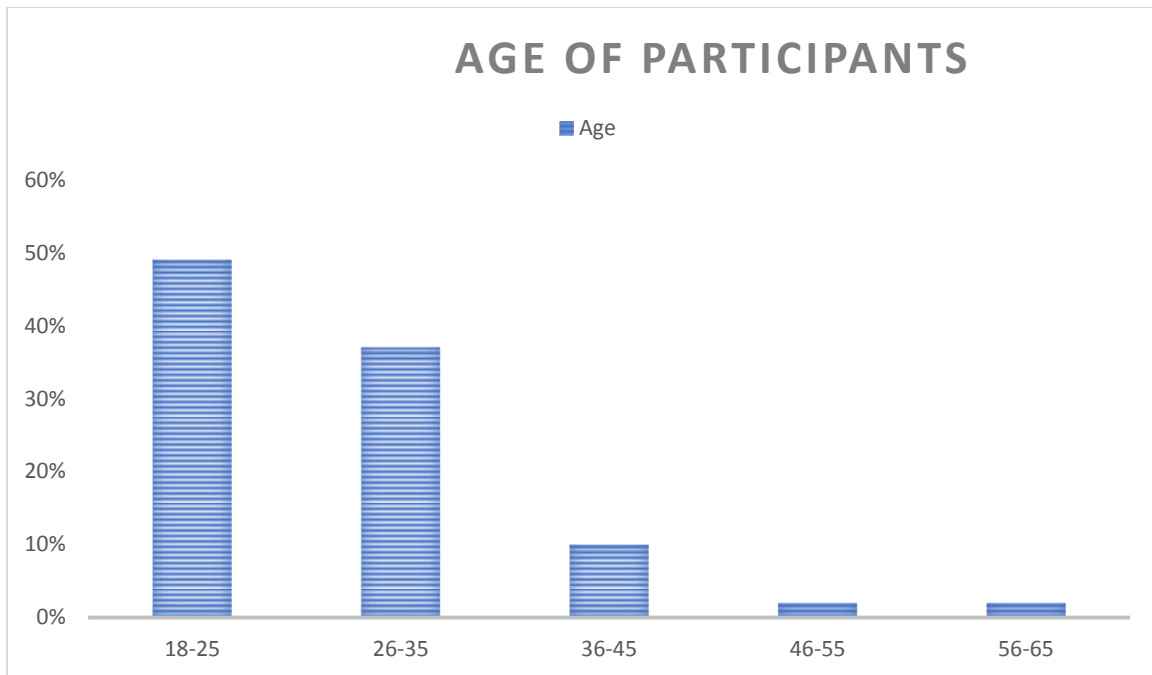
According to the figure above, the majority of the participants (49%) were between the ages of 18 and 25, followed by the age group of 26 to 35, which accounted for 37% of the participants. The age group of 36-45 comprised 10% of the population, while the age group of 46-55 comprised 2% of the population. This demonstrates that the youth participated more than any other age group; it is well known that the youth are an important part of society because they are regarded as the country's future.

5.3.3.3 Level of education

Education influences the kinds of decisions people make as well as how they understand the operation of local government and day-to-day life. Education also improves people's ability to express themselves and communicate with others. Civic participation is also increased by education (Croke, Grossman, Larreguy & Marshal, 2014:1). People gain skills, understanding, and knowledge through education. The educational level of Mankweng Township participants is depicted in the graph below:

Figure 13: Participants level of education

Level of education

60%		
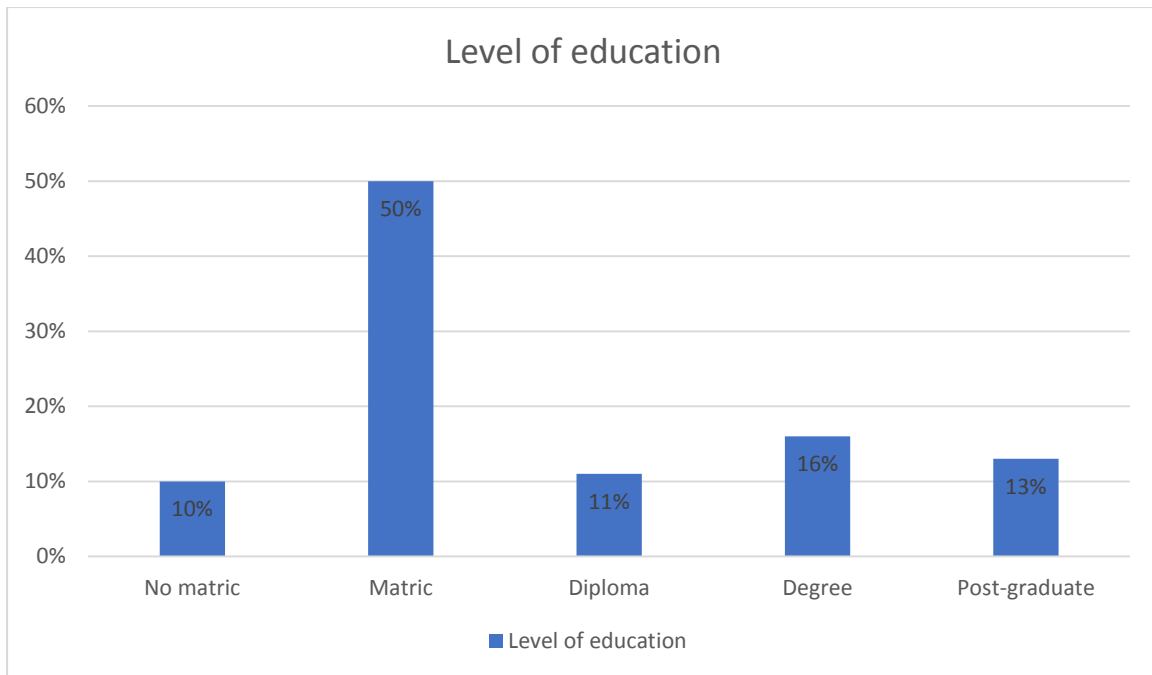
The figure above shows that a large population of participants either had matric or did not have matric, with 10% having no matric and 50% having matric. Also, 11% had a diploma, 16% had a degree, and 13% had a post-graduate degree. Croke et al. (2014:1) state that educated citizens intentionally disengage, and the figure above demonstrates this, as 60% of the participants were those without matric and those who had matriculated, while those with higher levels of education only participated in small numbers.

5.3.3.4 Employment status

According to Burgress (2018), employment and unemployment have an impact on citizens' civic presence and behaviour, with employment being perceived as having a positive impact on a person's civic engagement. The unemployed, on the other hand, do not devote their time and energy to civic activities or responsibilities. Emmenegger, Marx and Schraff (2017:315) also state that unemployment reduces citizens' civic engagement.

Figure 14: Employment status

Employment status

Legend:
- Employed
- Unemployed
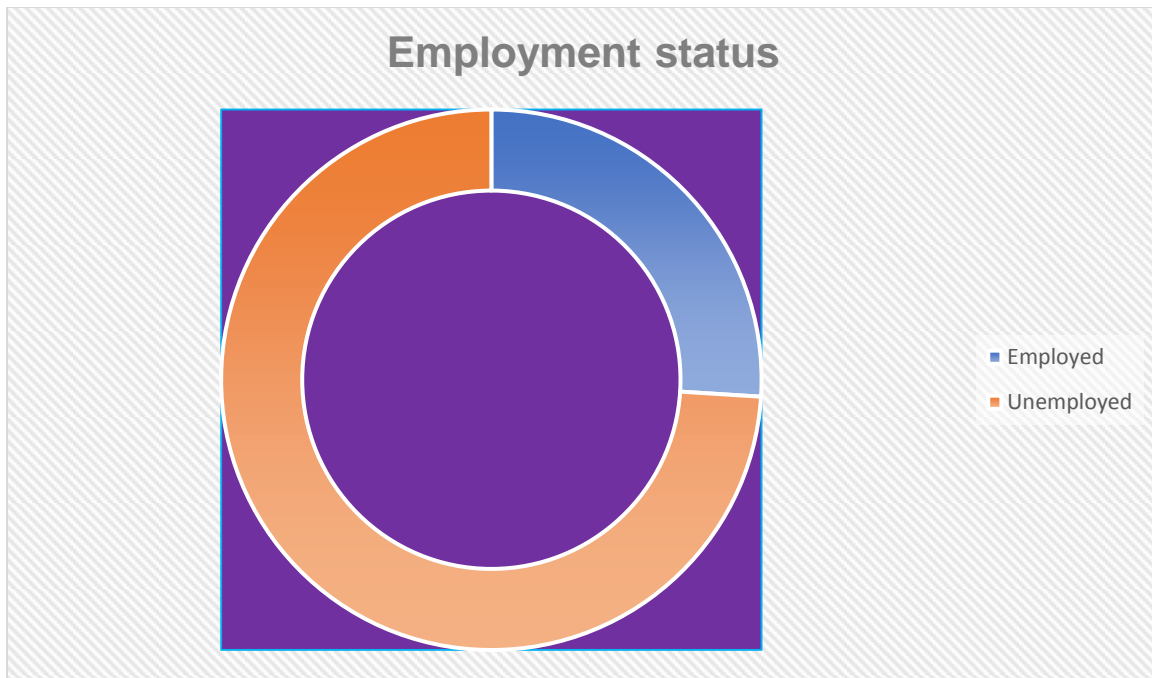
According to the figures above, 74% of the participants are unemployed, while 26% are employed. The high percentage of unemployed participants is motivated by the fact that the country has a high level of unemployment; thus, the unemployed had enough time to participate. The unemployed indicated that they are uninterested in civic activities because they have lost faith in the government's ability to create jobs for them. On the other hand, due to the fact that data was collected during work hours, only a small percentage of those employed participated.

5.3.3.5 Duration of stay

People's interest in local government affairs is determined by the length of time they have lived in a particular area. Staying in a place for an extended period of time fosters a sense of belonging. The table below shows the duration of each participant's stay in Mankweng Township:

Figure 15: Duration of stay

Duration of stay

■ 0-5 years □ 6 and more
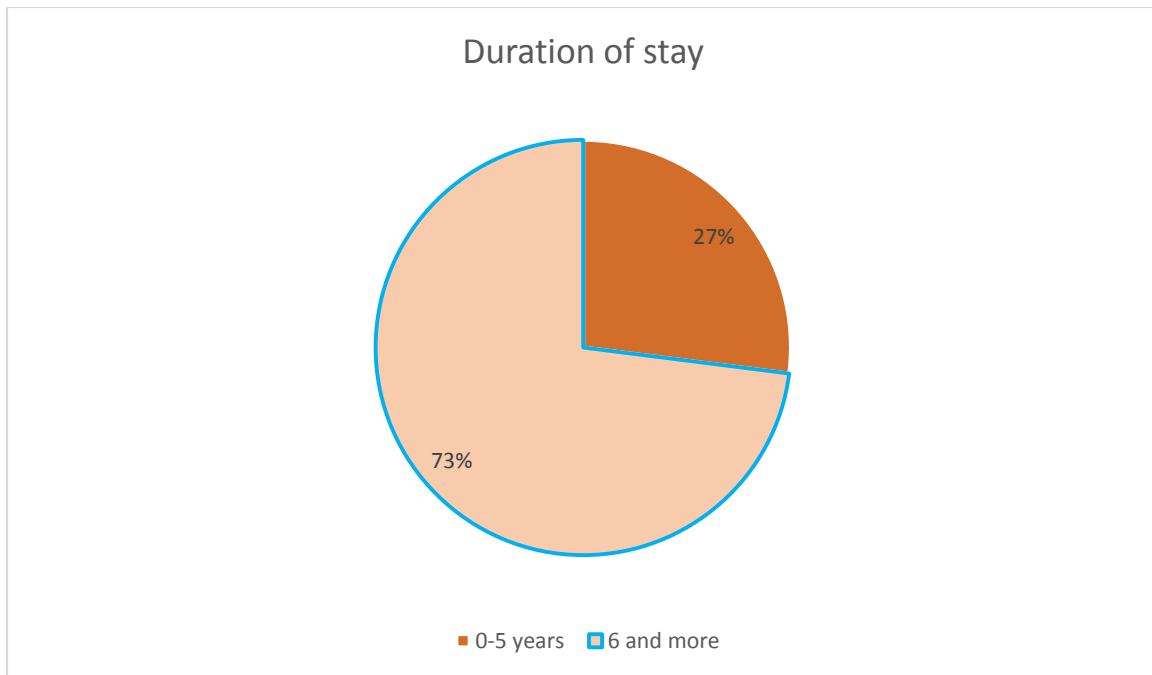
According to the figure above, 73% of participants have lived in Mankweng Township for more than six years, while 23% have lived in Mankweng for 0-5 years. The majority of the people who have stayed in Mankweng for a longer period of time felt the need to express their opinions more than those who have only stayed for a short period of time.

5.3.4 Quantitative Research Findings

The study investigated the nature of civic participation in the Polokwane Local Municipality, the municipality's awareness of the citizen's civic participation role, the citizen's awareness of their municipality, and the causes of civic apathy in the local government environment. The findings of the investigated aspects are presented below:

5.3.5. The nature of civic participation in the Polokwane Local Municipality

The researcher's motivation for this research question is to investigate the nature of civic participation in Mankweng Township, Polokwane Local Municipality, as well as the patterns of participation within the municipality.

5.3.5.1. The existence of their citizens' municipality

It was critical for the researcher to determine whether the residents were aware that they have a municipality that serves as a link between them and the provincial and national governments.

Figure 16: Existence of the municipality
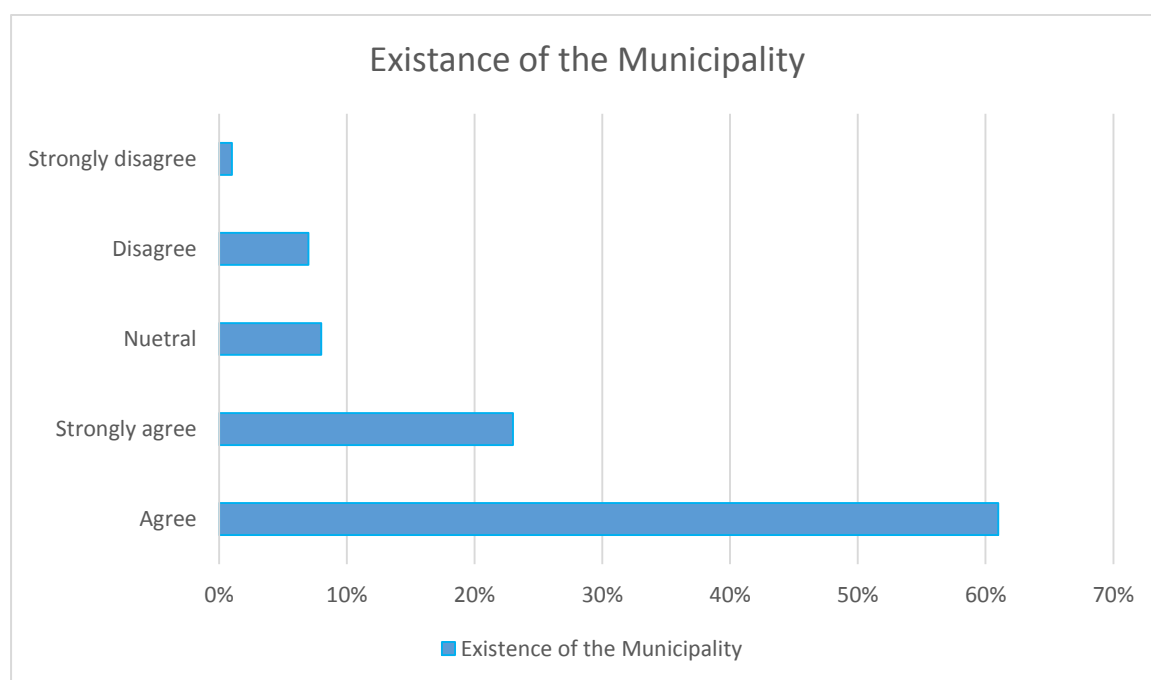
According to this figure, the majority of participants are aware of the existence of the Polokwane Local Municipality, with 61% agree and 23% strongly agree that they have a municipality, which is the sphere of government closest to the people. Also, 8% of those polled were undecided about the municipality's existence; they said they were not sure if the municipality existed at all. There are also 6% of participants who disagree with knowing about the Polokwane Local Municipality and 1% who claim to be unaware of the municipality's existence.

5.3.5.2 The responsibility of the Municipality

The Municipal Systems Act of 2000 (Section B) states that municipalities are state organs with legislative and executive powers, as well as responsibility for ensuring local area development. Furthermore, the Municipal Systems Act requires

municipalities to promote equality and encourage citizen participation. The municipality is also in charge of the citizens' daily lives.

Figure 17: The role of the municipality
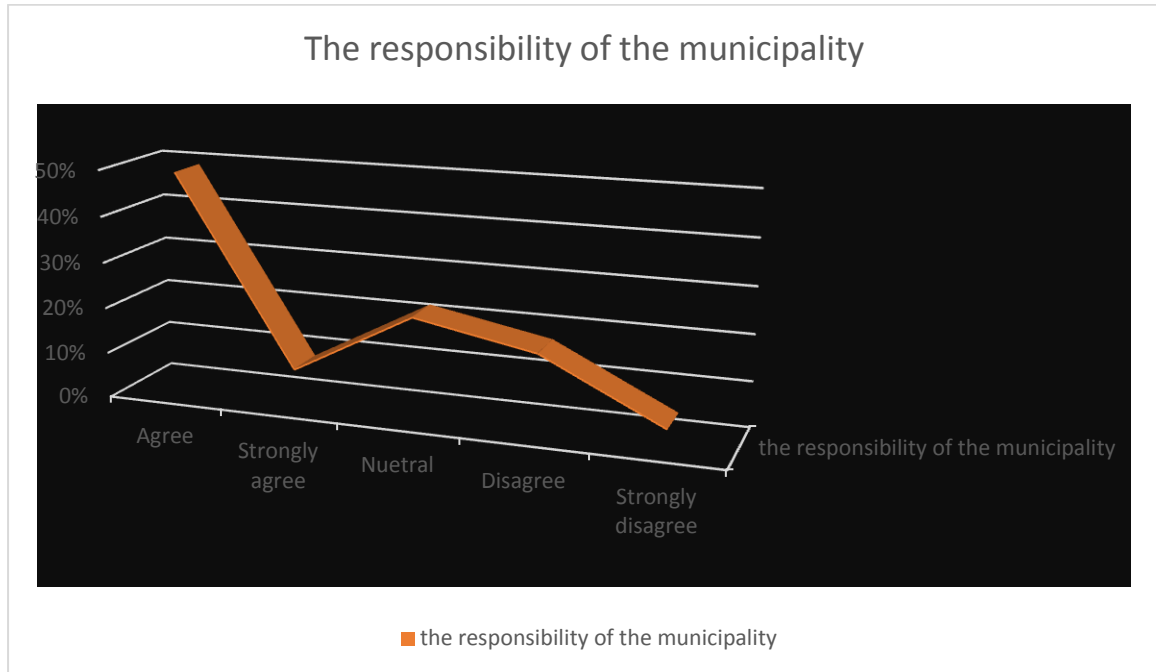
The figure above shows that a large number of participants, up to 49%, agree to know the responsibilities assumed by the municipality within the Mankweng Township, with 7% strongly agreeing that they are well aware of the municipality's responsibilities. Also, 22% of participants stated that they were neutral (uncertain) about the municipality's responsibility. On the other hand, 17% disagreed with having knowledge of the municipality's responsibilities, and 4% strongly disagreed. Even though more than half of the participants claim to be aware of the municipality's responsibilities in Mankweng Township, an alarming percentage of participants are unaware of their municipality's responsibilities, which is concerning.

5.3.5.2. The Municipality is attentive to the needs of the community.

It is the responsibility of the municipality to ensure that the basic needs of the community members are met. For example, the municipality must ensure that the community has a safe and healthy environment (Municipal Systems Act 2000).

Figure 18: The municipality is responsive
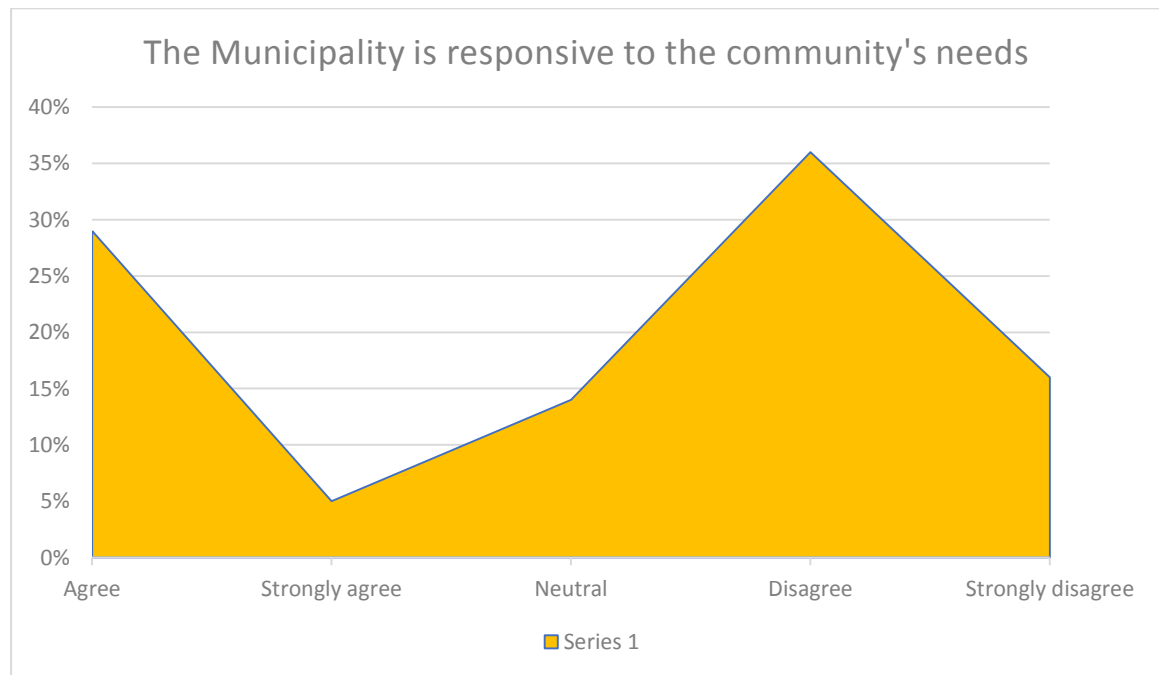
According to the figure above, 29% of the participants agreed that the municipality is responsive to the community's needs, and 5% strongly agreed that the municipality truly meets their basic needs. 14% of those polled were undecided about whether the municipality is responsive to their needs. In addition, 36% disagreed with the municipality being responsive to the needs of the community, and 16% strongly disagreed with having a responsive municipality. The majority of participants stated that the municipality is unresponsive to their needs, even going so far as to say that the municipality's only function is to collect trash. This means that the Polokwane Local Municipality is not carrying out its responsibilities in the Mankweng Township, as participants expressed a high level of dissatisfaction with the municipality's operations.

5.3.5.3 Encouraged participation

The municipality is required to encourage citizens to participate in municipal affairs as well as educate citizens on why it is important for them to participate and the influence they have over the decisions made on their behalf by the municipality. Citizens' participation is critical because it leads to the establishment of a democratic government.

87

Figure 19: Encouraged participation
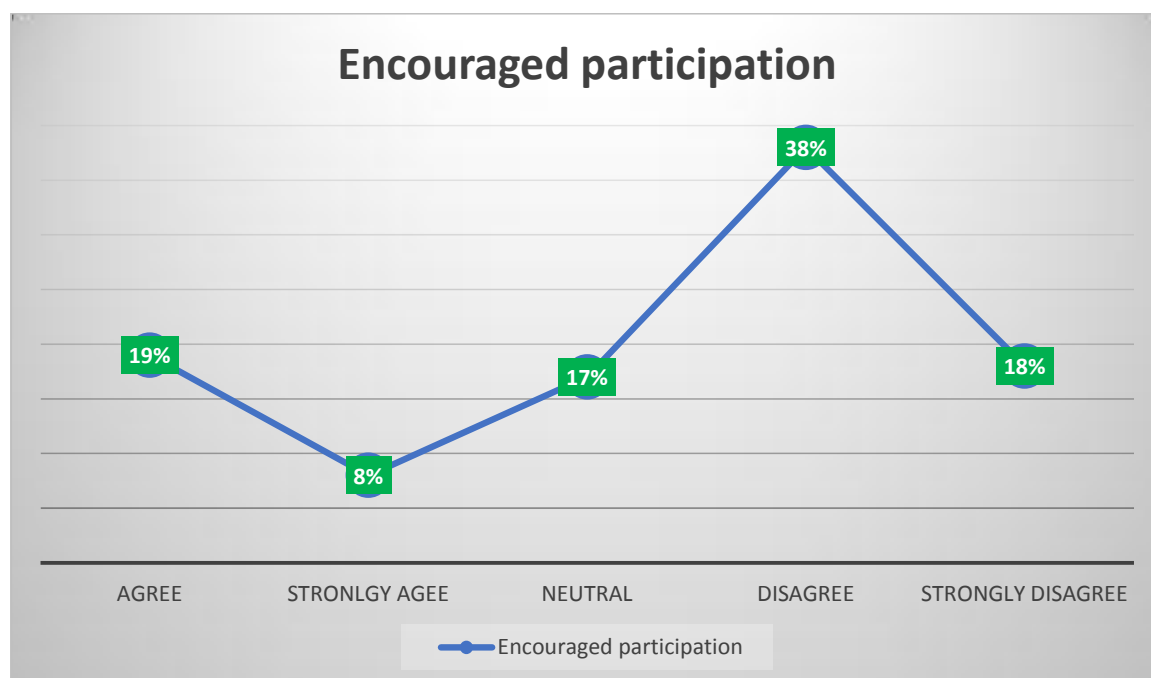
Citizens' participation is essential for the effective and efficient operation of any municipality. The municipality encourages community members' participation in municipal affairs, according to 19% of respondents, and 8% strongly agree. There are 17% of participants who are unsure whether the municipality encourages participation, and 38% who disagree with being encouraged to be involved in municipal affairs by the municipality. Furthermore, 18% strongly disagreed with having a municipality that encourages participation. The figure clearly shows that the municipality does not encourage citizens to participate in and influence decisions that directly affect their lives; citizens who are not involved in local government affairs promote an unaccountable municipality.

5.3.5.5 Importance of being an active citizen

Citizens' involvement in local governance improves the municipality's ability to address problems, creates a more inclusive and cohesive community, and raises the quality of community initiatives (New Tactics in Human Rights, 2012). Civic participation empowers citizens by providing them with the opportunity to assess their own needs; therefore, citizens should be involved in local government affairs.

Figure 20: Importance of being an active citizen
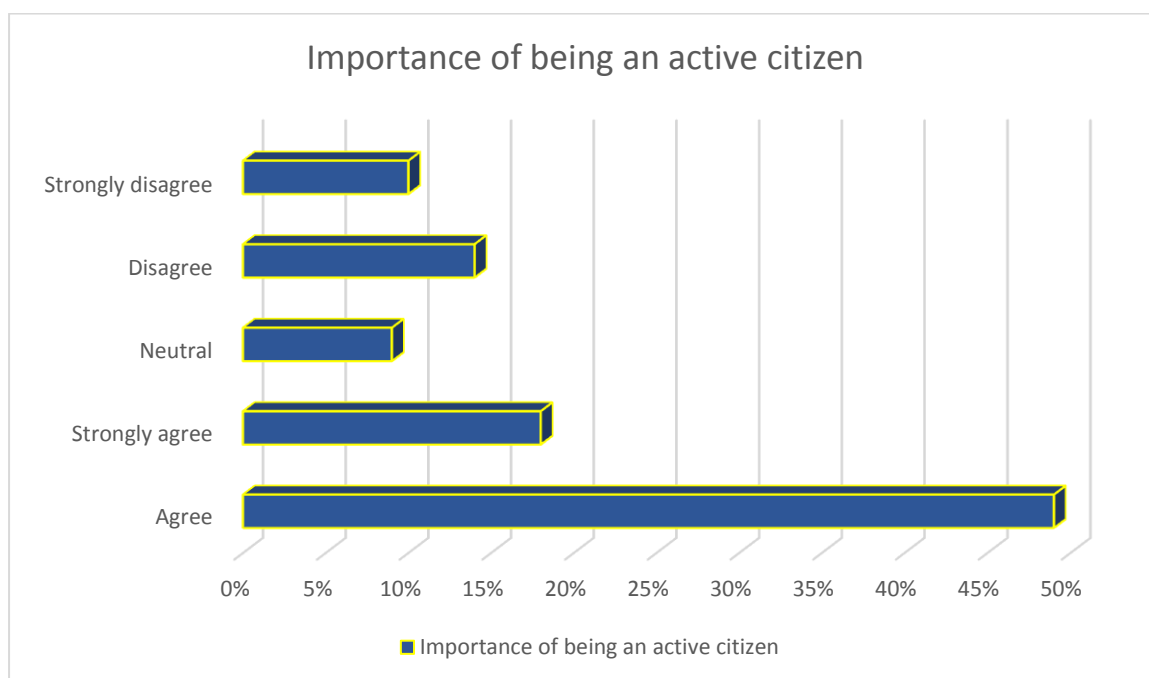
The figure above clearly shows that the majority of participants agree that it is important to be an active citizen in local government affairs; 18% strongly agreed that active citizenry is critical for the survival of the municipality, and 8% were neutral on the importance of being an active citizen. There are also participants who do not believe it is important to be involved in local government affairs; 14% disagreed with the importance of participation, and 10% strongly disagreed.

5.3.6. Awareness of the role of citizens in civic participation by the municipality

In order to ensure strong civic participation, the citizens need to understand and want to exercise the right to participate in local affairs, meaning citizens must know how and when to participate. It is important for the government to make sure that the citizens are aware of their role in civic participation because it is through participation citizens get an opportunity to ensure that the government is responsive.

5.3.6.1. Officials offer citizen awareness programmes

Citizen awareness programmes are critical factors in ensuring strong civic participation of citizens in local government affairs; therefore, officials must offer citizen awareness programmes to equip citizens with knowledge about issues that directly affect them.

Figure 21: Citizen awareness programmes
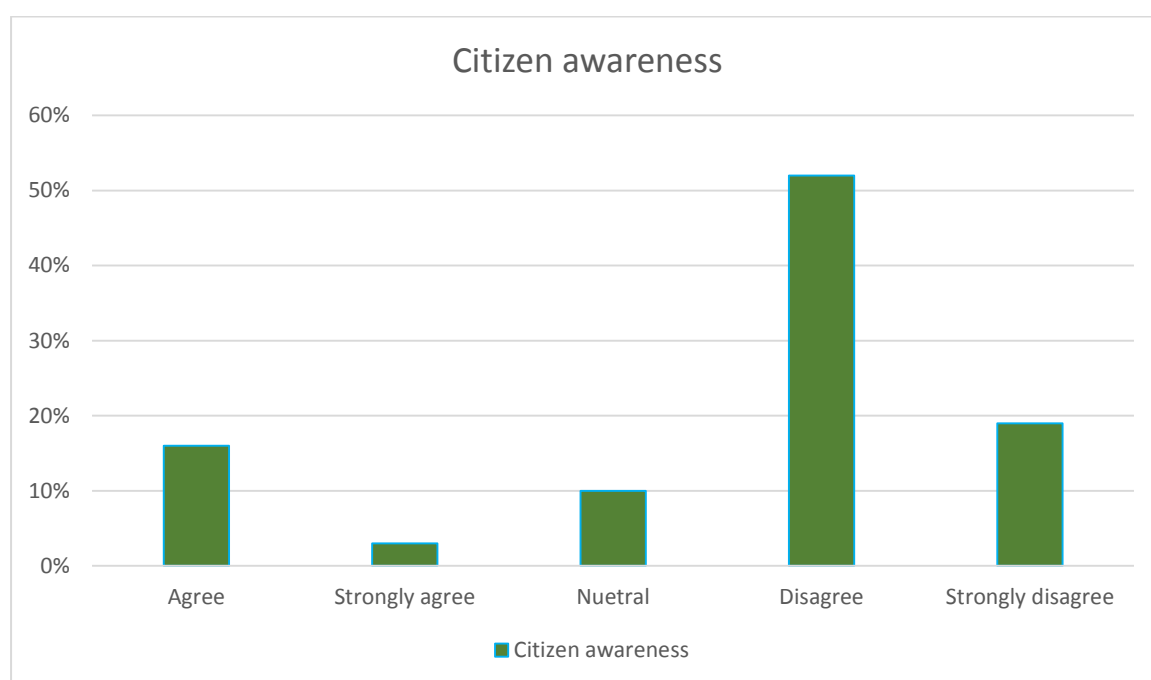
The graph above depicts citizen responses to municipal officials' ability to provide citizen awareness programmes within the Mankweng Township. According to the results, a minority of participants agree that the municipality offers any awareness programmes, with 16% agreeing and 3% strongly agreeing that such programmes exist. Also, 10% of those polled were undecided about whether the municipality should raise awareness. The majority were opposed and stated that they only see municipal or local government officials when elections are approaching, 52% disagreed, and 19% strongly disagreed with the government taking any initiative to raise citizen awareness.

5.3.6.2. Role played by the municipality

The role of local government in communities is to bring government closer to the people, making government more accessible to citizens. As a result, increased civic participation of citizens in government affairs is ensured; citizens will understand how the local government functions and what role it is expected to play within the community through participation.

Figure 22: Municipality's role in the community
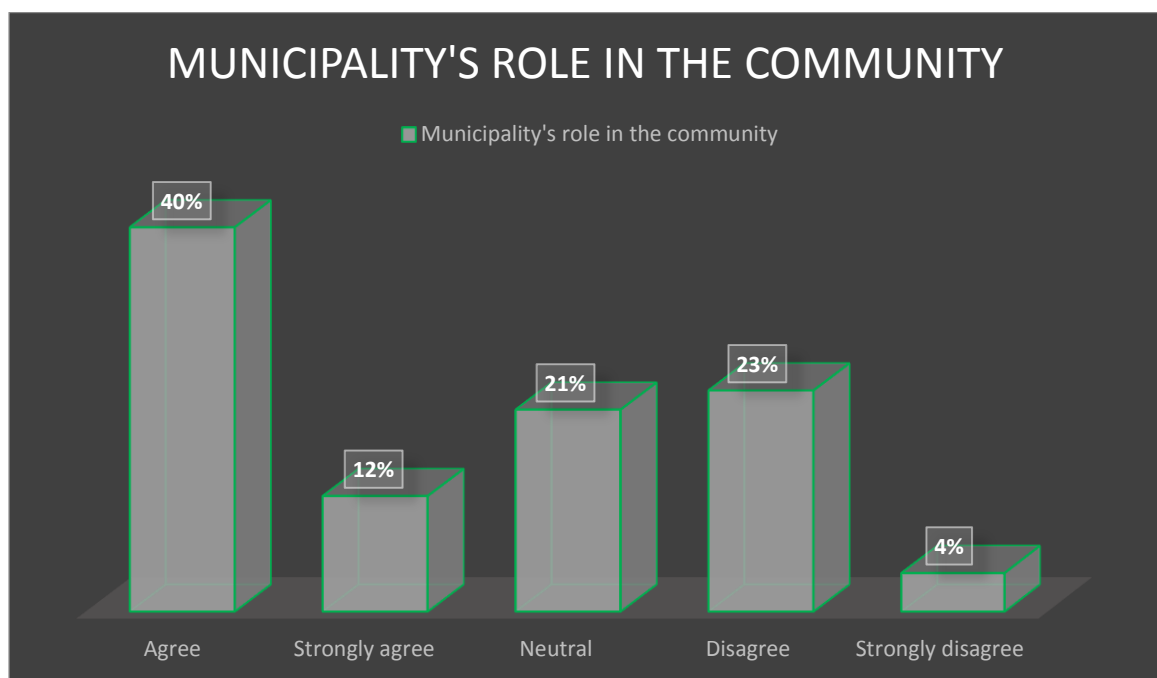
According to the figure above, the majority of participants are aware of the role of the Polokwane Local Municipality in the Mankweng Township. As such, 40% of the participants agreed to be aware of the municipality's role in the community, and another 12% strongly agreed. With more than half of the participants agreeing to know the municipality's role, this indicates that the municipality is fulfilling its role to some extent; for example, the majority of participants from Unit C claimed to know the municipality's role. The remaining 21% of participants are unconcerned about the role played by the municipality. Residents of Unit D, on the other hand, complained about being neglected by their municipality, with 21% stating that the municipality is not performing at all and 4% strongly disagreeing.

5.3.6.3. Citizens awareness of civic responsibilities

According to State Fair Community College (2020), civic responsibilities are tasks assigned by the government to its citizens in order to strike a balance between citizen protection and citizen loyalty. It should also be noted that the government cannot function without citizens; thus, the government is obligated to make citizens aware of their civic responsibilities.

Figure 23: Civic responsibilities
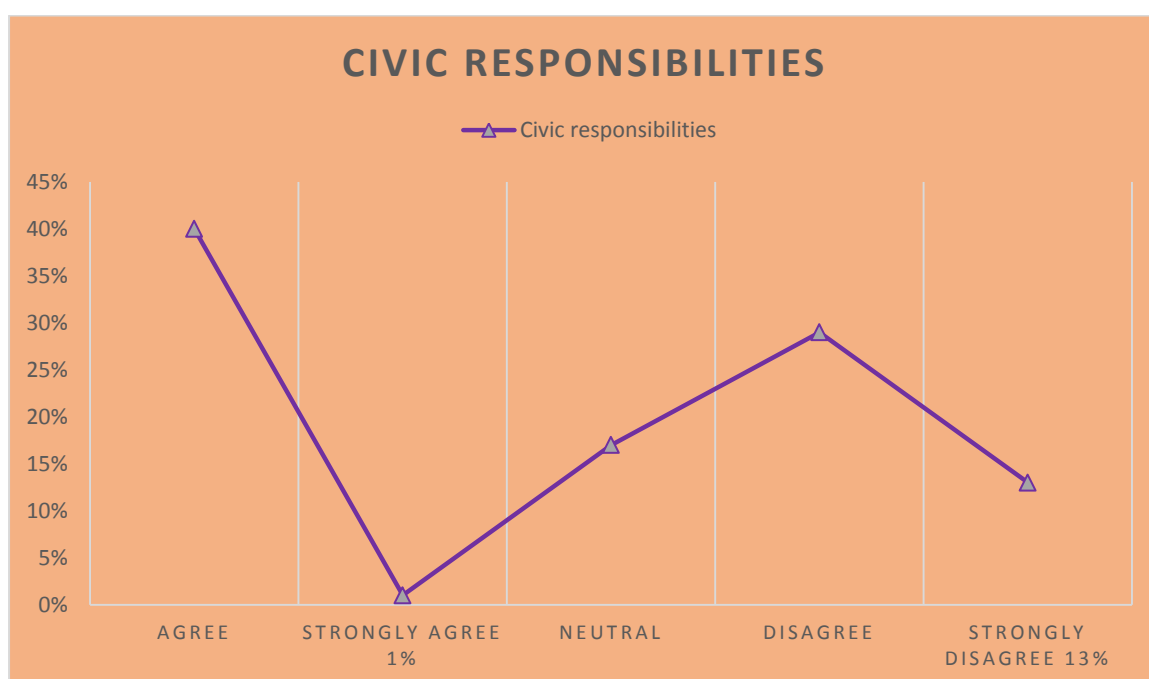
According to the figure above, the majority of participants are aware of their civic responsibilities; 40% are aware of what the government expects of them as Mankweng township citizens, and 1% strongly agree. Furthermore, 17% of participants are neutral, indicating that they are unsure of their civic responsibilities as citizens. There are 29 percent of participants who claim they are unaware of their civic responsibilities, and 13 percent who strongly disagree that they are aware of the responsibilities that the government expects them to perform as citizens. It is critical for the government to encourage citizens to exercise their civic responsibilities so that development with the Mankweng Township can be easily achieved.

5.3.3.4. Citizens Influence

It is the government's responsibility to ensure that citizens are well informed about civic participation and the influence they have on government decisions. If citizens do not have an impact or influence on local government decisions, officials will face a lack of information problem, in which it will be difficult to guess what the citizens' needs are, as well as a lack of support.

Figure 24: Citizen Influence
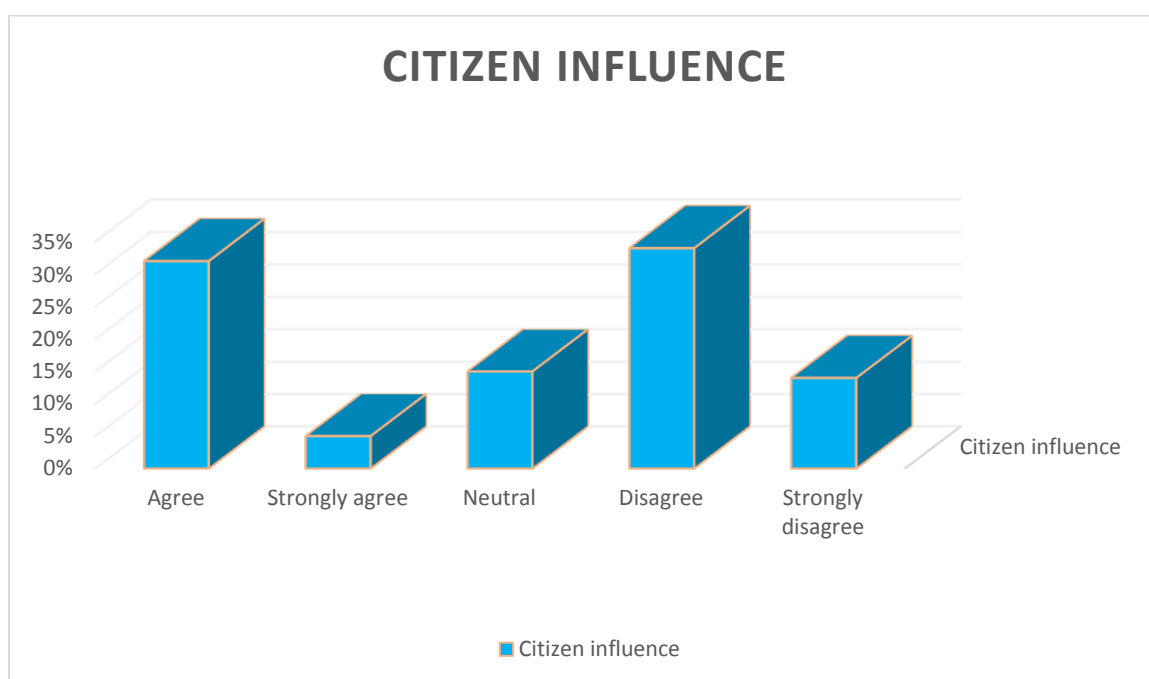
Figure 14 shows that 32% of participants are well informed that their participation in local government affairs allows them to influence the government's decisions, and 5% strongly agreed to be knowledgeable about the influence they have. There are 15% of participants who are agnostic about having the ability to influence decision-making. 34 percent disagreed that they are aware of their influence on government decisions, while 14 percent strongly disagreed. A large percentage of participants appear to be unaware that they can influence decisions made on their behalf by the government, which may be due to non-participation; it is thus important to note that non-participation leads to a lack of knowledge.

5.3.6.5. Encouraged civic participation

Civic participation is defined as "a broad set of practices and attitudes of social and political involvement that converge to improve the health of a democratic society" (Banyan in Crosset, 2017). Citizens' concerns can be easily addressed through participation.

Figure 25: Encouraged civic participation
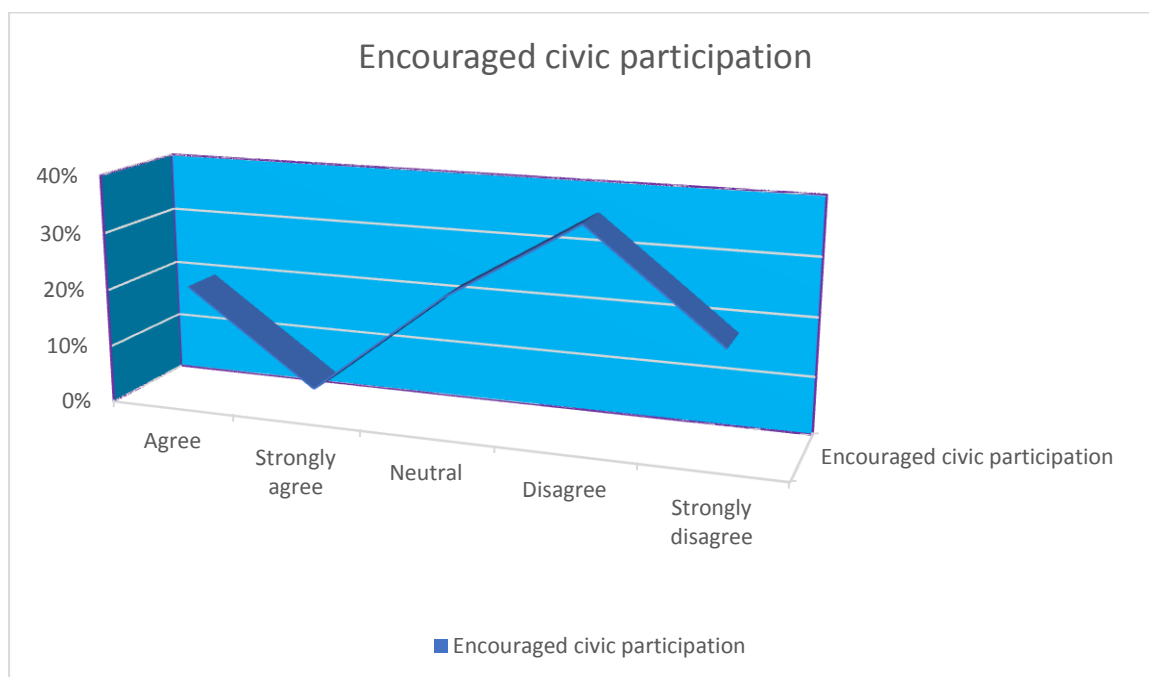
The figure above clearly shows that the municipality does not fully encourage citizens' civic participation because only a very small percentage of participants agreed to the government taking the initiative to encourage their civic participation, 20 percent agreeing and 4 percent strongly agreeing, respectively. Furthermore, 22 percent of participants were unsure whether the government was doing anything to encourage participation, 36 percent disagreed with the encouragement of civic participation within the Mankweng Township, and 18 percent strongly disagreed. The fact that the majority of participants disagree with the existence of encouraging participation within the township leads to the conclusion that the municipality is failing to encourage citizens to participate.

5.3.7 What are mechanisms used by Polokwane Local Municipality to enhance civic participation?

The notion behind local government is that it is the sphere of government closest to the citizens; mechanisms for civic participation at the local level are critical basics to ensure that the local government fosters citizen civic participation (Zanna, 2015:19). Local government services can be successfully delivered to citizens through direct and indirect civic participation mechanisms. According to Zanna (2015:19), local government is viewed as an aspect of democratisation and intensification of civic participation in decision-making; no political system is considered complete and democratic without a local government.

5.3.7.1. Accessible information to the citizens

Transparency of government information is required for civic participation to be effective, as is the inclusion of citizens whose issues are being addressed in the decision-making process. Civic rights, including access to information, are the foundation of civic participation (New Tactics in Human Rights, 2012). Access to information is critical for achieving a responsive government; additionally, access to information allows citizens to voice their opinions and monitor the operation of the government, as well as engage in informed dialogue about decisions that affect their lives (Haider, Mcloughlin and Scott, 2011:56).

Figure 26: Accessible information to the citizens
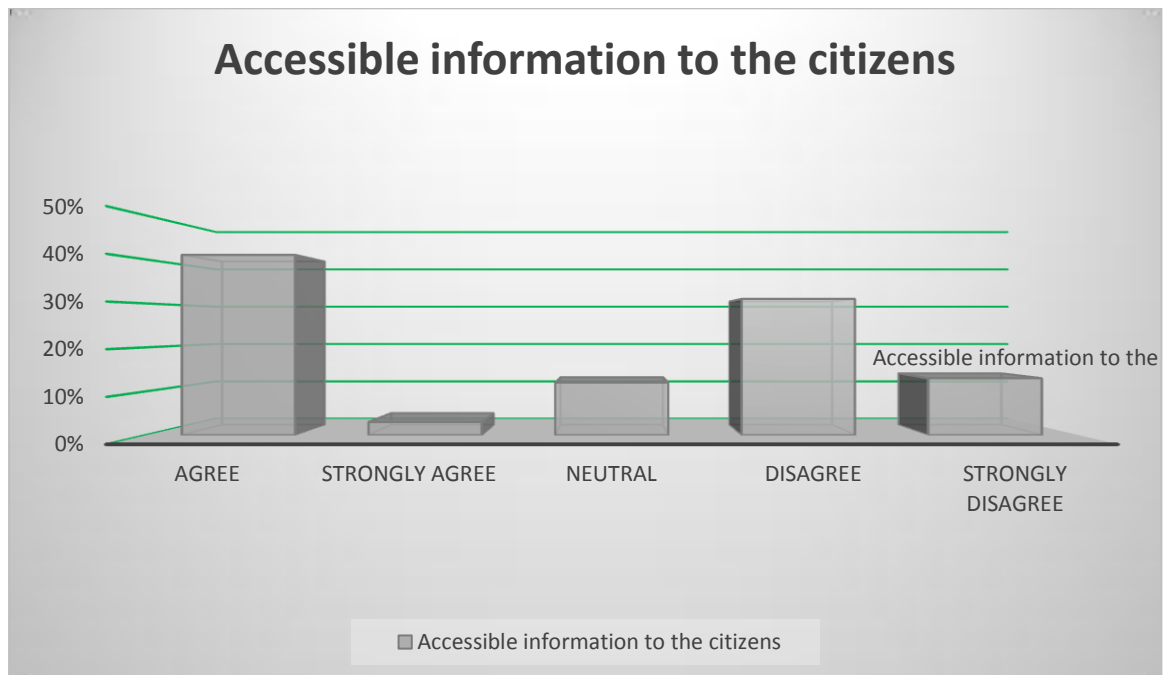
Access to information leads to a more transparent government, and transparency increases accountability and reduces corruption because the government must account for all of its actions (Grades Fixer, 2019). Figure 16 shows that there is a balance between those who agree and those who disagree about municipal information. Participants agreed up to 36% of the time, with 3% strongly agreeing. There are 12% of participants who are agnostic on the subject. Furthermore, 31% disagreed and 13% disagreed with the municipality making information available to them.

5.3.7.2. There is a two-way communication channel between the citizens and the municipality

It is critical for the government to communicate with citizens because communication speeds up service delivery. As a result, the government must ensure that citizens are communicated with at all times in order to maintain democracy's legitimacy and influence public opinion (Guidelines Handbook, nd:9). A two-way communication channel between citizens and the government fosters a closer relationship.

Figure 27: Two-way communication
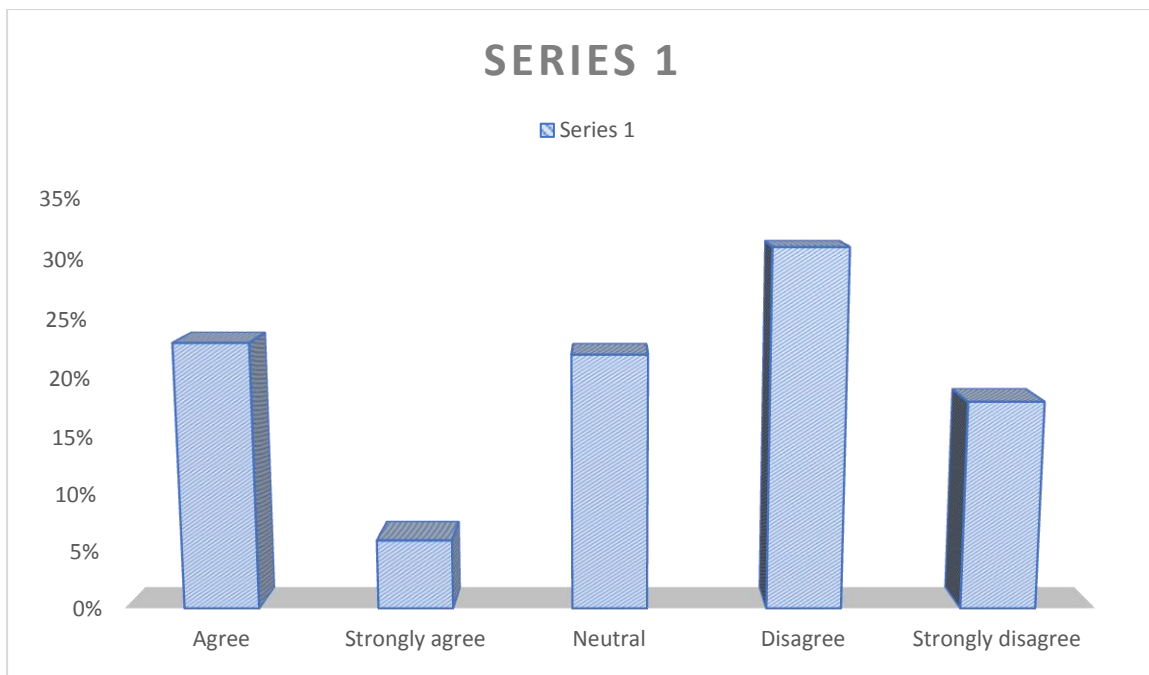
Two-way communication is required in the operation of a government. Referring to figure 17, 23 percent of participants agreed to a two-way communication existing between citizens and municipalities, with 6 percent strongly agreeing. The remainder was made up of neutral participants, who accounted for 22% of the total. Participants who opposed the existence of two-way communication were 31% and 18%, respectively. The fact that the majority of participants deny that there is two-way communication between them and their municipality demonstrates that the government makes decisions without informing them, which can lead to dissatisfied citizens because the government will not know which issues to prioritise if citizens are not communicated with.

5.3.7.3 Projects to promote civic participation

Governments are obliged to create conditions that encourage the civic participation of citizens at all levels. Civic participation involves coming together to make a difference in the livelihood of the community members, civic participation of citizens can be promoted through making the government more inclusive, strengthening integrity and preventing corruption by not allowing elites to have undue control over government decisions (OECD, 2020:7).

Figure 28: Projects that promote civic participation

Projects to promote civic participation
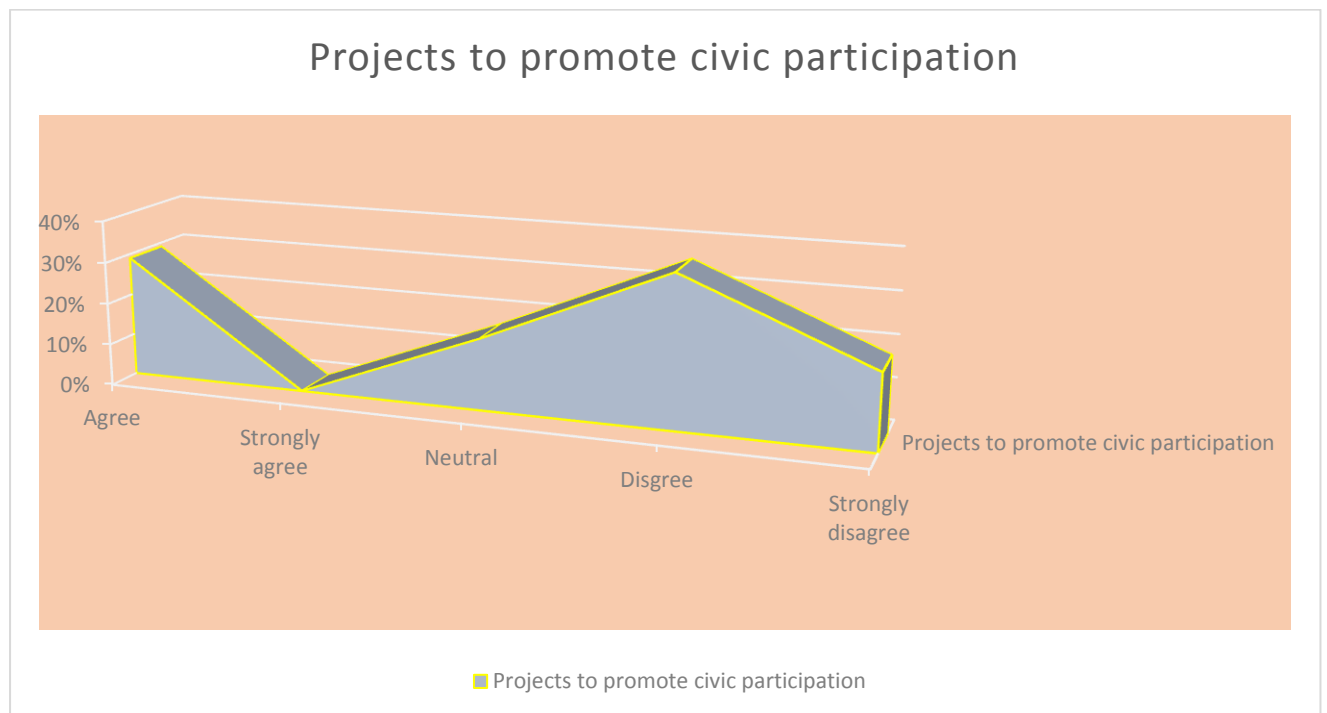
Civic participation projects help to heal divided societies by bringing people together to work together to develop their society; 29 percent of participants agreed that there are existing projects that are meant to improve their civic participation; the remaining 17 percent is neutral. On the other hand, 36% disagree with the existence of any projects, and 18% strongly disagree with the municipality developing any civic participation mechanisms. These statistics indicate that the municipality is not working hard enough to create projects that will enable citizens to participate.

5.3.7.4 Civic Education

Civic education is viewed as preparation for supporting and enhancing self-governance in a democratic government. Civic education leads to responsible civic participation of citizens by assisting citizens in understanding the nature of politics, government, civic life, and why civic participation is necessary for local government affairs (Charles, 2005:6). Furthermore, it is through civic education that citizens gain participatory and intellectual skills, allowing them to make informed decisions.

Figure 29: Civic education
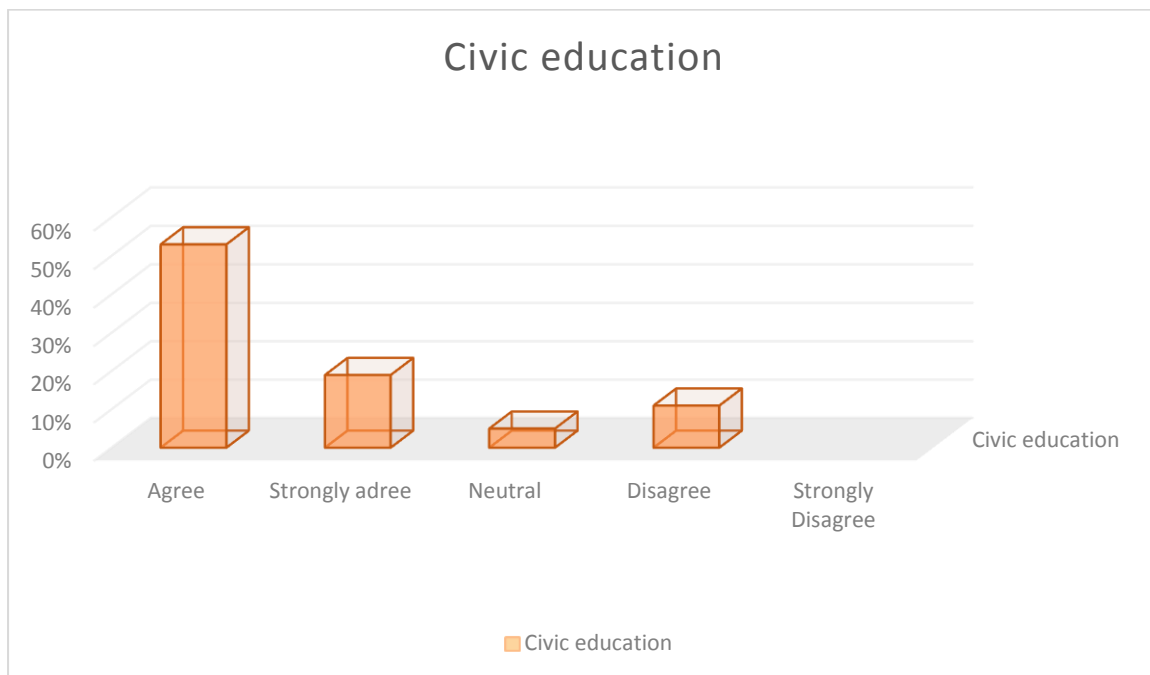
When asked if it is necessary to educate Mankweng Township citizens about civic responsibilities and civic participation in local government affairs, the majority of participants agreed (53%) and 19% strongly agreed. The remaining 5% are unsure about the significance of civic education in their community. A small percentage of participants disagreed with the importance of civic education, with 11% disagreeing and 9% strongly disagreeing. The fact that the majority of participants in Mankweng Township propose civic education demonstrates that citizens are eager to learn so that they can better understand how the local government functions and how they can influence local government decisions.

5.3.7.5. Freedom of speech

The ability of a group or an individual to express their views, emotions, beliefs, ideas, and thoughts toward the government is referred to as freedom of expression (Macovei, 2004:6). Freedom of expression is a fundamental value in the democratic process, as well as a prerequisite for good governance. Furthermore, freedom of expression allows citizens to express their concerns to the government and ensure that the country's policies and legislation are scrutinised (Centre for Law and Democracy, 2014:2). Freedom of expression also improves the quality of government by resulting in competent and honest governments that allow citizens to

hold them accountable for their decisions; it is also necessary for citizens' liberty (Centre for Law and Democracy, 2014:2).

Figure 30: Freedom of expression
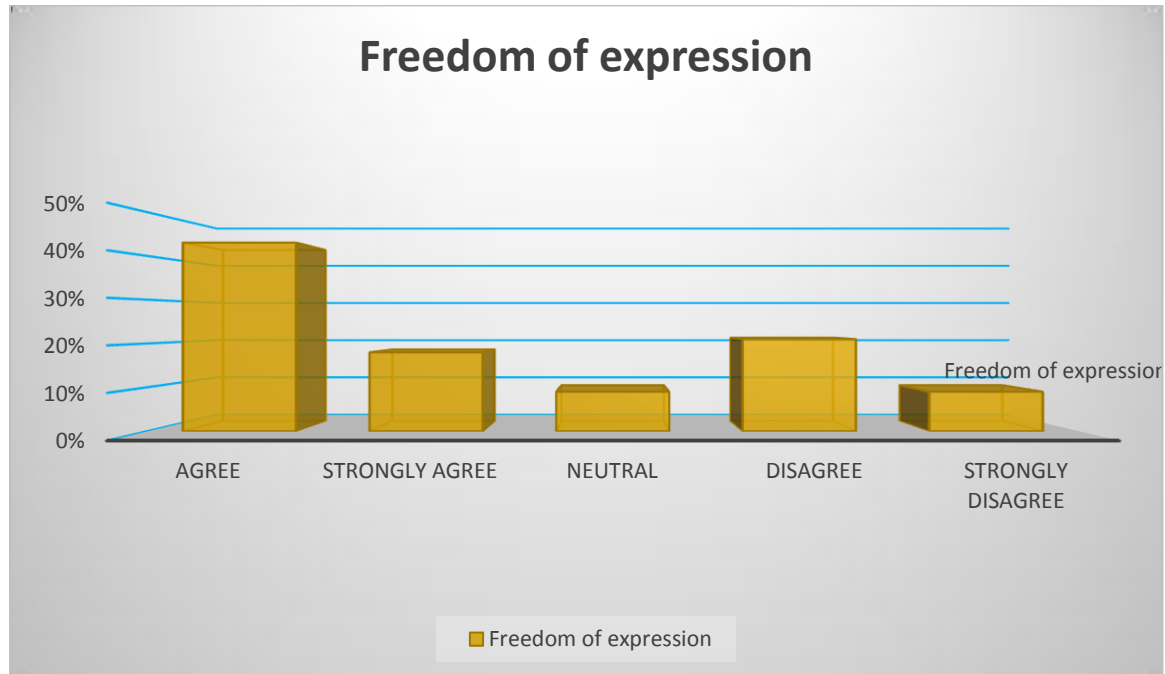
The majority of participants agreed that they were free to express their views in Mankweng Township, with 43 percent and 18 percent indicating that they were free to express and voice their opinions, respectively. With 9 percent neutral, 21 percent disagreed, and 9 percent strongly disagreed, participants indicated that they do not feel free to express their opinions.

5.3.8. What are the causes of civic apathy in local government affairs?

Civic apathy is defined as a citizen's indifference to civic responsibilities and expressing opinions. Civic apathy is also defined as the absence of political and social progress (Greenberg, 2010:41). Apathy can result from a lack of understanding, making it difficult for citizens to see the value of participating in local government affairs.

5.3.8.1 The impact of non-participation on service delivery

According to Bilik (2017), civic participation is important because democracy only works when everyone is informed about government policies and everyone participates. A large number of apathetic citizens strains the functioning of the

government, which also has an impact on the process of service delivery in that the government may end up delivering incorrect services if citizens do not voice their concerns.

Figure 31: Non-participation affects service delivery
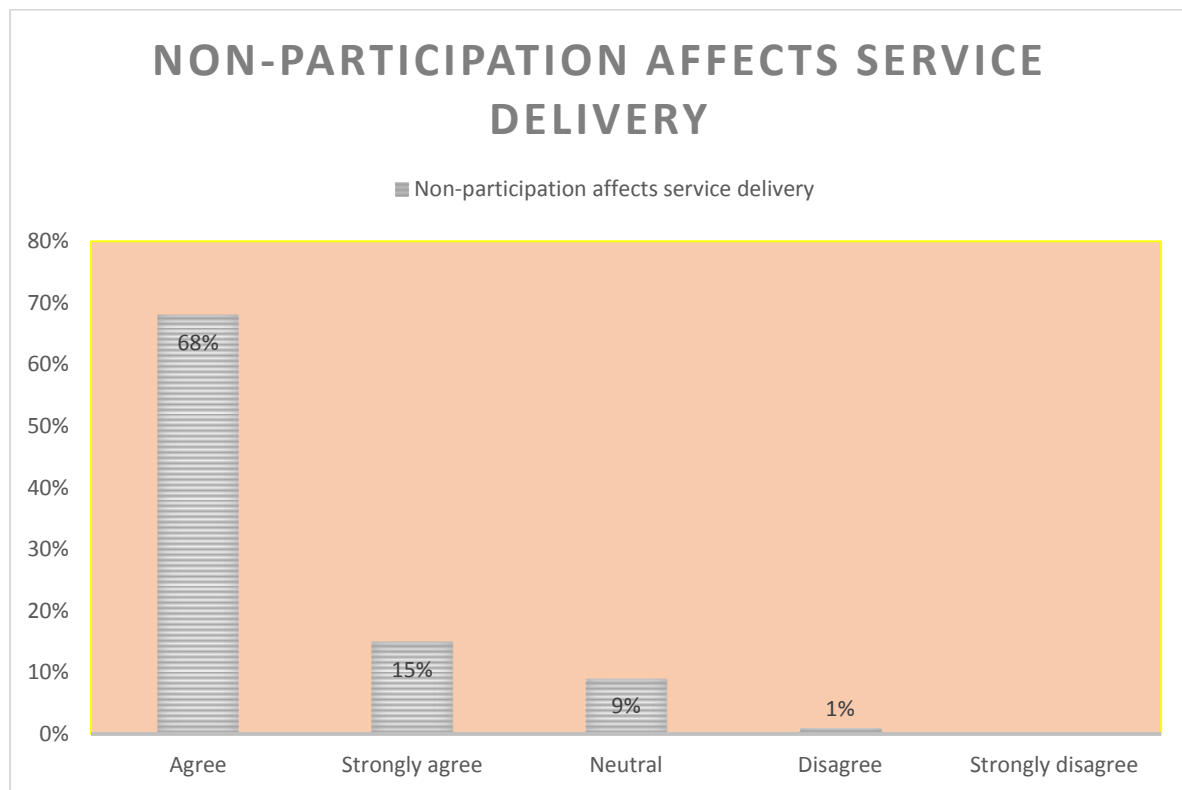
If the majority of citizens do not participate in local government affairs, 68 percent agreed that this can result in the delivery of incorrect services to them; 15 percent strongly agreed with this statement. It is good that citizens are aware that their lack of participation has an impact on the process of service delivery. 9 percent of participants are neutral, 1 percent disagree, and 7 percent strongly disagree, indicating that they do not understand the importance of meeting the local government halfway by participating.

5.3.8.2. Involvement of citizens in civic participation

Civic participation is viewed as a means of alleviating poverty and social imbalance by strengthening citizens' rights; it is therefore important for citizens to be active in local government affairs in order to be well informed and assist the government in reducing poverty within communities. Furthermore, it is well understood that participation is the foundation of democracy.

Figure 32: Involvement of citizens in civic participation

Although civic participation is regarded as critical for the success of democracy, it is clear from Figure 22 that the majority of Mankweng Township citizens do not participate in local government affairs, claiming it is pointless for them to be active citizens, 43 percent disagreed and 6 percent strongly disagreed, implying they do not participate, and the neutral 17 percent falls under apathetic citizens. Only 31% and 31% of participants agreed to be active citizens, respectively. With such a high rate of non-participation, the Polokwane Local Municipality must struggle to function effectively in Mankweng Township.

5.3.8.3. Provision of feedback

It is important for the government to provide citizens with feedback because it allows citizens to monitor and evaluate the government's progress in meeting citizens' needs. The process of monitoring and evaluating performance is critical for continuous performance improvement. Citizens are the primary recipients of the government's services; thus, they are an important component of measuring the government's progress (Department of Performance Monitoring and Evaluation, 2013:2).

Figure 33: Provision of Feedback
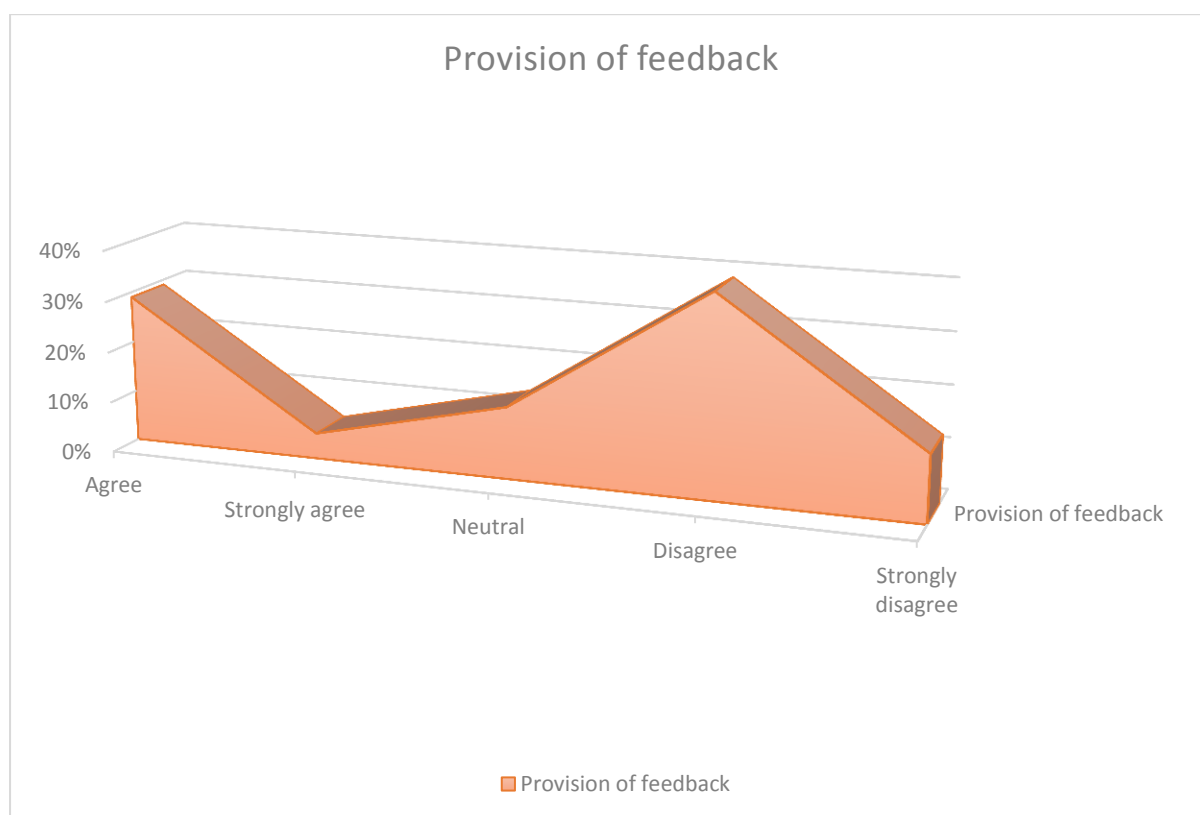
According to the graph above, 29 percent of participants believe that they do receive feedback on local government issues, 5 percent strongly agree, and 15 percent are neutral. In contrast, 39 percent disagreed and 13 percent strongly disagreed. The majority of participants stated that the government never reports back to them or even keeps them up to date on community issues.

5.3.8.4. Provision of satisfactory services

It is the government's main responsibility to provide satisfactory services; the government also has a role to play in making public goods and services accessible and ensuring citizens' well-being (Ramakrishnan, 2013:1). There is also a need to provide citizens with services that are efficient and effective in order to achieve the desired results (Ramakrishnan, 2013:2). Citizens' satisfaction with service delivery increases their trust in government, which is critical for establishing democratic systems (Shin and Jhee, 2021:2).

Figure 34: Provision of satisfactory services
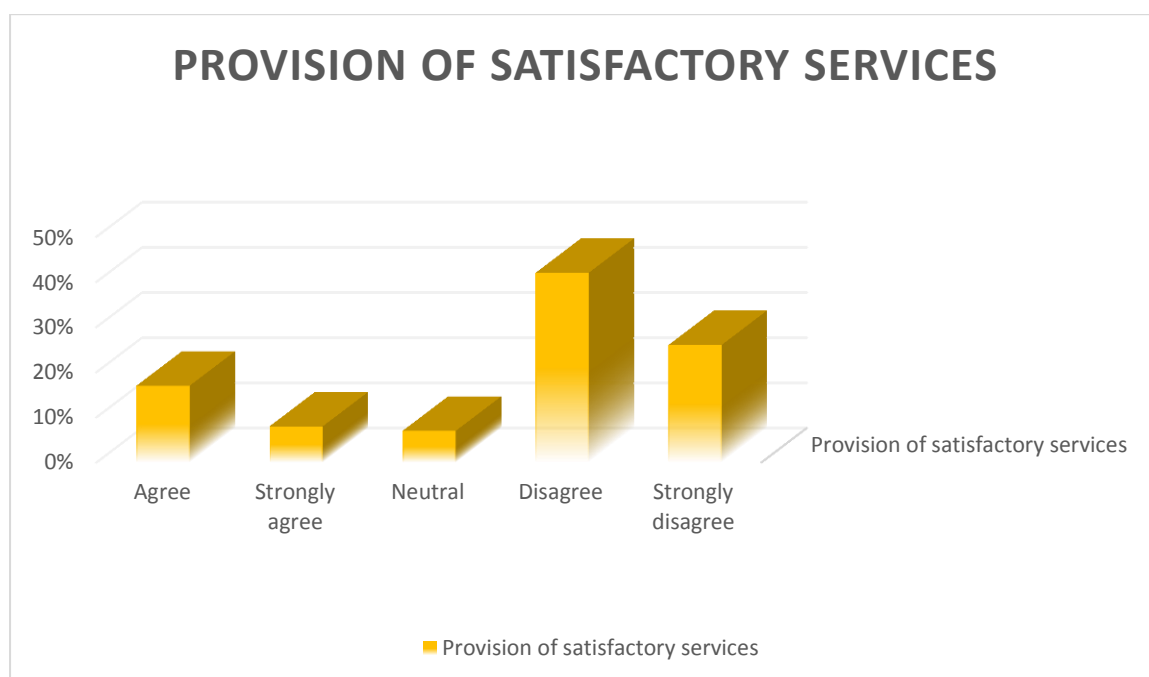
Any local government needs to provide satisfactory services to its citizens, and Polokwane Local Municipality in Mankwemg Township appears to be failing to do so, as the majority of respondents disagreed with receiving satisfactory services from the municipality, with 42 percent disagreeing and 26 percent strongly disagreeing. A small number of respondents stated that the municipality provides adequate services. On this issue, 17% agreed, 8% strongly agreed, and 7% were neutral. The graph above demonstrates that Polokwane Local Municipality is not as responsive to the needs of its citizens as it should be.

5.3.8.5. Provision of regular feed back

The issue of feedback provision has been addressed previously, but the emphasis in this case is on the fact that the municipality must provide residents with feedback on a regular basis in order for the municipality to demonstrate consistency in its operations. When the municipality provides feedback on a regular basis, it establishes a relationship between the citizens and the municipality because it allows the citizens to express their concerns about the feedback being provided. It is also important for the municipality to act on the citizens' concerns (Whittle, 2016:1).

Figure 35: Provision of regular feedback

Provision of regular feedbac
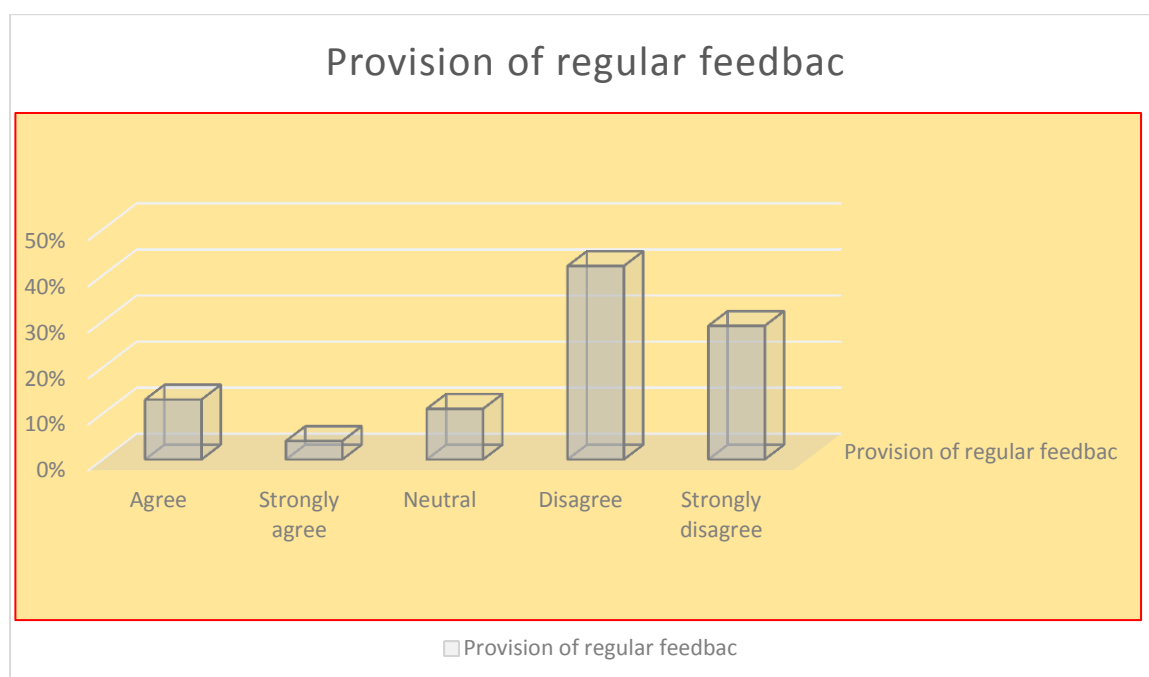
Based on the figure above, it is clear that the municipality does not provide regular feedback to the residents of Mankweng Township. As a result, communication between the municipality and the citizens is lacking, which is one of the reasons citizens claim participation is pointless. Only a minority of participants, 13 percent, agreed to the municipality providing regular feedback, with 4 percent strongly agreeing. In terms of regular feedback, 12% of those polled were unconcerned. 42 percent and 29 percent of participants, respectively, disagreed and strongly disagreed with the municipal providing regular feedback, making up the majority of participants.

5.4. MUNICIPAL OFFICIALS FINDINGS

It is important to present findings from both municipal officials and residents in order to obtain non-biased results. Biographical information on municipal officials is useful in research because it provides insight into the types of participants with whom the researcher will be dealing. Structured interviews were conducted with four municipal officials, and the results will be presented below.

5.4.1. Gender of Polokwane Local Municipality officials

Gender distribution is significant because it improves the quality of the data being interpreted and ensures that the results are not skewed. The gender distribution of municipal officials is depicted in the graph below:

Figure 36: Gender of municipal officials
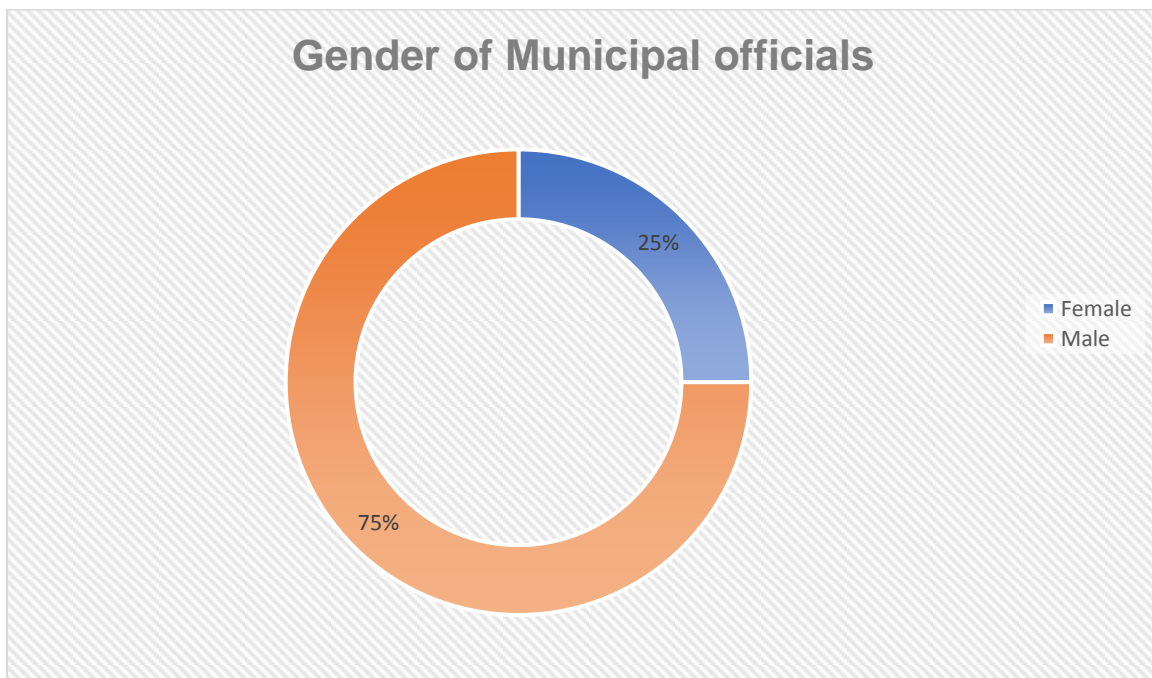
The gender distribution of the municipal officials interviewed at Polokwane Local Municipality is depicted in the figure above. The majority of municipal officials who took part were males, with 75 percent of males interviewed and 25 percent females. According to the data in the figure above, males are more active, which explains why they dominate in most cases, whether in politics, the public sector, or the private sector.

5.4.2. Age of Polokwane Local municipality officials

It is imperative to study the age of municipal officials because age is one of the primary factors influencing how people think, act, and respond to municipal factors. The municipal officials who will be used range in age from 18 to 65 years; the age group of municipal officials is depicted in the figure below:

Figure 37: Age of municipal officials
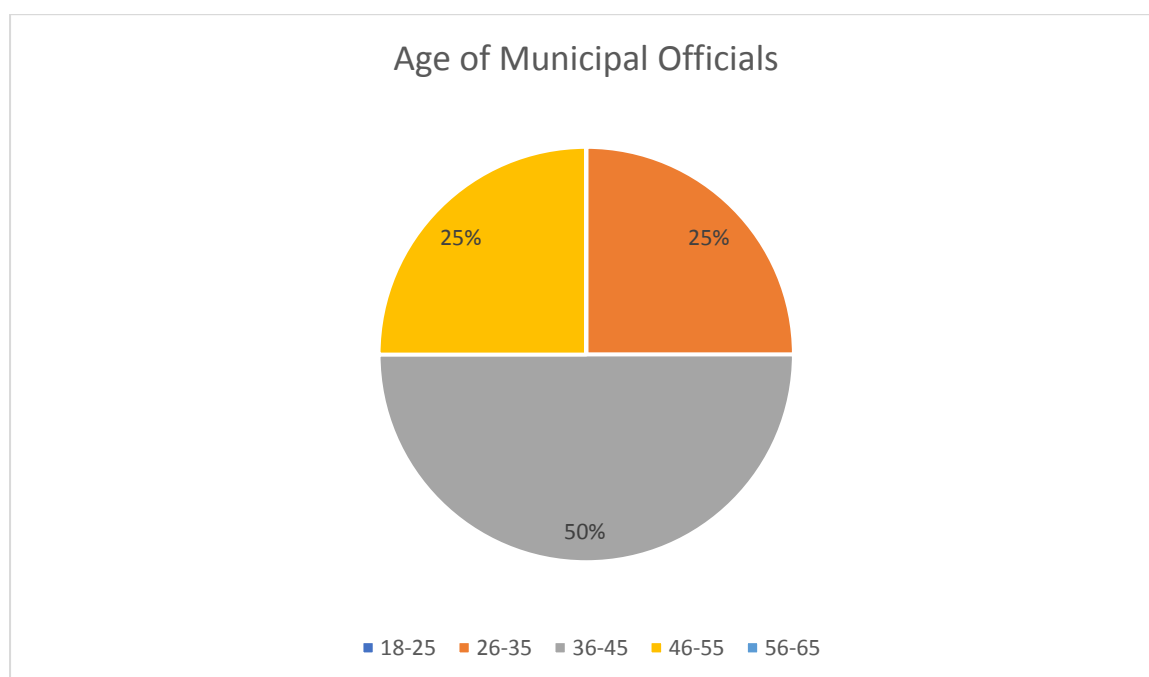
According to the figure above, 50% of the participants were between the ages of 36 and 45, 25% were between the ages of 26 and 35, and another 25% were between the ages of 46 and 55. According to Grund and Westergad-Nielsen (2005:4), young employees work harder to advocate for high ability levels; as a result, firms with young employees perform well. As a result, it is critical for municipalities to have young employees because they are more productive than older employees.

5.4.3. Level of education of the Polokwane Local Municipality officials

Education influences how individuals understand and address issues, and thus plays an important role in determining the efficiency and effectiveness of municipal employees (Croke, Grossman, Larreguy & Marshal, 2014:1). Employee education is critical not only for organisations (Polokwane Local Municipality), but also for national performance in general, because well-trained and developed employees lead to a more competent organisation (Majeed, 2017:498).

Figure 38: Officials level of education
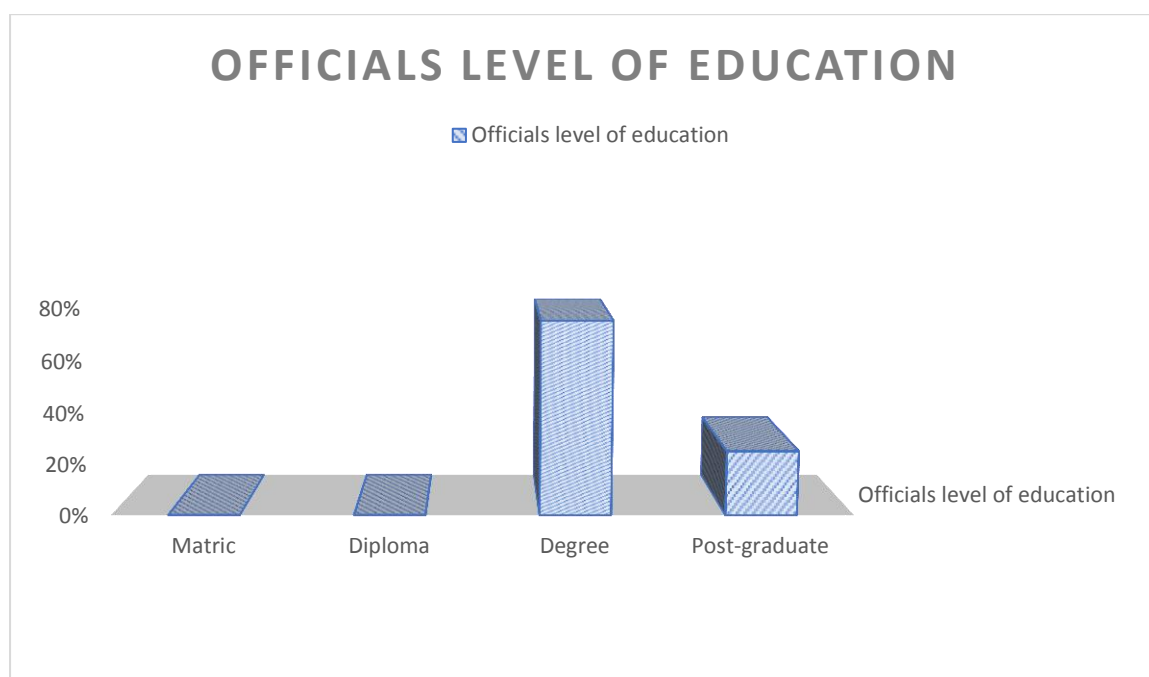
Employees with higher levels of education are more committed to their organisations than those with lower levels of education (Bakan, Buyukbese & Ersahan, 2011:1192). Furthermore, an educated workforce is critical to the economy's effective functioning. Seventy-five percent (75%) of the officials interviewed have a bachelor's degree or higher, and 25% have a master's degree or higher. Having educated employees within the Polokwane Local Municipality will improve the quality of services provided to citizens.

5.3.4 The role within the municipality

According to National Treasury (2011:105), the failure or success of a municipality is entirely dependent on the type of leadership the municipality has, and proper employee management is critical to the municipality's effective and efficient operation. Municipal employees and the skills they bring to the workplace determine the quality of services provided by the municipality (National Treasury, 2008:175). Furthermore, decentralisation within municipalities is intended to ensure that employees with the necessary skills or knowledge are "recruited, retained, and appropriately deployed" rather than to reduce the "wage bill" (National Treasury,

2008:175). The researcher conducted interviews with members of the Public Participation Unit (PPU).

5.4.5. The importance of civic participation awareness

Citizens' civic participation is critical to ensuring that local government institutions are participatory, accountable, and transparent; additionally, civic participation makes government more efficient and reduces corruption (Scherer, 2013). Citizens can be made aware of the importance of civic participation, according to officials, through public participation awareness, media platforms, and social networks. Citizens' awareness can also be raised through policy development and strategy engagements, which are broad terms for how policymakers investigate and aggregate various interests of citizens through both formal and informal consultation, engagements, and collaboration with citizens (University of Oxford, 2021). Community mobilisation, coordination, and facilitation were also mentioned as factors that can contribute to increased awareness. If the above-mentioned suggestions are implemented correctly, the municipality will be able to persuade citizens of the importance of civic participation.

5.4.6. The impact of lack of civic participation on the operation of the municipality

Democratic systems are increasingly supplementing representative institutions with opportunities for direct participation; citizens' participation is essential because the government seeks to rely more on citizens' inputs in the delivery of public services and goods (ECPR, 2014). At the local government level, there are numerous direct forms of engagement. The officials stated that a lack of civic participation leads to misguided policies and strategies. The issue of non-participation also results in unending protests and marches, which impede community development because citizens destroy property during these protests and marches, causing stunted growth within communities. Civic apathy leads to a lack of support for project implementation within the municipality once more.

5.4.7. Mechanisms to improve the levels of participation

Since improving local government democratic procedures is important for long-term development (Scherer, 2013), it is critical to ensure that something is done to increase civic participation in Mankweng Township. Municipal officials advocated for the introduction of civic education as early as high school in order to have well-informed citizens. It was also stated that politicians should be on the floor, implying that there must be direct interaction between citizens and the government, as well as the provision of feedback. Civic participation can also be increased through social interactions with citizens and the creation of awareness campaigns.

5.4.8. The role of local government to maintain political consistency

Political consistency has been hampered by a lack of consistent leadership and the failure of local governments to address major issues (Pantuliano, 2017); as a result, the government is obligated to politically empower citizens. First and foremost, for officials to be able to politically empower citizens, councillors must be empowered through education and training. It is also stated that political consistency can be maintained by enforcing quarterly community feedback sessions; there is also a need to strengthen the capacity building.

5.4.9. The mechanisms adopted in to facilitate civic participation

Citizens' trust in the government is eroding, even though stakeholder engagement is dependent on trust (Pantuliano, 2017). This necessitates the government restoring trust by providing citizens with clear direction concerning its objectives, as well as ensuring accountability. According to Polokwane Municipal officials , Polokwane Local Municipality has established a Public Participation Unit that is actively encouraging civic participation. Decentralisation is another method of facilitating civic participation, which the Polokwane Local Municipality has accomplished by establishing administration systems such as clusters, of which Mankweng Township is one. Dividing the Polokwane Local Municipality into clusters makes the citizens more manageable.

5.4.10 Frequency of local municipality officials' visits to communities to offer citizen mobilisation programmes

Democratic government institutions aim to produce outcomes that are preferable to citizens (Kolstad & Wiig, 2015:2). It will be easier to mobilise citizens if the government prioritises their preferences. Mobilisation is regarded as one of the fundamental mechanisms for community development (Nnnadi & Ugochukwu, 2015:1). As a result, municipal officials must ensure that citizens are mobilised to eliminate the problem of civic apathy. Officials from the Polokwane Local Municipality confirmed that they visit Mankweng Township communities regularly through ward committee monthly programmes and quarterly councillor feedback. In addition, clusters were formed for consolidated ward facilitation, mobilisation, and coordinated project implementation.

5.4.11. Feedback to (citizens) community members regarding the decision made by the municipality

Civic participation facilitates communication between the government and the citizens; additionally, the idea behind civic participation is to encourage meaningful citizen input in the decision-making process. Citizens will only be able to provide meaningful input if municipal officials visit them on a regular basis to provide feedback and engage with them. Officials from the Polokwane Local Municipality stated that they visit the communities on a regular basis, and that the municipality established Project Steering Committees (PSC).

5.4.12. Access to local municipality of information by citizens

Access to information improves knowledge and understanding, as well as reduces uncertainty about issues or situations (Adabi, Prajorto & Guntoro, 2015:93); it also improves openness, participation, accountability, transparency, and good governance. Since easily accessible information is a requirement for both individuals and organisations, the Polokwane Local Municipality established the municipality's social media accounts (Facebook, Twitter, and Instagram) to ensure that citizens can easily access the municipality's information because the majority of citizens use social media. Magoshi, public meetings, ward committees, and ward councillor meetings were also established.

5.4.13. Voluntary participation of citizens

According to Haddad (2006:1221), "different patterns of volunteer participation are a function of citizen attitudes toward governmental and individual responsibility for social problem solving." Citizens influence decisions that affect them through voluntary participation; participation also instils talents and skills in citizens to work collaboratively to achieve the community's goals (Florin & Wandersman, 2006:41). Voluntary participation improves social identity and strengthens healthy democracy (Bekkers, 2005:435). Mankweng Township residents volunteer in municipal structures and forums, as well as at ward, village, and suburb meetings. They also participate in the IDP.

5.4.14. Measures taken by the local municipality to ensure civic participation

Every government aims to establish strong relationships and partnerships with its citizens because it is only through these relationships that developmental challenges can be addressed and good governance can be instilled (Department of Public Administration, 2008:4). Government institutions are obligated by the country's legislation to involve citizens in all matters that affect them, whether negatively or positively. It is because civic participation solicits citizens' views on the government's developmental initiatives, thereby avoiding unnecessary conflicts and lowering levels of protesting (Department of Public Administration, 2008:4). Municipal officials stated that participation is ensured through the formation of clusters for municipal coordination and the formation of public participation units with adequate resources to support citizens' civic participation.

5.4.15. The Polokwane Local municipality designed projects to promote participation

To include citizens in participatory democracy, the government is required to implement a variety of initiatives aimed at reaching out to the community (Department of Public Administration, 2008:5). Polokwane Local Municipality established a special forum unit in the executive mayor's office for youth, women, and people with disabilities, as well as stakeholder forums (*magoshi*, non-governmental organizations, and academic institutions). There is also the Local Economic Development (LED) unit, which is responsible for empowering and training citizens.

5.4.16. The effects of literacy on civic participation

Since illiteracy can lead to ignorant and passive citizens, the level of literacy affects citizens' civic participation; therefore, there should be a dialogue and debate to help educate citizens about the importance of civic participation (Dixit, Vasudeva Rao & Joga Rao, 2000:1). It was stated that the level of literacy has a significant impact on citizens' civic participation because the majority of local government communique and documents are written in English, which citizens are unable to read and understand. After all, the literacy rate in townships is very low.

5.4.17. Introduction of civic participation at an early stage

Governments are urged by participatory democracy to ensure that citizens are empowered and that development programmes are driven by citizens (Department of Public Administration, 2008:5). The officials stated that socialising youth at an early age will prevent situations in which only the elderly people dominate participation processes. Since this majority of the youth is apathetic, civic education should be introduced as early as high school.

5.5. CONCLUSION

The findings show that, while many citizens are aware of the existence of the Polokwane Local Municipality in Mankweng Township, the majority of them are unclear about the municipality's responsibilities in the community. Furthermore, there are still citizens who do not understand the importance of being an active citizen in local government affairs; as a result, Mankweng citizens become apathetic towards the local government, and civic apathy has a negative impact on the municipality's functioning. For example, apathy among the majority of citizens makes it difficult for the municipality to encourage civic participation and achieve two-way communication. It is well understood that democracy is government for the people, but if the people expected to contribute to the government's survival do not participate, the government is doomed. According to the findings interpreted above, the Polokwane Local Municipality is making every effort to address the needs of its citizens and empower them, but the citizens remain apathetic. As a result, it is essential for the municipality to implement civic education and monitor whether or

not citizens' attitudes change over time. Following the data analysis, presentation, and interpretation, the next chapter provides the summary, recommendations, and conclusion of the study.

CHAPTER SIX

SUMMARY, CONCLUSION AND RECOMMENDATIONS

6.1. INTRODUCTION

The purpose of this section is to provide a study summary, conclusion, and recommendations. To obtain information about the nature of civic participation and apathy in Polokwane Local Municipality in Mankweng Township, the researcher used both qualitative and quantitative research methodologies. The Constitution of the Republic of South Africa of 1996 encourages civic participation of citizens (Chapter 7, section 152(1) (e), which states that the objects of local government are to encourage the involvement of communities and community organisations in local government matters. Therefore, it is crucial for Mankweng Township residents to participate and carry out their civic responsibilities. This study represents the opinions of one hundred (100) residents, implying that only a subset of residents' opinions are represented and not the viewpoints of the entire community. This chapter provides a study summary, an overview of each chapter, recommendations based on the research findings, and a conclusion.

6.2. SUMMARY OF THE STUDY

The aim of this study was to investigate and describe the nature of civic participation and the causes of civic participation in Polokwane Local Municipality in Mankweng Township, as well as the extent to which citizens are made aware of civic participation responsibilities and mechanisms that can be used to improve civic participation. This study is divided into six chapters, which are summarised below.

Chapter 1 provided an introduction and background on civic participation and civic apathy in the global and South African contexts, as well as a problem statement in relation to civic apathy in Mankweng Township. The chapter also described the study's aim, which was to look into the causes of civic apathy in relation to civic participation in local activities in Polokwane Local Municipality. The study's research objectives and research questions were also outlined, as were the main concepts. The chapter also included the theoretical framework, empirical literature, research

design and methodologies used by the researcher to conduct the study. Also, the section outlined the study area and population, discussed validity and reliability, as well as ethical considerations. Ethical considerations are necessary to assure that research is not conducted in violation of the law by coercing respondents to participate.

Chapter 2 reviewed existing literature on the nature of civic participation in South African local government affairs, including the role of local government in enforcing civic participation within South African communities. The chapter also discussed how citizens are made aware of their civic participation responsibilities, as well as the implementation of citizen awareness programmes. The difficulties that local governments face in promoting effective civic participation were also discussed.

Chapter 3 outlined the legislation that govern civic participation in South Africa, as well as the theoretical framework of participatory democracy and Arnstein's ladder of citizen participation; these theories were chosen for this study because they best suit civic participation and civic apathy. Additionally, the dimensions of participatory democracy and democratic principles were addressed.

Chapter 4 presented a review of the literature on civic participation and its impact on the Integrated Development Plan (IDP) and service delivery. The chapter indicated that IDP was introduced as a means of reducing poverty and ineffective service delivery in South African communities. Additionally, IDP, in conjunction with civic participation, leads to improved service delivery, accountability, and empowered communities. There was also a discussion about the values and principles of civic participation, stages of civic participation that improve IDP implementation, and how stakeholder relations improve IDP implementation. Furthermore, the principles of stakeholder relations were thoroughly discussed.

The mechanisms used to increase civic participation in local government affairs, as well as good government as a mechanism for civic participation, were thoroughly discussed, and followed by the principles of civic participation. The causes of civic apathy in local government affairs, the dangers of civic apathy to democracy, and the benefits of civic participation in South African local government were all discussed.

The chapter also discussed the research methodologies used in the data collection process, sampling techniques, the study area, and data analysis. The chapter went on to discuss the study's ethical implications and significance.

Chapter 5 dealt with the presentation of data collected in the form of graphs, figures, charts, and themes; data was then interpreted based on the themes. Since data was collected using both qualitative and quantitative methodologies, this study's research instruments included questionnaires, interviews, and documentation.

Chapter 6 provided a summary, conclusion and recommendations based on the research as a whole.

6.4 CONCLUSION

Polokwane Local Municipality in Mankweng Township is experiencing high levels of civic indifference, which can be attributed to a variety of factors. To begin with, participants reported that the municipality is not responsive to their concerns; the majority of participants from Unit D and Unit B claimed that the municipality was overlooking them and focused solely on Unit C.

Another factor contributing to civic apathy in Mankweng Township is a lack of education. According to the study's findings, the majority of participants only have matric and some do not have matric, and it was difficult to locate degree and postgraduate holders. It is well known that education improves people's reasoning and thinking.

The grounds for civic apathy in Mankweng Township are not limited to those listed above. Inclusion and civic participation of citizens in local government affairs is critical for a well-institutionalised democracy and the smooth operation of the municipality. Therefore, Polokwane Local Municipality needs to ensure that it mobilises citizen participation in Mankweng Township to address the high number of apathetic citizens.

6.5. RECOMMENDATIONS

The researcher makes the following recommendations in respect to the research findings on civic apathy in Mankweng Township:

- Municipalities should recruit quality personnel for key roles; this will assist to reduce inefficiency and ineffectiveness in South African municipalities. As a result, appointments must be made on merit rather than nepotism and patronage. This will also assist to lower the extent of corruption within municipalities.

- Municipalities should strive for a more inclusive government to instil a sense of belonging in citizens, which will in turn encourage citizens to voluntarily participate in local government affairs.

- The municipality should strive to be more responsive to the needs of its residents; this will result in better service delivery within communities.

- Civic education should be introduced formally, for example, in high schools, so that the youth can grow up knowing the importance of being an active citizen. This is important because youth participation is essential due to generational shifts that cannot be avoided, and it is obvious that South Africa has a youthful population.

- The municipality must encourage and empower citizens to carry out their civic responsibilities.

- The municipality must be committed to its citizens by providing the resources necessary to ensure their well-being. These resources must also be distributed in an equitable manner among citizens.

- The municipality must be characterised by accountability. Feedback must be provided to citizens regularly so that consistency of outcomes can be demonstrated. Also, the municipality must address citizens' concerns honestly and clearly.

- Most importantly, the operations of the municipality should be transparent. Transparency and trust between the government and citizens go hand in hand.

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ANNEXURE A

Dear Respondent,

My name is Kananelo Sekatle. I am a student in the Department of Public Administration at the University of Limpopo. Your assistance by answering the following interview questions for my research study will be highly appreciated. The main purpose of the study is to describe the nature of civic participation and the causes of civic apathy within Mankweng Township in Polokwane Local Municipality. Civic participation is a means of ensuring that citizens have a direct voice in public decisions. Civic apathy is a lack of interest by citizens in their civic responsibilities.

Respondents' identities and responses will be kept confidential since they will only be utilised for the purposes of this study. You are kindly requested to provide the most appropriate answers.

Contact details: mariasekatle@gmail.com and 079 295 3224.

1. BIOGRAPHICAL INFORMATION

1.1 Gender

Female	
Male	

1.2 Age

18-25	
26-35	
36-45	
46-55	
56-65	

1.3 Level of education

Matric	
Diploma	
Degree	
Post-graduate	

2. What is your role in the Municipality?

…………………………………………………………………………………………………
…………………………………………………………………………………………………
…………………………………………………………………………………………………

3. How can citizens be made aware that participation is vital?

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…………………………………………………………………………………………………
…………………………………………………………………………………………………

4. How does lack of civic participation affect the operation of the municipality?

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5. What can be done to improve the levels of participation?

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…………………………………………………………………………………………………

6. What can the local government do to maintain political consistency?

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7. What mechanisms can be adopted in order to facilitate civic participation?

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8. How often do you as Local Municipality officials visit the communities to offer citizen mobilisation programmes?

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9. How often are the (citizens) Community members provided with feedback regarding the decisions made?

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10. Is information on the Local municipality made accessible to the citizens?

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11. Does the participation of the citizens seem to be voluntary?

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12. What measures has the Local Municipality taken to make sure that civic participation is taking place?

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13 Does the Local Municipality have projects designed to promote civic participation?

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14. Does the level of literacy have an effect on participation?

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………

………

15. Is it possible for civic education to be introduced as early as high school in order to socialize citizens at an early age?

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ANNEXURE B

Dear Respondent,

My name is Kananelo Sekatle. I am a student in the Department of Public Administration at the University of Limpopo. Your assistance by filling this questionnaire for my research study will be highly appreciated. The main purpose of the study is to describe the nature of civic participation and the causes of civic apathy within Mankweng Township in Polokwane Local Municipality. Civic participation is a means of ensuring that citizens have a direct voice in public decisions. Civic apathy is a lack of interest by citizens in their civic responsibilities.

Respondents' identities and responses will be kept confidential since they will only be utilised for the purposes of this study. You are kindly requested to provide the most appropriate answers.

Contact details: mariasekatle@gmail.com and 079 295 3224.

1. **BIOGRAPHICAL INFORMATION**

   1.1 Gender

Female	
Male	

   1.2 Age

18-25	
26-35	
36-45	
46-55	
56-65	

   1.3 Level of education

Matric	
Diploma	
Degree	
Post-graduate	

   1.4 Employment status

Employed	
Unemployed	

   1.5 Duration of stay in Polokwane Local Municipality

0-5 years	
6 & more years	

2. The nature of civic participation in Polokwane Local municipality.

Select the best suitable answer for the questions below.

Question	Agree	Strongly Agree	Neutral	Disagree	Strongly Disagree
Residents of Polokwane local municipality are aware of the existence of their municipality?					
Residents are aware of the role of Polokwane Local Municipality?					
The Local government is attentive to the needs of the community?					
Polokwane Local Municipality makes it easy for the citizens to participate?					
Are you alert of the importance of being an active citizen?					

3. Citizen awareness on their civic responsibilities.

Question	Agree	Strongly Agree	Neutral	Disagree	Strongly Disagree
Officials come often to offer citizen awareness programmes?					
Residents are aware of the role played by the municipality in the					

Question	Agree	Strongly Agree	Neutral	Disagree	Strongly Disagree
community?					
Residents are made mindful of their civic responsibilities?					
Citizens are mindful of the influence they have over the local government decisions?					
The municipality encourages civic participation?					

4. Mechanisms of civic participation.

Question	Agree	Strongly Agree	Neutral	Disagree	Strongly Disagree
Information regarding the municipality is accessible?					
There's a two-way communication between the citizens and the municipality?					
There are existing projects to promote civic participation within the municipality?					
Civic education is necessary for Polokwane Local Municipality?					
Do you feel free to express your views?					

5. Causes of civic apathy in local government affairs.

Question	Agree	Strongly Agree	Neutral	Disagree	Strongly Disagree
Non-participation leads to wrong services being delivered to the wrong people?					
Do you participate in Local government affairs?					
Government provides the community with feedback regarding local government issues?					
Services rendered by the local government are satisfactory?					
Feedback is regularly provided to the community?					

ANNEXURE C

QUESTIONNAIRE FOR COMMUNITY MEMBERS TRANSLATED TO SEPEDI

Motšeakarolo yo a kgethegilego

Leina la ka ke Kananelo Sekatle.ke moithuti lekaleng la Public Administration go la Yunivesithi ya Limpopo. Thušo ya gago go arabeng dipotšišo tša dinyakišišo tše di tla amogelwa kudu. Morero mogolo wa thuto ye ke go hlatholla mokgwa wa botšeakarolo le Botšeakaraolo bja badudi ke mokgwa wa go kgonthišiša gore badudi bana le seabe gotšeeng dipheto ka pušong selegae go hlokega ga botšeakarolo ka gare ga Mmasepala wa selegae wa Polokwane. Go hlokega ga botšeakarolo go šupa go hloka kgahlego go maikarabelo a bodudi.

Go tšea karolo ga gago ke ga boithaopo fela. O tla kgetha gore o nyaka go tšea karolo naa. Ge o ka kgetha go tšea karolo, o ka ikgogela morago nako engwe le engwe ntle le go ka lebana le ditlamorago tšeo di rilego. Le ge go le bjalo, ge dikarabo/diphetolo tša gago di šetše di tlišitšwe gomme di gatišitšwe ntle le go ka tšwelletša boitšebišo bja motšeakarolo. O tlo kgopelwa gore o tšwelletše dikarabo go dipotšišo tšeo di šepelelanago le dithuto tše.

Mekgwa ya kgokagano: mariasekatle@gmail.com and 079 295 3224.

1. TŠHEDIMOŠO YA TŠA BOPHELO BJA BATŠEAKAROLO

1.1 Bong bja baiphetoledi/batšeakarolo

Female	
Male	

1.2 Mengwaga ya baiphetoledi/batšeakarolo

18-25	
26-35	
36-45	
46-55	
56-65	

1.3 Maemo go tša dithuto

O gomile ka tlaše ga marematlou	
O gomile ka tlaše ga marematlou	
O šealoga go tša thuto e phagamego	
Ke tŠwetŠa pele dithuto	

1.4 Maemo go tša mešomo

O a šoma	
Ga o šome	

1.5 Nako ya bodudi Mmašepaleng

0-5 ya mengwaga	
6 & mengwaga	

2. **Tlhago ya botšeakarolo bja bodudi go Mmasepala wa selegae wa Polokwane.**

Kgetha karabo ya maleba go dipotšišo tše di latelago

Dipotšišo	Kea dumela	Ke dumela ke tiišitše	Makgatheng	Kea gana	Ke gana ke tiišitše
Badudi ba Pušoselegae ya Polokwane ba a tseba ka go ba gona ga mmasepala?					
Badudi ba lemoga karolo ya mmasepala wa Polokwane?					
Badudi ba lemošwa maikarabelo a bona a bodudi?					
Mmasepala wa Polokwane o dira gore go be bonolo go badudi go tšea karolo?					
O lemoga bohlokwa ba goba modudi ya ts'eang karolo?					

3. **Temošo ya badudi mabapi le maikarabelo a bona a bodudi.**

Potšišo	Kea dumela	Ke dumela ke tiišitše	Ke makgatheng	Kea gana	Ke gana ke tiišitše
Badiredi bja mmušo ba dula ba etla sechabeng go tliša tshedimošo					
Badudi ba tseba karolo ye e kgathago ke mmasepala setšhabeng					
Badudi ba lemošwa ka maikarabelo a bodudi					
Badudi ba lemoga tšušumeletšo ye ban ago le yona go gotšeeng dipheto ga pušoselegae.					
Mmasepala o hlohleletša go tšea karolo ga bodudi.					

4. **Mekgwa ya botšeakarolo bja bodudi**

Potšišo	Kea dumela	Ke dumela ke tiišitše	Makgatheng	Kea gana	Ke gana ke tiišitše
Tshedimošo mabapi le Mmasepala e ya hwetšagala					
Go na le mokgwa wa poledišano magareng ga Mmasepala le badudi.					
Go na le di projeke tša go kgonthišiša botšeakarolo bja bodudi ka Mmasepaleng					
Thuto ya botšeakarolo bja bodudi e ya hlokega Mmasepaleng wa selegae wa Polokwane.					
O ikwa o lokologile go tšweletša mebono ya gago?					

5. **Mabaka a go hlola go hlokega ga kgahlelo go botšeakarolo bja bodudi go merero ya pušo selegae.**

Dipotšišo	Kea dumela	Ke dumela ke tiišitše	Ke makgatheng	Kea gana	Ke gana ke tiišitše
Go hlokega ga botšeakarolo go dira gore go išwe di tirelo tše di fošagetšego go batho ba ba fošagetšego					
O tšea karolo go merero ya pušo ya selegae					
Mmušo o fa setšhaba dipoelo mabapi le merero ya pušo selegae?					
Ditirelo tše di abjwago ke pušo selegae di a kgotsofatša					
Badudi ba fiwa dipoelo kgafetša kgafetša					

APPENDICES

TREC CERTIFICATE

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:makoetja.ramusi@ul.ac.za

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TURFLOOP RESEARCH ETHICS COMMITTEE
ETHICS CLEARANCE CERTIFICATE

MEETING: 24 March 2021

PROJECT NUMBER: TREC/60/2021: PG

PROJECT:

Title: Civic participation and apathy in South African Local Government: A Case of Mankweng Township in Polokwane Local Municipality
Researcher: K Sekatle
Supervisor: Prof MP Sebola
Co-Supervisor/s: N/A
School: Economics and Management
Degree: Master of Public Administration

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.

Finding solutions for Africa

DIRECTORATE: CORPORATE AND SHARED SERVICES

ITEM:

FILE REF:

REQUEST TO GRANT MS. KANEMELO SEKATLE TO CONDUCT RESEARCH WITHIN POLOKWANE MUNICIPALITY

Report of the Director: Corporate and Shared Services

Purpose of the Report

To request the Municipal Manager to grant Ms. Kanamelo Sekatle to conduct research at Polokwane Municipality.

Background and Discussion

Ms. Kanamelo Sekatle sent a letter requesting permission to conduct research at Polokwane Municipality. Research topic is title: Civic participation and apathy in South African Local Government: A Case
of Mankweng Township in Polokwane Local Municipality".

"A copy of the letter from University of Limpopo is attached for reference"

Financial Implication

There is no financial implication.

Recommend

1. That approval be granted to Ms. Kanamelo Sekatle to conduct research within Polokwane Municipality.

2. That the findings emanating from the research study be shared with the Municipality before they are published.

Mr. JL Manyama
HR Manager

Ms. MM Matshivha
Director: Shared & Corporate Services

Mr. DH Makobe
Municipal Manager

SUBJECT: Request to conduct research (Ms Kamomelo Sekatle

DOCS NUMBER#

SECTION A: SUBMISSION BY SBU MANAGER

SBU: HR Training

NAME [AUTHOR] Ms R.E Ramela

SIGNATURE / SBU MANAGER:

DATE:

SECTION B: AUTHORISATION / SUBMISSION BY

DIRECTORATE: Corporate and Shared Services

SIGNATURE / DIRECTOR:

DATE: 15/07/2021

SECTION C: COMMENTS REQUIRED FROM: [TICK IN APPLICABLE BLOCK]

DIRECTOR: ENGINEERING SERVICES		SIGNATURE:	DATE:
DIRECTOR: DEVELOPMENT & ECON. PLAN		SIGNATURE:	DATE:
DIRECTOR: COMMUNITY SERVICES		SIGNATURE:	DATE:
DIRECTOR: CORP. AND SHARED-SERV.	X	SIGNATURE:	DATE: 15/07/2021
CHIEF FINANCIAL OFFICER		SIGNATURE:	DATE:
DIRECTOR: COMMUNITY DEVELOPMENT		SIGNATURE:	DATE:
DIRECTOR: STRAT PLAN. MONITOR. & EVAL		SIGNATURE:	DATE:
MAN: COMMUNICATION AND PUBLIC PART.		SIGNATURE:	DATE:

SECTION D: SECRETARIAT & ADMINISTRATION

REG. NO:

REG. DATE:

COMMITTEE CLERK:

SECTION E: MUNICIPAL MANAGER

APPROVED FOR SUBMISSION:

DATE: 19/07/2021

REMARKS:

ALLOCATION TO COMMITTEES

FINANCE & LED	ENERGY	HOUSING	CULTURE, SPORTS, REC & SPEC. FOCUS	ADMIN & GOV.
WATER & SANITATION	COMMUNITY SAFETY	ROADS, S/WATER & TRANSPORT	WASTE & ENVIRON.	SPATIAL PLAN & DEV
LAND USE MAN.	LOCAL LABOUR FORUM	COUNCIL	MAYORAL COMMITTEE	

APPROVED ITO DELEGATED POWERS

MM/ NUMBER ALLOCATED BY CAO – SECRETARIAT

DATE

MM

APPROVAL OF EXECUTIVE MAYOR IN TERMS OF DELEGATED POWERS

APPROVED ITO DELEGATED POWERS

EM/ NUMBER ALLOCATED BY CAO – SECRETARIAT

POLOKWANE MUNICIPALITY
OFFICE OF THE MUNICIPAL MANAGER

DATE:

EM/ 2021 -07- 1 6

P.O. BOX 111, POLOKWANE 0700

LIMPOPO PROVINCE

157

EDITING LETTER

FLAMBOYANT
Media Empire

Reg: 2016/250976/07
PO BOX 456, POLOKWANE, 0700
015 004 1101
info@flamboyantmedia.co.za

TO: WHOM IT MAY CONCERN

SUBJECT: Language Editing

DATE: Friday, 22 October 2021

ACKNOWLEDGMENT OF LANGUAGE EDITING

We hereby confirm the language editing of the following research project using the Windows 'tracking' system to reflect our comments and suggested corrections for the writer to action.

Project Title: *"CIVIC PARTICIPATION AND APATHY IN SOUTH AFRICAN LOCAL GOVERNMENT: A CASE OF MANKWENG TOWNSHIP IN POLOKWANE LOCAL MUNICIPALITY"* submitted to us by **KANANELO SEKATLE** has been duly edited for language by Flamboyant Media Empire.

It is hoped that if all the editorial aspects suggested therein were considered, the target readers of the work would find the document decipherable.

For any enquiries relating to the above, please contact the office during working hours at 015 004 1101 or editor@flamboyantmedia.co.za.

Kind Regards,

Elziera Van Neel
Language Editor

Disclaimer:
Although we have made comments and suggested corrections, the responsibility for the quality of the final document lies with the writer in the first instance and not with our organisation as the editors.