

**THE IMPACT OF WATER PROBLEMS ON THE
DEVELOPMENT OF MHANGWENI COMMUNITY, LIMPOPO
PROVINCE: SOUTH AFRICA.**

By

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DECLARATION

I hereby declare that this mini-dissertation submitted for the Degree Master of Development at the University of Limpopo, Turfloop Graduate School of Leadership has not been previously submitted by me for a degree in any university.

This is my work and execution, materials contained herein has been acknowledged.

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M.J. NKWINIKA

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DATE

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DEDICATION

This study is dedicated to all the people who supported me during my study period.

It is also dedicated to all rural communities in the Limpopo Province, especially those who experienced water scarcity in their areas and continue to form some structures to liaise with municipalities in order to make their problems known and ask for assistance.

ACRONYMS

CBD	Central Business District
CBO	Community Based Organization
CDD	Community Driven Development
CIDA	Canadian International Development Agency
COSATU	Congress of South Africa Trade Union
DWAF	Department of Water Affairs and Forestry
EAP	East Asian and the Pacific
GTM	Greater Tzaneen Municipality
HDR	Human Development Report
HOD	Head of Department
IDP	Integrated Development Planning
LGDS	Limpopo Growth and Development Strategy
MDGS	Millennium Development Goals
NGO'S	Non-Governmental Organizations
OECD	Organization for Economic Cooperation and Development
RDP	Reconstruction and Development Programme
RSA	Republic of South Africa
SSA	Sub Saharan Africa
UNDP	United Nation Development Programme
USA	United Sates of America
UNESCO	United Nations Economic and Social Council
WHO	World Health Organization

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Executive Summary (Abstract)

This qualitative study investigated the impact of water problems on the development of Mhangweni community in Limpopo Province. The study also assessed the Greater Tzaneen Municipality strategies for addressing water problems in the community. Mhangweni village is within the Greater Tzaneen Municipality's area of jurisdiction and is about 34 km east of Tzaneen. Questionnaires, observation and informal discussions from the sample were used to collect data. Eighty households from Mhangweni residents, the municipality officials and the community ward councilor were sampled.

Water shortage is a serious challenge facing the households from this area. It is heart breaking as the results showed that the households of Mhangweni do not receive regular municipal water services. Households suffer economically in order to have access to water; as a result they are financially affected due to buying of water.

The Greater Tzaneen Municipality must find a common ground and strategy to serve the long term interest of the Mhangweni households, that is, to provide them with regular water services. Development of a shared vision among all stakeholders has been seen as a prerequisite for the improvement in provision of services in the community.

In conclusion the study suggests and recommends that the community households and the municipality must work together in order to satisfy the needs of the community.

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CHAPTER ONE

1. Introduction

1.1. Background

The study is about the impact of water scarcity on the development of Mhangweni Community. Mhangweni Village is found in Limpopo Province, it is under the jurisdiction of the Greater Tzaneen Municipality. After ten years of the South African democracy, the community still experiences the problem of water supply.

Water is a basic need for human life and for sustainable development. The impact of water related problem has a serious socio-economic effect on the development of any community. Sebola (2000:1) highlights the fact that water as a natural resource is one of the important resources that makes development possible if properly utilized.

According to the White Paper on Water Policy (1997:11), of all natural resources, water permeates perhaps most deep into aspects of our life. It is as essential as the air we breathe for our very survival, its presence determines the natural of natural environment in which we live, and the majority of our economic activities depend upon it. The achievement of the South Africa's development vision will thus only be possible if water resources are managed in a way which is sensitive to and supportive of the many demands which we place upon the households as beneficiaries of the development vision. Water is an important resource for life, social development and for economic progress. The scarcity of water is, therefore, a threat to development (Kotze, 2000:12).

Through the researcher's experience, for the past six years, from 2000 to 2006, access to water has been a problem for the residents of Mhangweni Community. The above information indicates that the municipality is faced with a huge challenge in terms of development and services provision.

Local Government is at the heart of the development process in South Africa, Through its grassroots linkages, infrastructure, investment programme, local economic development strategies, partnership with the private sector and integrated development plans, local government is the public services agency best able to have a direct and enduring impact on the lives of the citizens. The new constitution and local government legislation give municipalities significant powers to deal with the challenges of ensuring effective service delivery to residents (RSA Department of Constitution Development, Annual Report: 2002:31)

The Greater Tzaneen Municipality is mandated by the South African National Government to provide water to communities within its proximity, of which the Mhangweni Community is part of.

In support to the above statement, Bekker (1996:103) highlight that the Local Government has to play a more proactive development role for the enlistment of the less developed sections of local communities.

According to the Greater Tzaneen Municipality's Annual Report (2006:26), the Municipality has been appointed as water services provider on conditions that a services level agreement be signed and certain conditions like personal issues, upgrading of assets and funding to these assets be addressed in the services level agreement.

An amount of R17 623 204 has been budgeted for the services, from which R11 630 725 has been allocated for repairs and maintenance of water network. At Mhangweni Village the impact of the water scarcity continue to be a problem.

However, until the community water scarcity needs are addressed, the scourge of lack of service delivery may continue to hinder development and also present problems to the municipalities.

It is against this background that the study should seek to investigate the impact of water problems on the development of Mhangweni Community in Limpopo Province.

1.2. Problem Statement

The main problem is lack of water as part of services delivery to the residents of Mhangweni Village. Issue related to water scarcity are thought to be hampering individual and community development, in support of this view Bekker K. (1996:100) states that apart from its effects on people's health, the lack of water supply forces people, particularly women and girl children to walk long distances in search of water, sometimes unsuccessfully, and having been exposed to various dangers such as rape, death etc.

The researcher is familiar with this community and has also realized that the area has great potential for agriculture, but because of this water scarcity, agricultural production is adversely hindered. The researcher has also noted that education for school learners is affected as they waste much time going around searching for water instead of focusing on their studies.

According to the Greater Tzaneen Municipality's IDP (2006:79) the community has no effective supply of water, water is usually received after four to five months and in some newly established areas there are no water pipes at all. This means that those residing in newly developed areas suffer even more.

The researcher, therefore, further wishes to undertake this study in order to find out

the reasons and causes of the water scarcity on the development of the community, and to revise the impact of the water scarcity on the development and the causes for water scarcity.

1.3. Motivation for the Study

There are a number of factors that motivated the researcher to embark on the study. The following issues motivated the researcher:

- (a). the reality of water scarcity at Mhangweni community.
- (b). In review of the minutes from the community headman of the meeting held in April 2002, the Mhangweni Community held a meeting to discuss the lack of an adequate water supply, which was affecting their community. They donated five rands per household in order to buy a generator machine that would pump water from the nearby old unutilized borehole. This was done in order to help community residents particularly women and school going children from walking long distances searching for water.
- (c). The researcher is familiar with the community and he also has a background of an incident which happened in the year 2003, where two young girls aged fourteen and fifteen were physically abused as they were washing clothes in a nearby shallow well.

The Greater Tzaneen Municipality (GTM) was informed of the incident hoping that they will act immediately and supply water to the community. However, the municipality has been silent and no water is being supplied to the community. In support to the sentiment, the Integrated Development Plan document (2006:79) still states that ' there is no effective supply of water at Mhangweni Community'

The Mhangweni Community in turn, is concerned about lack of services – delivery by the Tzaneen Municipality. The general lack of water in this area and these

preliminary effects observed in the community thus prompted a larger empirical

inquiry of this nature.

1.4 . Aim of the Study

The aim of the study is to assess the social and economic impact of water scarcity on the development of the Mhangweni Community.

1.5 . Objectives of the Study

The major objective of the study is to survey the community of Mhangweni for the impact of water scarcity and the resultant effects on community development. This study is further premised on the following objectives:

- (a) . To examine the exact nature of the problem of water shortage in the community.
- (b) . To assess the magnitude of water problems and scarcity on the development of the community.
- (c) . To identify and recommend strategies that could help to improve the provision of water.
- (d) To address the challenges and constraint for water provision to the community.

1.6 . Research Questions

To guide the research process, a few pertinent questions are raised as follows:

- (a) What is the exact nature of the problem in the community?
- (b) What is the magnitude of the problems in this community?
- (c) What are the possible strategies towards resolving the problems encountered by the community?
- (d) What are the institutional mechanisms and processes for the provision of water to the community and challenges and constraints are they facing?

1.7. Significance of the Study

The study is expected to generate results which could be useful to policy-makers, especially in local government in their quest to improve delivery of water services to communities.

It should also be important for the community member and other stakeholders who may wish to use the findings as a basis for advocacy and lobbying of government to improve service delivery.

The findings of the study may further help policy-makers develop a greater understanding of the nature of water related problems in South Africa in general and the Greater Tzaneen Municipality in particular. A clear understanding of this problem should hopefully bring about sustainable solutions to water related problems in South Africa.

The revelation of the lack of a proper water supply to the Mhangweni community should induce the necessary cooperation among various stakeholders to effectively execute their tasks and for the municipality to deliver the services for development purposes.

The study may also serve as a basis for planned service delivery to communities and for further research because according to the reviewed literature, no record has yet been made in relation to the impact of water scarcity on the development of Mhangweni community

1.8. Definition of Concepts

Development

Development is a process that denotes the transformation of social and economic relations through political actions and process, and by mobilizing and organization

of community resources to effect a shift in the balance of power from the developed elites to the developing and under-developed majority of the society (Madlavu,2003:61).

The World Development Report as cited in Todaro and Smith (2006:17) define development as a multidimensional process involving major changes in social structures, popular attitudes, and national institutions, as well the acceleration of economic growth, the reduction of inequality, and the eradication of poverty.

In this study, development is considered as a process whereby human needs are satisfied and opportunities are created for future generations to enjoy the benefits.

Participatory Development

According to the World Vision (2003:1) participatory development emphasizes that people should be involved in the decision making process including, planning, undertaking and assessing their own development.

Participation is involvement by a local population and, at times, additional stakeholders in the creation, content and conduct of a program or policy designed to change their lives. Built on a belief that citizens can be trusted to shape their own future, participatory development uses local decision making and capacities to steer and define the nature of an intervention.

Cotzee (1999:270) views participatory development as people involving themselves, to a greater or lesser degree, in organizations indirectly or directly concerned with the decision making about, and implementation of development.

The above conceptualization concludes that participatory development refer to an active involvement by people who have a sense of belonging to the policy processes and who have an active role in determining the outputs of Governments, i.e. a culture of community participations' (Republic of South Africa, 2000:30).

Community Driven Development

The World Bank Group (2005) states that Community Driven Development (CDD) is broadly defined as giving control of decision and resources to community groups and local Governments. CDD programs operate on the principles of local empowerment, participatory governance, demand-responsiveness, administrative autonomy, greater downward accountability, and enhanced local capacity.

Community driven development gives control of decisions and resources to communities. These groups often work in partnership with demand – responsive support organizations and providers including elected local Governments, the private sector, NGO'S, and Central Government Agencies. CDD is the way to provide social and infrastructure services, to organize economic a source management to empower poor people, improve governance, and enhance security to the poorest (Gildenhuys and Knipe, 2000: 91)

Service Delivery

The Municipal System Act (Act 32 of 2000) as cited in the Integrated Development Plan Document(2006: 6) defines service delivery as system or arrangement that supplies public needs, provides democratic and accountability, promotes social and economic development to service all communities.

According to The Mvula Trust (2003: 2) water service delivery function as the process of actual delivery of water services to consumers. Mvula further advocates delivery arrangements where communities are given certain responsibilities in water service provision.

Scarcity

Water scarcity is a more relative concept describing the relationship between demand for water and availability. The demand may vary considerably between

different countries and different regions within a given country depending on the sectoral usage of water (Abrams, 2006:1)

Information about scarcity in South Africa define scarcity as the condition of not being able to have all of the goods and services that you want either for personal gain or development support, it is the period where shortage of water is observed and experienced in the lives of the community members (Levite 2003: 83). In this study, scarcity refers to a complete lack of water supply to communities for both social and economic development activities.

Household

Blakenhorn and Gallagher (2001: 3) define household as the prototypical nuclear family living together and the community members they socialize with.

For this study a household refers to all people belonging to a particular Local Government Municipality.

Village

A village is a human settlement commonly found in rural areas. It is usually larger than a hamlet and smaller than a town or city. Villages have been the normal unit of community living in most areas of the world throughout its history, up until the industrial revolution and the ongoing process of urbanization. In many U.S. states, a village is a type of Municipal Government (Greenwich Village, 2006; 4)

According to Crowcanyon Organization Report, (2006), a village is a general purpose municipal corporation formed voluntarily by the residents of an area in one or more towns to provide themselves with municipal services.

Local Government

Local Government refers to local democratic units within a unitary democratic system, which are subordinate members of the Government, vested with prescribed, controlled Governmental powers and sources of income to render specific local services and to develop, control and regulate the geographic, social and economic development of defined local areas (Kotze, 2000: 49)

The white paper on local Government (1998) as quoted by RSA Department of Provincial and Local Government, guide to institutional arrangements report No.1, January (2000: 3), introduces the concept of Developmental Local Government, which is defined as “Local Government committed to working with citizens and groups within the community to find sustainable ways to meet their social, economic and material needs, and improve the quality of their lives”

For this study a local Government is a democratic locally based government which is constituted by law to control local affairs, namely service-rendering.

Decentralization

According to Gildenhuis and Knipe (2000: 287) the decentralization of authority defines the powers of lower governments and leaves them free to decide on these matters without intervention if and when National Government decides to change the structure or responsibilities of Lower Governments.

Decentralization encourage the ability of beneficiaries to be able to co-ordinate themselves without needing a central system. Authority is shifted to local communities to actively participate in decision making (Clarke & Gaile, 1998: 175).

In this study decentralization has to do with giving community members the powers to participate in decision making and also actively participate in committees for quality service delivery to the community for developmental purposes.

CHAPTER 2

Literature Review

2.1. Introduction

This chapter reviews relevant literature on the impact of water problems on the development of the community. It further presents the evidence on water scarcity on community development

Water related problems affect many people throughout the world, particularly rural residents. As a result a number of studies have been undertaken on this subject .This chapter will therefore; further highlight some countries experiences on water related problems.

The current issues pertaining to water and development will be discussed. The policy and regulatory framework on provision of water services to communities are considered. The literature in South Africa, the regional and the international experiences related to the topic under investigation will be discussed.

2.2. Overview of the Mhangweni Community

Mhangweni is one of the villages found in Limpopo Province at Mopani District. It is under the jurisdiction of the Greater Tzaneen Municipality. The traditional headman B.M. Mkhabele is in charge of this community. The area is dusty and mountainous with fertile soil, good for agriculture and livestock grazing. The community has one main street crossing through the village connecting it with the neighbouring communities.

There is no form of research that has been conducted before on water problem at

Mhangweni village, therefore there are no written documents or sources to support certain information.

The researcher collected the community information through oral tradition with the senior citizens of the community, including the community headman. The researcher surveyed the Tzaneen Municipality's IDP focusing more on water services. It has been found that there is little information; however, most of the information discussed here is through the researcher's observation.

The socio-economic challenge faced by the community is the scarcity of water which hampers community development. Lack of job opportunities and unavailability of other services are also viewed as detrimental to the resident's social life.

From the researcher's observation most of the residents of Mhangweni are unemployed. They depend on child social grants and old age pension for survival. They supplement the monthly government pensions for the elderly with some vegetable growing in and around their homes, but the impact of water scarcity has intensified for some years, making it difficult to find water for human or animal consumption, let alone enough to irrigate vegetables.

Before 1994 Mhangweni was under the then Gazankulu homeland. From the researcher's experience and the oral traditional information collected during that apartheid era, a borehole erected by the Department of Water Affairs was supplying water to the area. The Department controlled the supply process. When the new government came in power in 1994 it restructured everything and the borehole was no longer effective.

This water scarcity is impacting on the development of the community because residents waste much of their time searching for water in the nearby village, some times unsuccessfully.

Certain areas affected by this water problem include education sectors and the domestic setting. From the researcher's observation, learners tend to skip some school days while struggling to have water in their respective homes. Water for cooking and other domestic activities are not available, and this has a negative impact to the resident's social life.

According to the White Paper on Local Government (1998:92), Municipalities have a range of delivery options to enhance service provision. Their administrations need to be geared to implement the chosen delivery options in the effective manner and so ensure maximum benefit to their communities.

The Greater Tzaneen Municipality IDP document (2006/7:85) highlights that the community has three hand pumps, which are not working, one electrified bore hole, which is also not working currently. The municipality is responsible for providing services to the community. It is unfortunate because the community of Mhangweni does not have proper water supply.

A major responsibility has been promptly delegated but delivery still lags behind. The issue under investigation is exactly where the problem lies.

2.3 Water in the Development Process

Water is a critical element of development. At the level of theory water problems could lead to the frustration of development (Sebola, 2000:1). Since 1996, the primary development need of South Africa is the function of local government.

The principle of cooperative governance is highly encouraged. The Republic of South Africa (Act 108 of 1996) promote that policies for access to basic services like clean water must be executed to effect development in South Africa.

The White Paper on Water Policy (1997) further indicate that water contribute in many other ways to national development. The land reform programme must be

harmonized with programmes to ensure equitable access to water in order to be productive. Forestry development is an important generator of jobs and income in rural areas and South Africa is an international leader.

In this respect, water act as a basic advocacy for economic and social development.

Levite, et al (2003:779-786) highlights that water must be guaranteed for all, especially to meet the basic human needs of poor people in rural areas who have been disadvantaged for so long.

Water is important for sustainable development and essential for drinking (health purposes). The sustainability of economic activities depends on water. According to Morrison , et al (2001) in order to protect human health, the quality of water supply and of drinking water is of the utmost importance, and should be, at the most tolerable levels for human consumption.

The community of Mhangweni is faced with a great challenge of water scarcity. Most of the developmental projects are ineffective due to water scarcity. The community irrigation schemes and the brick-making projects are some of the collapsed projects owing to the lack of water problems. The Mhangweni community can sustain only if water is available.

According to Meyer and Read (2001:323-325) water is an economic good which drives the success of each country's economic growth. It is vital to recognize the value of water and the basic right to have access to clean water.

The Organization for Economic Cooperation and Development (2005: 4) reiterate that water is a critical element of development, adequate and effective delivery of public services is also central to achieving the Millennium Development Goals (MDGs). Thus, to ensure sustainable development and guarantee progressive

strides towards achieving many of the goals, in particular, improved health and environmental sustainability, wide spread access to water and other public services are proving to be fundamental preconditions.

The provision of basic water services is important for human life, economic growth, development related activities and environmental sustainability. Most sectors cannot function without water; therefore, the adequate and effective provision of this service is central to the growth of an economy and the improvement of public welfare (Swatuk, 2002:89).

According to the Municipality Management Act (RSA, 2003) every Municipality should as part of the process of integrated development planning, ensure that all residents have access to adequate water services.

Several studies have been conducted on water services. The Dublin Report (2006: 2) proposed the following conceptual approaches with regard to the role of water in development:

- Fresh water is a finite and vulnerable resource, essential to sustain life, development and environment.
- Water development and management should be based on participatory approach, involving users, planners and policy markers at all levels.
- Water has an economic value in all its competing users and should be recognized as an economic good.
- Women play a central part in the provision management and safeguarding of water.

According to Barker et al (2006:3) in rural areas water has a wide range of purposes. It is valuable for domestic use in home gardens and livestock, fishing and variety of other enterprises such as brick making.

From the researcher's observation and experience the community of Mhangweni depends largely on agriculture for survival and sustainability. The community is not sustainable without access to water. The agricultural scheme, which was a major source of income for the community, has

collapsed due to poor of water services. This lack of water has a negative impact on community development particularly in this area. The developmental participation of residents is also hindered because residents spend most of the time searching for water rather than participating on community development activities, including the local municipality IDP process.

Women, girl children and even boys are the daily candidates pressed with the duty of walking long distances searching for water. Mostly affected areas of development are as follows; impact on crop farming, community job creation, project development, sustainability of livelihood, women empowerment, etc. The Department of Water Affairs and Forestry (DWAF), the Municipality and Community Structures are responsible institutions involved in water service delivery, according to my view these two institution must jointly work together in order to provide quality services to the community. The National Water Resource Strategy (2002:39) stresses that water should be allocated to ensure that the greatest overall social and economic benefits are achieved.

Minister Hendricks indicates that DWAF was mandated to supply potable water to all South Africans by 2008 (DWAF Speaks, 2006:22). From the researcher's Observation only few communities in the research area have benefited. It is therefore, doubtful if Mhangweni community will have potable water supply by 2008.

The Human Development Report (2006:2) continues to frame debates on some of the most pressing challenges facing humanity, that is, to examine the social and economic forces that are driving water shortages and marginalizing the poor in agriculture. However the performance of the institution responsible for water services to the community is not satisfactory.

Du Toit, et al (2002:90) states that water is an important resource for life, social development and for economic progress. Most development sectors, i.e. electricity,

tourism, agricultures, trade and industry are largely dependent on availability of water to succeed developmentally. According to Smiles, et al (2004) the scarcity of water affect the psychological development of human mind, his social and economic endeavours are also negatively affected.

The UNDPs Development Report (2006:5) emphasizes that water is not exclusively related to issues of environment and health but that it also should be viewed as one of the most important engines powering human development.

According to the White Paper on Water Policy (1997) the challenge of water management in the 21 century is to ensure that society develops in a way that can function successfully within the constraints of its protection of water as a common endeavour in the interest of all.

In the light of these, it is imperative that investment in clean water can essentially provide economic returns. Sebola (2000:19) indicates that the shortage of water hampers development.

The community gardening or agriculture and the brick making projects are means of sustainable economic development for many families in rural areas, however, without water such projects will not succeed.

In the National Workshop titled "SAMWU vision for water provision", water scarcity was identified as a major problem in the Republic of South Africa adopted to facilitate subsistence farming, vegetable gardening and brick making projects. But it has been noted that the success of these projects is entirely dependent on the availability of water. (COSATU News letter, 1998:2)

Makoni, et al (2004:3) indicates that in rural areas water is used for a combination of basic human consumption (basic needs) and productive purposes.

The latter highlights that people in rural areas engage in economic activities that are highly dependent on the availability of secure and reliable water supplies.

According to the Mayor's Report (2006 /7:26) of the Greater Tzaneen Municipality, Water services have been transferred to Mopani District Municipality. The GTM has been appointed as water service provider on condition that a service level agreement is in place and certain conditions like personnel issues, upgrading of assets and funding are addressed in the service level agreement.

Casey, et al (2005:4) indicates that water scarcity may impact on several norms ranging from poultry health to equipment failure all of which affect profitability.

Hutchings and Buijs (2004) conducted a study between 2003 and 2004 on problems of water aids and home based care in rural Kwazulu-Natal at Ntandabantu village. In their study on problems of water, Hutchings and Buijs (2004:79) asserts that because of water supply problems, the women are obliged to carry water on their heads to the school to prepare the meals.

An absence of any regular or reliable supply of clean water makes their task almost unbearable. Children are pressed into service to collect water from dams and rivers, which often results in them missing school (Hutchings and Buijs, 2004:86).

The community gardening schemes at Mhangweni village which was one of the developmental economic means for many families, is no longer operating due to lack of water. Through the researcher experience, this water problem also has an impact on school learner's education. This is because learners spend much time searching for water rather than focusing on their education.

Water must, therefore, be effectively protected and managed to ensure that it retain its inherent vitality and recreational uses, for present and future generations, and remain fit for domestic, industrial and agricultural purposes.

2.4 Policy and Legislative Framework for Provision of Water Services

In terms of the Constitution of the Republic of South Africa Act 108 of 1996, it is the right of people to have access to water. According to the White Paper on Water Policy (1997:1) water is a powerful symbol throughout the world, carrying with it ideals of baptism and new life, cleansing and healing, and the promise of growth and prosperity. The progressive South African Water Law (1998) is expected to bring about fundamental changes in the way in which water is used and shared among different users. A major aim is to ensure a better balance between efficiency, sustainability and equity needs in water allocations.

According to the Greater Tzaneen Municipality's Integrated Development Plan (IDP) (2006:5) the new constitution provides for a new approach to government on National, Provincial and Local Government levels. In terms of Section 152 (1) of the Constitution, capacity for municipalities to fulfill their constitution objectives which include:

- Provision of democratic and accountable government for local communities.
- Ensuring the provision of services to communities in a sustainable manner.
- Promotion of local economic development.
- Encouragement of the involvement of communities and community organizations in matter of local government.

Ishmail, et al (2003:67) states that the new Constitution highlights the manner in which local authorities may be established. In this regard each provincial government must enact legislation only to:

- Provide the monitoring and support of local capacity to enable authorities to perform their functions and manage their own affairs.

Du Toit, et al (2002:91) emphasizes that local governments are responsible for services such as provision of water, and the supply of electricity to their communities for developmental purposes.

According to the Water Services Act (RSA 1997:12) everyone has a right of access to basic water supply. Section 4 (1) of the Water Services Act highlights that water services must be provided in terms of conditions set by the water services provider.

These conditions must:

- Be accessible to the public
- Accord with conditions of provision of water services contained in the bylaws made by the water services authority having jurisdiction in the area in question.

According to the White Paper on Local Government (South Africa, 1998: 94), delivery mechanisms which municipalities can consider include the following options:

- Building an existing capacity.
- Corporatisation
- Public –Private Partnerships
- Partnerships with CBOs, and NGOs.
- Contracting out
- Transfers of ownership (privatization).

Principle 1 of the National Water Resource Strategy (2004:1) indicates that the Water Law shall be subject to and consistent with the Constitution in all matters including the determination of the public interest and the rights and obligations of all parties, public and private, with regard to water.

Service delivery partnership between public, communities and private sector are key to “reinventing governance” (Gildenhyns and Knipe, 2000:87). The newsletter of the Mvula Trust (2005:6) indicates that for over ten years the World Bank, the European Union and other major international donors and financiers of water and sanitation services have been promoting the idea of PPPs (Public- Private Partnership) as a solution to increase access by the poor to basic services.

Various Sections in the Constitution (1996) calls for public participation in government as a way to enhance service delivery.

According to Hutchings, et al (2000:1-6) the people centered approach to developmental local government calls for:

- A bottom – up planning strategy.
- A basic needs orientation to poverty alleviation.
- A process of capacity building and community empowerment.
- Sustainability
- A learning organization, which promotes the human dignity of people.

The Limpopo Growth and Development Strategy (LGDS) (2004:84) states that the legislation seeks to provide a framework for the responsible water services institution that reflect best practice and ensures that all households have access to basic water supply.

The other critical aspects to be addressed during the policy review on provision of the Free Basic Services include:

- Level of services
- Cross - subsidization
- Capacity building
- Average
- Private sector involvement
- Role of civil society.

The regulatory framework for municipal supply chain management must be fair, equitable, transparent, competitive and cost-effective (Municipal Finance Management Act, 2003: 88) Of all natural resources, water permeates perhaps most deeply into all aspect of our life. The majority of our economic activities depend upon it. The achievement of South Africa's Development Vision will be possible if water is effectively and efficiently managed and supportive of the many demands we place upon it (S.A. White Paper on Water Policy, 1997:11).

According to the White Paper on Water Policy (1997: 23), access to sufficient affordable clean water for hygiene purposes should be seen as part of the primary health care services.

The White Paper on Local Government (1998:93) has the following elements which constitute a vision:

- Ensure the efficient and effective delivery of affordable services and the creation of a safe and healthy environment.
- Adopt a strategic, creative and innovative approach to meet new challenges.
- Establish effective, service orientated administrations that are geared to meet the needs of the public.
- Contribute to and create co-operative and supportive relationships within and between Municipalities, with National and Provincial government, and communities, business and organized labour.

According to the Constitution (RSA, 1996: 81), every municipality should as part of Municipality's Vision, promote a safe and healthy environment, and ensure the provision of services to communities in a sustainable manner.

In reviewing the regulatory framework on water service delivery, the researcher recognized that the constitution and the municipality have a good legislation. Other institutions, like the Department of Water Affairs and Forestry has clear policy and vision. Responsibilities are also clearly delegated. The challenge is to investigate why there are problems when it comes to delivery.

2.5 Lessons from the Regional Community

According to the UNDP'S Human Development Report (2000:6), the population access to safe water in SSA was only 44%, while other average for countries in East Asia and the Pacific (EAP) stood at 67% and Latin America and the Caribbean reported to be 65%. Todaro and Smith (2006:491) indicate that in 2000, 42% of

people in Sub-Saharan Africa had no access to improved water source and this has a direct impact on health and development.

According to data provided by United Nations Economic and Social Council (UNICEF) and World Health Organisation (WHO), only 62% of the African population has access to improved water supply, with the worst conditions existing for rural populations who have only 47% average. Private connections for water in Urban SSA remain very low, with only 2-7 connections per 100 people.

Table 1: Population access to water and sanitation services in Sub-Saharan Africa compared with other regions

Regions	Population with sustainable access to improve water source (%)	
	Rural	Urban
Arab states	76	94
East Asia and the Pacific	67	93
Latin America & Caribbean	65	94
South Asia	81	95
Sub-Saharan Africa	44	83

Source: UNPD, 2003, Human Development Report, P.270

Makoni et al, (2004: 1) conducted a study on the patterns of domestic use in rural areas of Zimbabwe. The study was undertaken in two district of Zimbabwe, MT Darwin and Bikita covering almost 16 villages. Methodology for participatory assessment was used for data collection and was done in participatory manner.

Traditionally most people in Zimbabwe are subsistence farmers who rely in rain fed agriculture. The survey established that women and men usually rank uses of water differently. In the two districts it was evident that women are playing more roles in water use and are often the users, managers and guardians of household

water and hygiene.

Lessons learnt from the Mt. Darwin and Bikita are that public participation is of value in addressing community problems. In order to deliver the services that a society requires to maintain and improve its welfare government institutions require organizational structure. It is also important for government to deliver rewards for participation at some judiciously chosen movement to harness support for public gains (Du Toit et al, 2002:90).

A strong and well structured information campaign is necessary to empower communities to make an informed choice.

Support to communities is needed, particularly in the form of financial management training in order for the elected boards to continue overseeing facilities on behalf of communities.

The secret behind the success was strong political commitment from government to promote water supply and sanitation, sustained consistently over a long time period of national sector programmes.

2.6. Lessons from the International Community.

International experiences reveal that water is a basic need for the country's development, economic growth and health. However problems also exist in developed countries. The Canadian International Development Agency (CIDA) report (2000:1) highlights that "By 2015 nearly half of the world's population, more than 3 billion people will live in countries that are water stressed, have less than 1700 cubic meters of water per capita per year mostly in South Asia and Northern China."

Several studies were researched on water problems. According to Tadaro and Smith (2006:492) in South Asia, 66% of the population had no access to improved

water facilities. It is because there are no alternative sources, many of the poor collect drinking water from rivers, streams and canals that are polluted.

The research further highlights the impact of water problems on development, for example, an outbreak of cholera in Peru in 1991 led to an estimated \$1 billion combined loss in export and tourism markets.

Postel (2000: 941) maintains that water scarcity is a serious problem, which needs continuous support from local, or central government.

The impact of USA's water problems resulted in the UNESCO and the Organisation of America States conducting workshops, in 2003, 2004 and 2005 in central and South America, highlighting the need to follow up a cooperative water sharing mechanisms (UNESCO, 2004:373)

In China, a research conducted on water related problems indicates that China's water problems critically affected food production (Grimard and Ilahi, 2000:3).

Most villages in rural Gran Chiago (Argentina) are highly impacted by water scarcity, which also has a direct pressure to their participation on developmental initiatives. Women spend much of their time trying to access water rather than improving of public issues and social development of their country through education and health (Hutchings, et al., 2004:379).

Lessons learnt from international experiences are that the government ensures that all the stakeholders / agencies are well capacitated and monitored for proper service delivery. Compared to local experiences whereby unskilled officials are seemed more relaxed and undedicated in delivering services to communities.

2.7. Synthesis of Issues

The literature has given an overview of the challenge face by the Mhangweni community. From the literature on conceptual framework it is evident that water plays a major role in development and is regarded as fundamental Human Rights.

The regulatory policy is clear but the challenge posed by the researcher is to investigate the cause of the problem, which result in lack a water services to the community.

In reviewing lessons from other countries, some of the reasons behind water problems were inadequate policies, poor budgeting and lack of community participation. However such problems were dealt with. Like in Latin America where community members have worked together to helped them in solving a water access crisis.

Local government is there to provide services to its communities, and local authorities provide these services in a programmatic fashion (Ismail, et al, 2003: 149).

2.8. Conclusion.

In the context of Mhangweni community there is little documented information. However, this review has highlighted the seriousness of water related problem to the community.

The lessons that emerged are that: Water is a valuable product that must be protected and nurtured. This is because it is the hub of all countries (internationally and locally) economic growth. This review may further give direction to the Municipalities and the South African government in relation to the impact of water related problems to communities.

CHAPTER 3

Research Methodology

3.1. Introduction

This chapter describes the research methodology, which was applied for the study. In assessing the impact of water shortages on the community of Mhangweni, the researcher considered that a qualitative study was the most appropriate.

The rationale for the choice of design lies in the fact that the researcher aimed to get an in-depth understanding of the magnitude of impact based on the perspective of the community which faced these challenges on a daily basis.

The study is exploratory in nature because no similar study has been undertaken before in this community.

Fouche and Delport (in de Vos, 2002:79) state that qualitative research is the research that aims at mainly to understand social life and the meaning that people attach to everyday life. In its broadest sense qualitative research paradigm elicits participant's accounts of meaning, experience or perceptions. It also produces data in the participant's own written or spoken words. According to Levite and Sally (2003:104) qualitative methodology includes the assumption standards or criteria the researcher uses for interpreting data and coming to conclusions.

3.2. Research Design

Babbie and Mouton (2001:74) define research design as a plan or blueprint of how the researcher intend conducting the research. Du Plooy (2001:81) refers to it as a plan of how the research is going to be conducted, indicating who or what is involved, and where and when the study will take place. Research design dictates the strategies that the researcher employs to obtain and develop information that is relevant and can be interpreted.

This study employed an exploratory research design. The researcher followed this design because he wanted to understand social life and the meaning people attach to their daily lives. Bless and Higson-Smith (in de Vos, 2002:109) asserts that exploratory research is conducted in order to gain insight into situation, phenomenon or community.

According to De Vos (2002:109) an exploratory researcher use this design if the need for such a study could arise out of the basic information on a new area of interest, or in order to be acquainted with a situation so as to formulate a problem or develop a hypothesis. The selection of this design was due to the fact that it elicits participant's own accounts of meanings, experiences or perceptions, beliefs and values that underlie the phenomena.

The researcher explored the reality of the impact of water related problems on the development of Mhangweni community. This was conducted by engaging the people who are involved in the process on a daily basis, the Mhangweni residents.

3.3. Area of Study

The study was conducted at Mhangweni village. The area is rural in nature, and is located within the jurisdiction of the Greater Tzaneen Municipality in the Limpopo Province. The village is under the control of a traditional leader. The majority of the residents in this area speak Xitsonga as their first language while others speak Northern Sotho as their first language. There are two schools in the community, a primary and a secondary school.

From the researcher's observation and experience, there are no job opportunities in the community, and therefore , the unemployment rate is very high. The community is experiencing serious problems in terms of water supply. A small percentage of residents are full time employees in the public services. Another small percentage is employed in the Tzaneen CBD area as shop assistants or in

domestic settings as helpers. Some residents work as seasonal farm labourers on the neighbouring farms such as Letsitele, Ofcolaco and Letaba Estates. A very small percentage of the residents are self-employed as hawkers; selling fruits, vegetables and fast foods.

Majorities of the households in the community are unemployed and depends on government grants such as old age pension and child social grants for survival. Within the community, there is a big unused water storage reservoir, which was built by the then government to supply water to the community, it remains unutilized.

Most residents in this community are just survivalists, due to lack of quality service delivery and issues as highlighted perse. There is an irrigation scheme in the community that is presently ineffective due to water supplying problems experienced by the residents of this community.

3.4. Population

There are 400 households units at Mhangweni village. A sample of 20% (80) household units was selected for this study. The reason for selecting this small sample size was due to limited time frames.

According to Bless and Higson-Smith (2000:84) population is the entire set of objects or people, which is the focus of the research and about which the researcher wants to determine some characteristics. The populations for this study are the residents of Mhangweni community. The reason for the selection inclusion of this population was that they understand the value of water, and they are the ones who suffer the consequences if water is not supplied to them. Therefore, they know the problems and challenges first hand.

3.5. Sampling Method

A sample is the selection of a small portion of population, which represents the entire set of total population. Bless and Higson-Smith (2000:86) states that although a sample is a subset of the population, it must have properties, which make it representative of the entire population.

A non-probability or judgmental sampling technique was used, in order to identify specific groups of people who possess characteristics relevant to the phenomenon under study (Ngoatjie 1997:65). The researcher compiled a sampling frame that was representative of the target population in the community's area of jurisdiction.

Since Mhangweni is a small community with an estimated number of 400 household units. The sample constituted twenty percent of the total number of households that is eighty household units. Quota sampling was used when selecting participants from the community. The purpose for using this type of sample is to draw a sample that is as close to a replica of the population as possible and that represents the population as such (De Vos, 2002:207).

A sample of eighty participants was selected. Thirty male headed households and fifty female-headed households were selected. The reason for selecting a small sample was due to limited time and resources for completing the study.

The Greater Tzaneen Municipality officials were also selected. Officials selected for participation were those deployed in the service delivery section with working experience of more than a year. The purpose for the selection is that experienced officials would be more knowledgeable about water services delivery under investigation.

Community leaders and relevant structures were also selected. The reason for this selection was to find out the challenges and the impact they face as community leaders.

Purposive sampling allows the researcher to choose information which builds up arguments towards the success of the study. However, in this study the researcher relied on his judgment to ensure that the choice of the sample comprised element that contains typical attributes of the population that was being studied (De Vos, 2002:207). The attributes that were valid for the study are experiences of water scarcity, which are borne by community members. This sampling ensures that the sample reflects the relevant characteristics of the population.

De Vos (2005:334) stressed that in purposive sampling the researcher must first think critically about the parameters of the population and then choose a sample case accordingly. However, Newman (2006:222) indicates that purposive sampling is an acceptable kind of sampling for special situations. It uses the judgment of an expert in selecting cases or it selects cases with a specific purpose in mind.

3.6. Data Collection Method

According to Bless and Higson-Smith (2000:97), It is absolutely necessary to construct an appropriate and accurate instrument for measuring and collecting data. In this study structured interviews and group discussions were used to collect data. Bless and Higson-Smith (2000: 108) point that structured interviews ensures that respondents correctly understand the questions. Mouton (2001:197) states that interviews are also useful in ascertaining individual values, preferences, interest, tasks, attitudes, beliefs and experiences.

Data was collected using the following methods:

- Designing an interview guide.
- Conducting an interview with selected participants e.g. head of households
- Interviews with community leaders and other structures together with municipality officials.
- Researcher's observation on human behaviour.

Human behaviour helped in the gathering of observable phenomena, such as human actions. Actions like seeing residents queuing in one tap waiting for water, some pushing wheelbarrows to far away homes and others buying water from those that have a larger supply, were observed.

Questionnaires were timeously prepared and supplied to the relevant respondents, namely residents of Mhangweni community. The interviews enabled the researcher to become aware of the community's views of the topic under investigations, understand and interpret their world with reference to the impact of water scarcity on the development of the area. Observations were used as another method of collecting data in water stressed environment. Human behaviour was also observed. Interviews were used in order to explore participant's thoughts and feelings (De Vos 2002:291).

3.7. Data Collection Procedures

The researcher planned and arranged the data collection in advance. A step-by-step procedure was followed. An appointment for interviews with the Greater Tzaneen Municipality officials on water service delivery section was secured. Permission to conduct the study to interview officials was granted by the HOD on water services delivery.

Local leaders for Mhangweni community were consulted and permission was granted for residents to participate in interviews. An audiotape was used especially for the respondents who can neither read nor write. In this case, the researcher interviewed the focused group in order to capture their views in relation to the impact of water problem in their community.

De Vos (2002:340) states that after an interview the researcher must find a quiet place for note taking. Such practices will keep the data intact, complete, organized and accessible. The importance of participating and the significance of the study were clearly explained to all respondents. Suitable time and dates for interviews

were also arranged in time.

Some of the residents of Mhangweni are illiterate. Therefore, the researcher had to read the questionnaire and translate into the respondent's language of understanding. Responses were then recorded.

3.8. Data Analysis

Data analysis is conducted so that the researcher can detect consistent patterns within the data (Bless and Higson-Smith, 2000:137). According to De Vos (2002:339) data analysis is the process of bringing order, structure and meaning to the mass of collected data. In this study data were analyzed within the framework of qualitative research where according to Neuman (2006: 460) a research analyzed data by organizing it into categories on the basis of themes, concept, or similar features.

Open coding was used. Data having similar themes were noted and grouped together separately from others. Axial coding was also considered in order to cater for new ideas that may emerge during the study. This allows the researcher to organize the codes, links them and discovers key analytic categories (Neuman, 2006:462).

In line with this principle, information gathered from the completed questionnaires was grouped on the population examined, analyzed and then compared.

3.9. Ethical Considerations

According to Babbie (2001:118) ethics is a matter associated with morality. Ethical guidelines serve as standard and form the basis for the researchers to evaluate one's conduct. Respondents were requested to sign a consent form. Since the study also involved participants who are still minors, permission was requested from their parents or guardians to participate. Respondents were informed about

the purpose of the study, the importance or potential and their rights to participate voluntarily.

Participants were assured of their anonymity, privacy and confidentiality. The principle of honesty was observed throughout the study. The researcher needs to show respect to participants. He must also respect their rights with regard to:

- Anonymity, privacy, confidentiality and voluntary participation; participants were informed how data provided would be used and informed of their right to withdraw from participating at any time during the study. Participants were also assured that information given will be treated with confidentiality.
- Informed consent: the participant's permission was sought throughout the study.
- The right of research participants: participants were informed of their right to refuse to participate.
- Freedom from harm: respondents were protected and not exposed to any form of harm during the study.

Bless and Higson-Smith (2000:101) asserts that respondents must be assured that data will only be used for the stated purposes of the research and that no other person will have access to interview data. Assured of these conditions a respondent will feel free to give honest and complete information.

3.10. Limitations of the Study

The study is exploratory in nature. Therefore, its findings may not be generalized since new points may have changed the current circumstances. A larger sample should have been used, but due to limited time and financial constraints, it turned out to be difficult. Since the study has a focus area, the results may not be generalized out of the area of research.

Chapter 4

Data Analysis, Presentation and Interpretation

4.1. Introduction

This chapter presents the results of the whole study. The study investigated the impact of water problems on the development of Mhangweni community in the Limpopo province. It is divided into four sections:

Section A: Profile of respondents.

Section B: Provision of water services to the community.

Section C: Strategies towards resolving water problems in Mhangweni community.

Section D: The municipality's vision and strategies in addressing water problems at Mhangweni village.

4.2. Profile of Respondents

4.2.1. Gender

Eighty respondents were interviewed, fifty (50) female respondents and thirty (30) male respondents. Of the eighty respondents interviewed, 30 (38%) were males and 50 (62%) were females. The reason for choosing more female respondents is because women and girls are mainly pressed for walking long distances to fetch water and are also faced with cooking and washing. The percentage is illustrated in Figure 4.2.1.

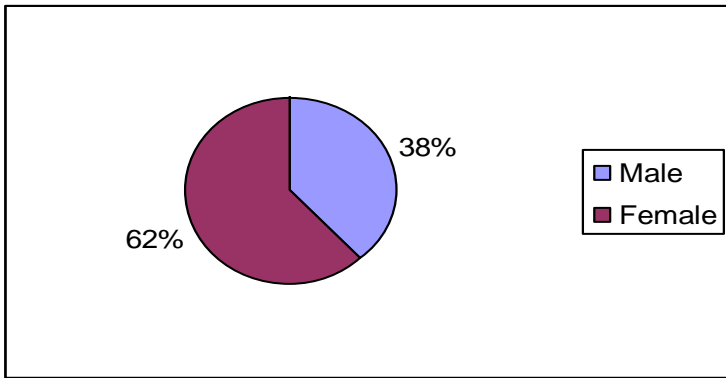


Fig. 4.2.1 Gender

4.2.2. Age

The age band for the respondents was as follows:

Ten (12%) respondents below 25 years were interviewed, fourteen (18%) respondents were between 26 and 35 years, respondents between ages 36 and 45 years were twenty four (30%), the other twenty (25%) respondents were between ages 46 to 55 and twelve (15%) respondents were over 55 years of age. Percentages for the respondent's age band are indicated in Figure 4.2.2 below:

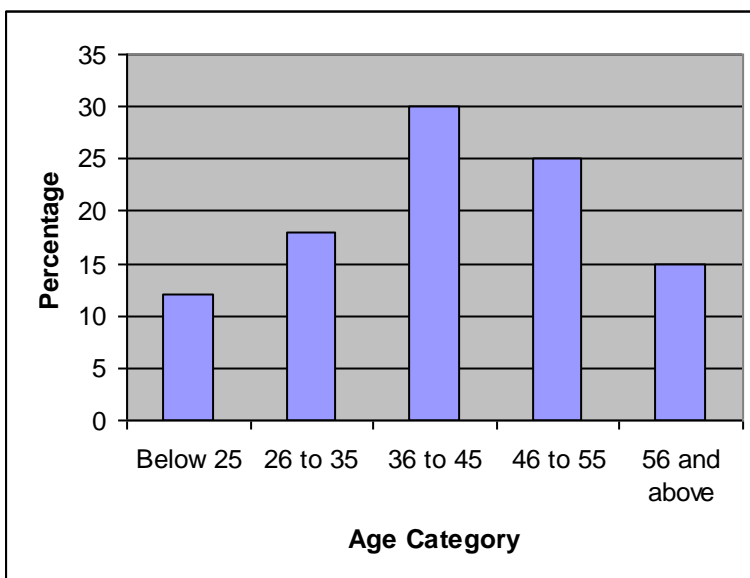


Fig. 4.2.2 Age band for respondents at Mhangweni village

4.2.3. Marital Status.

Of the eighty respondents interviewed, 20 (25%) were single (not yet married), 36(45%) were married, 5 (6%) were divorced, 7 (9%) were separated with their spouses, 8(10%) were widowed and the remaining 4(5%) were just living together with their spouses.

These results are presented in Figure 4.2.3 below:

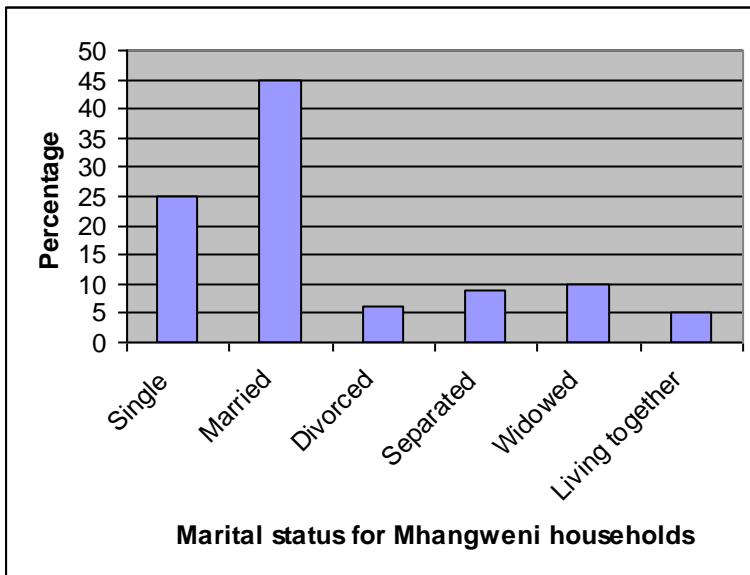


Fig. 4.2.3 Figures indicating marital status.

4.2.4. Employment Status for Mhangweni Households.

According to the data collected, Mhangweni settlement has a high rate of unemployment. Most of the heads of households are unemployed.

Of the eighty respondents interviewed, the overall statistics shows that 41(51,25%) were employed and 39 (48,75%) were unemployed. From the employed heads of households, 12 (29,3%) were formally employed working as public servants, in the nearby shops in Tzaneen and others were working in Johannesburg. Others worked as domestic helpers and another category worked casually in town and at the nearby shops.

Of the fifty female heads of households interviewed, 10 (20%) were formally employed, another 10(20%) were employed informally and the remaining 30(60%) were unemployed. From the employed category of heads of households most of them had completed Grade 12.

From the thirty male heads of households interviewed, 8(26,7%) were formally employed, 13(43.3%) were employed informally and the remaining 9(30%) were unemployed.

Of the 39(48,75%) unemployed category of households, 10(25,6%) depended on old age pension, the other 18(46,2%) depended on child support grant or foster grant and the last 11(28,2%) were survivalists: operating as hawkers selling fruits and vegetables, others cooking fast food and selling to customers, the other group travelled to Tzaneen daily to watch cars and wash them at parkings and ask for compensation.

4.2.5. Households Income.

The monthly household income for the residents was categorized into two. There were the male-headed households and the female-headed households. For the male headed households the results showed that 5(16,7%) of the respondents earned between R501-R1 000; 10(33.3%) earned R1001-R1500; 6(20%) earned R1501-R2000 and the remaining 9(30%) earned over R2000.

For the female-headed households the results showed that 2(4%) earned less than R500; 15(30%) earned R501-R1 000; 12(24%) earned R1501-1500, 5(10%) earned R1501-R2000 and another 16(32%) earned above R2000. The results are summarized in Table 4.1 and Figures 4.2.4 and 4.2.5

Table 4.1: Monthly Income statistics for Mhangweni households

MONTHLY INCOME FOR MALES	NUMBER & PERCENTAGE	MONTHLY INCOME FOR FEMALES	NUMBER & PERCENTAGE
Less than R500	0	Less than R500	2 (4%)
R501 – R1000	5 (17%)	R501 – R1000	9 (30%)
R1000-R15000	10 (33%)	R1000-R15000	12 (24%)
R1501-R2000	6 (20%)	R1501-R2000	5 (10%)
Over R2000	9 (30%)	Over R2000	16 (32%)

Source: field survey (2007)

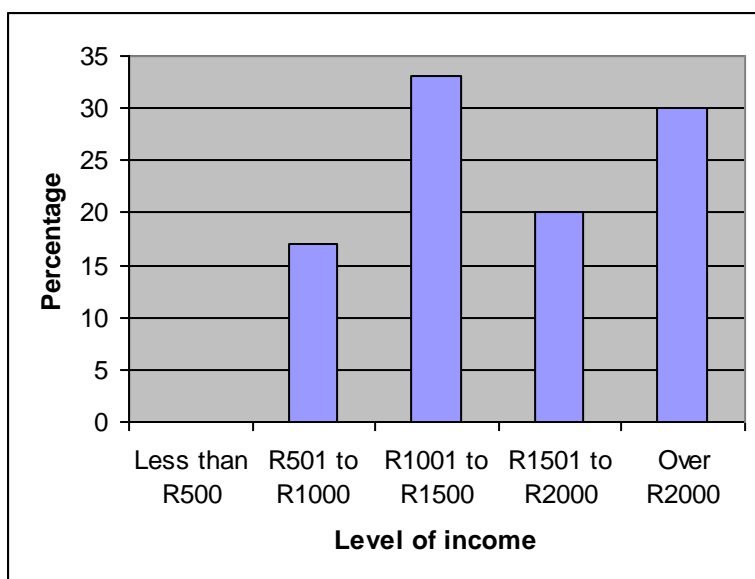


Fig. 4.2.4 Percentage for Males

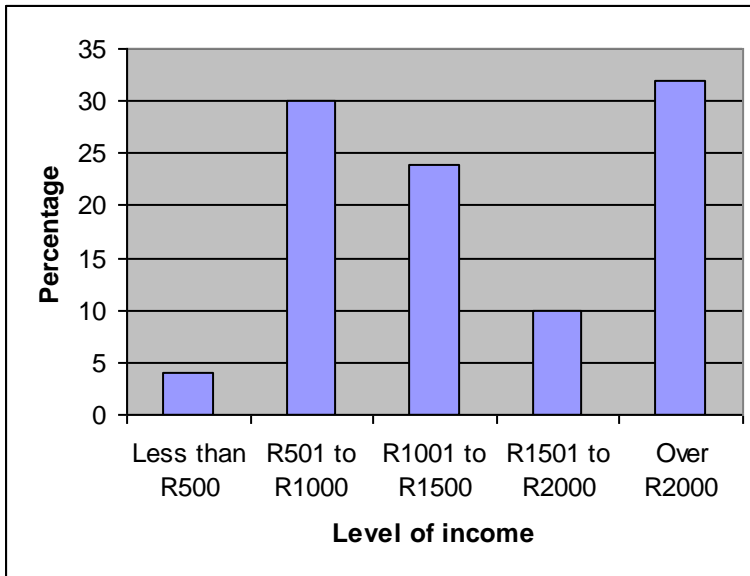


Fig. 4.2.5 Percentage for Females

4.2.6. Dependants

The research findings show that male-headed households had the following dependants: 3(10%) had less than 3 dependants, 10(33%) were at the average of 3-5 dependants, 15(50%) had 6-8 dependants and the remaining 2(7%) had more than 8 dependants. Among the female heads, 10(20%) had less than 3 dependants, 26(52%) had 3-5, 22% had 6-8 and the other 22(11%) had more than 8 dependants. These results are illustrated in Figure 4.2.6.

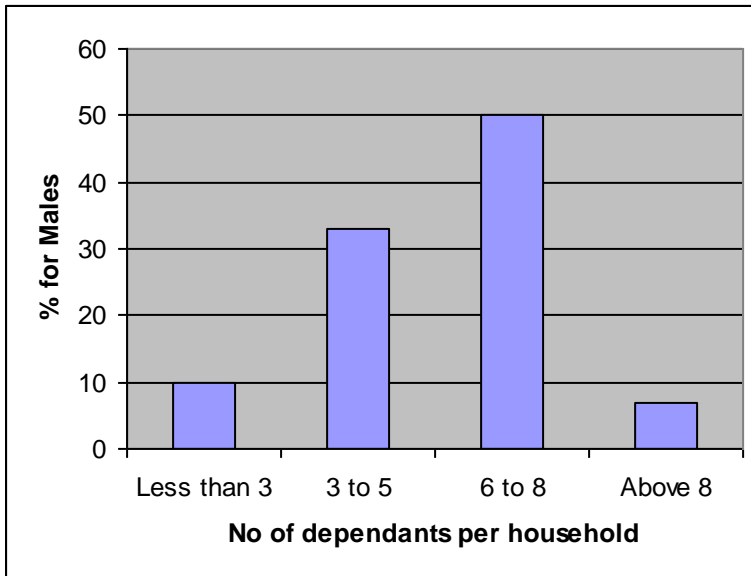


Fig. 4.2.6 Percentage for Males

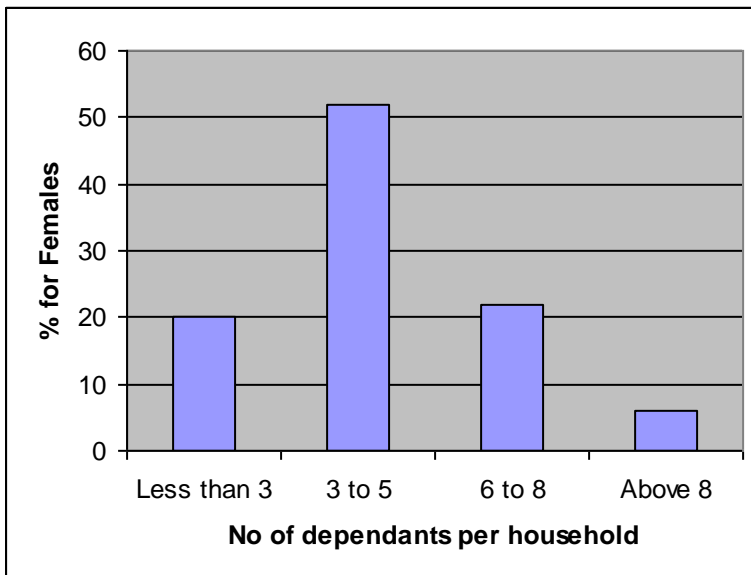


Fig. 4.2.7 Percentage for Females

4.2.7. Households and Water Uses.

The majority of respondents 64(80%) both male and female indicated that their major use for water was basically for household / domestic purposes. They mentioned drinking, cooking, bathing and washing as their primary water uses.

However, there was a small number of respondents 16 (20%) who indicated that they needed water for other activities such as crop farming, livestock farming. The Figures are illustrated in Figure below:

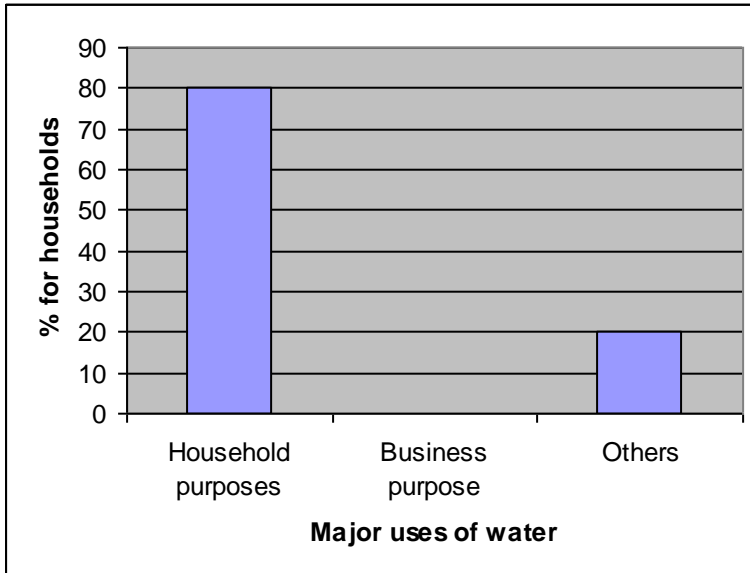


Fig. 4.2.8 Percentage for Households

4.3. Provision of Water Services to the Mhangweni Community.

4.3.1. Description of Water Services in the Community.

All the respondents, both male and female, had different perceptions with regard to water services by the greater Tzaneen municipality. Respondents from the old Mhangweni settlement indicated that they sometimes got piped water, whereas those staying at the new settlement called Matafuleni indicated that they were not supplied with water at all. A total of 40(50%) respondents indicated that they were supplied with piped water and the other 40(50%) from the new Mhangweni settlement were completely not getting water supply from the municipality.

The 40(50%) respondents indicating that they had water supply pointed out that they got it on Fridays once a week (between nine o'clock a.m and one o'clock p.m). From the very same respondents, others indicated that the supply process was not

sustainable because sometimes this water got finished before they could all access it. The remaining 40(50%) respondents indicated that they bought water from T.C. Makhubele (a community resident who has his own borehole) or bought it from the private bakkies selling water to them or sometimes pushed wheelbarrows to the neighbouring village called Rita to access water. The information is shown in Figure 4.2.9 below.

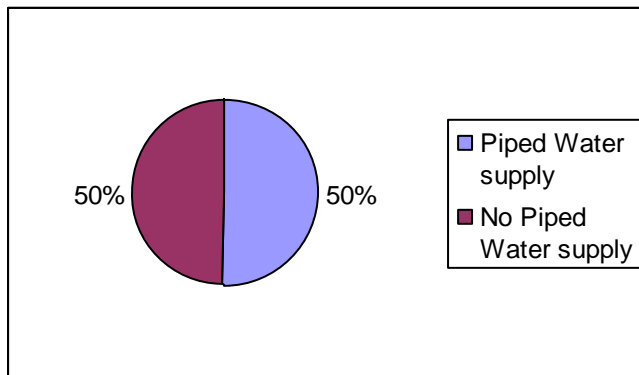


Fig. 4.2.9: water supply

4.3.2. Demand and supply for water at Mhangweni community.

All respondents, both male and female indicated that they needed water for their survival. They even indicated the quantity needed, 20(66,7%) male respondents said that they could be satisfied if they had 3750 litres of water per month, 9(30%) indicated 6000 litres and the other 1(3,3%) needed 7500 litres per month.

For female respondents, 18(36%) mentioned that they needed 6000 litres of water per month and the remaining 32(64%) stated that they needed up to 7500 litres of water per month. According to all female respondents, their average demand for water was very high as compared to male respondents. This is because they were responsible for using water in many domestic activities such as cooking, washing etc. However all respondents indicated that what they demand was that for the municipality to supply them with water like other communities having access to water.

In response to the question regarding satisfaction of water supply processes by municipality, all the 80(100%) both male and female respondents indicated their dissatisfaction in terms of the water supply process.

The challenges faced by households regarding the supply process is that, 40(50%) of all respondents (both male and female) believed that they were completely ignored by the municipality because the community leadership did not seem to address their problem. And this problem hampered their involvement in developmental activities such as brick making and other household activities. Others mentioned that some municipal officials were inexperienced and unskilled but were occupying senior positions. For them (respondents) it was a problem because these officials were not delivering as expected. The remaining 40(50%) respondents pointed out that the municipality must just improve their service by supplying water on daily basis.

However all respondents 80(100%) mentioned that the issue of buying water really affected them, especially because other communities around had piped water supply. Challenges regarding the payment of water and the cost price, half 40(50%) of the respondents, both male and female indicated that they bought water at a cost of R1,00 per 25 litres. they also mentioned that this was expensive for them ,as sometimes they were unable to raise enough money to buy the required quantity of water in their households.

The other 37(46,25%) indicated that they didn't buy water. They wait for Fridays to get piped water. However, they also mentioned that they sometimes experienced problems because the quantity supplied was not enough. The remaining 3(3,75%) respondents mentioned that sometimes they bought water, specially if they did not manage to get the piped water. They then hired bakkies at a cost of R50,00 to get water for them in the nearby villages.

In response to the water supply process, the Greater Tzaneen Municipality officials

indicated that they were trying their best to address the water problem in the community. They (municipality) mentioned that the available boreholes also help in supplying water to the community. However, they acknowledged that the boreholes were too small to supply water on daily basis. Another challenge mentioned by the municipality officials was the issue of vandalism on the existing water taps in the community. According to the officials vandalism and theft were some of the identified problems which hampered the water supply process.

Table 4.2. Demand for water services (in litres per month) for the Mhangweni households

	3750 litre \ month	6000 litre \ month	7500 litres
Male	20 (66,7%)	9 (30%)	1 (3,3%)
Female	0	18 (36%)	32 (64%)

Source: Field Survey (2007)

Challenges regarding the payment of water and cost price were that, half 40(50%) of the respondents, both male and female indicated that they bought water at a cost of R1,00 per 25 litres. They also mentioned that this was expensive for them, as sometimes they were unable to raise enough money to buy the required quantity of water in their households. The other 37(46,25%) indicated that they didn't buy water. They waited for Fridays to get piped water. However, they also mentioned that they sometimes experienced problems because the quantity supplied was not enough.

The remaining 3(3,75%) respondents mentioned that sometimes they bought water, especially if they did not manage to get that piped water. They then hired bakkies at a cost of R50,00 to get water for them in the nearby villages.

4.3.3. The Impact of water problems in the community.

All respondents 80(100%), both male and female said that these water problems had negative effect on them as households.

Concerning the economical impact of water problems on households, 79(98,75%) respondents cited that it drained a lot of their money which they were supposed to use it for something else, such as ; buying food and clothes. Another 1(1,25%) of the respondents explained that they were not economically affected because both of them (husband and wife) were professional workers and had a borehole but they do felt pity for other households.

A large proportion 80(100%) of the respondents indicated that they were socially affected. This water problem affected them differently; some 45(56,25%) of the respondents have to walk long distances pushing wheelbarrows and their cleanliness was also affected. 16(20%) of the respondent indicated that it affected their participation in community projects, 14(17,5%) mentioned the fact of unreliability regarding the supply process, the other 3(3,5%) mentioned the issue of health hazard indicating that they bought water and reserved it for some few days wherein they sometimes noticed germs in the water. The remaining 2(2,5%) indicated that this water problem sometimes affected their time plan for staying with their families.

In response to the question regarding how the water problems affected the education of learners in the community, almost 78(97,5%) respondents indicated that learners were highly affected. They mentioned, that school children, particularly girls were pressed into service to travel long distances in order to collect water, sometimes unsuccessfully, and this meant missing school the following day as they would not have water for washing and bathing. 2(2,5%) respondents believed that water problems had no impact on the education for learners.

About 40(50%) of the total respondents, both male and female, believed that their

agricultural skills were affected by the water problem. They mentioned that the community irrigation scheme had collapsed because there was no water available to irrigate. Some respondents mentioned that they sold their vegetables which were helping them to buy bread for their children. Others also indicated that their expertise and interest on farming were being wasted. The other 40(50%) claimed that they were not affected.

Thirty-two(40%) of the total respondents indicated that the community had a chicken farming project. However, the project did not last longer because of theft and water problems. The other 48(60%) respondents were silent about the other impact caused by water scarcity in their community. They did not comment on that. The figures are shown in Table 4.3 below.

Table 4.3. The impact of water problem on the Mhangweni households

Impact	% affected	% not affected
Economical	98,75%	1,25%
Social	100%	0
Access to education	97,5%	2,5%
Agricultural skills	50%	50%
others (chicken farm project)	40%	60%

Source: Field Survey(2007)

4.3.4. Other services (related to water) and their effect on the community.

In response to the question regarding their satisfaction with other services like electricity supply and RDP houses, from the municipality, half 40(50%) of the respondents, both male and female, indicated that they did not have electricity in their households. They stated that they struggled to cook as they were using firewood. Others mentioned that they are obliged to buy paraffin stoves to use

them for cooking and this was costly for them. The remaining 40(50%) respondents, both males and females, indicated that they had electricity.

In response to the question regarding the RDP houses, 77(96,25%) respondents indicated their dissatisfaction with housing services. They mentioned that only eleven RDP houses were built by the municipality. According to these respondents, many heads of households were living in poverty and could not afford to build quality houses for themselves.

One respondent said “we cannot attract good investors here, look, we have no water, no electricity, no RDP houses, nothing”. He also believed that this problem affected their community development.

Only 3(3,75%) of the total respondents (both male and female) indicated that they were satisfied with RDP service provision from the municipality. They mentioned that there was a new list covering another 39 households who would benefit new houses, for them, this is a sign of improvement regarding service delivery.

4.3.5. Priority Services.

Forty-three (86%) female respondents ranked water as their first priority. They mentioned that water was life; therefore, they could not survive without it. The other 3(6%) ranked electricity as their most needed services. They mentioned that they could not afford buying firewood; they would rather pay for electricity and use it for many domestic activities. The other remaining female respondents ranked 4(8%) to each of the following: roads and RDP houses, as some of the services they needed.

Male respondents, 18(60%) prioritized water as highest, followed by electricity at 6(20%), roads and RDP houses were each ranked 10%.

Table 4.4: Priority service needed by Mhangweni households.

	Water	Electricity	RDP houses	Roads	Security
Male	18 (60%)	6 (20%)	3 (10%)	3(10%)	0
Female	43 (86%)	3 (6%)	2 (4%)	2 (4%)	0

Source: Field Survey (2007)

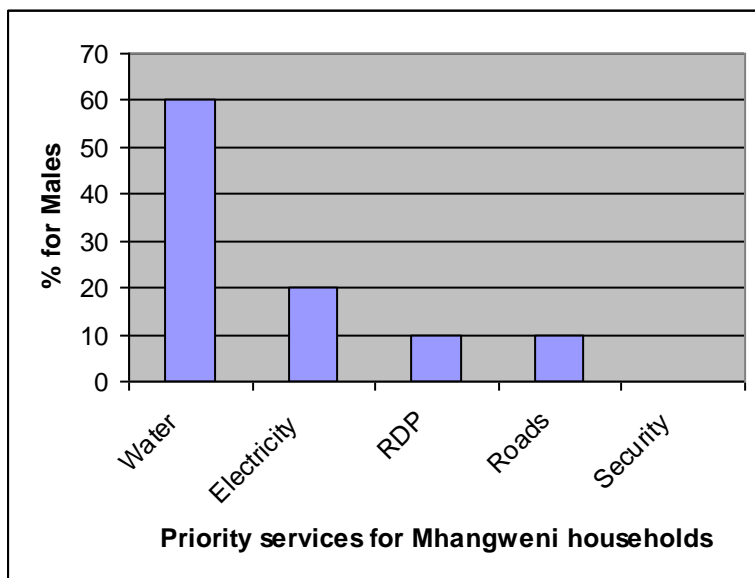


Fig. 4.2.10 Percentage for Males

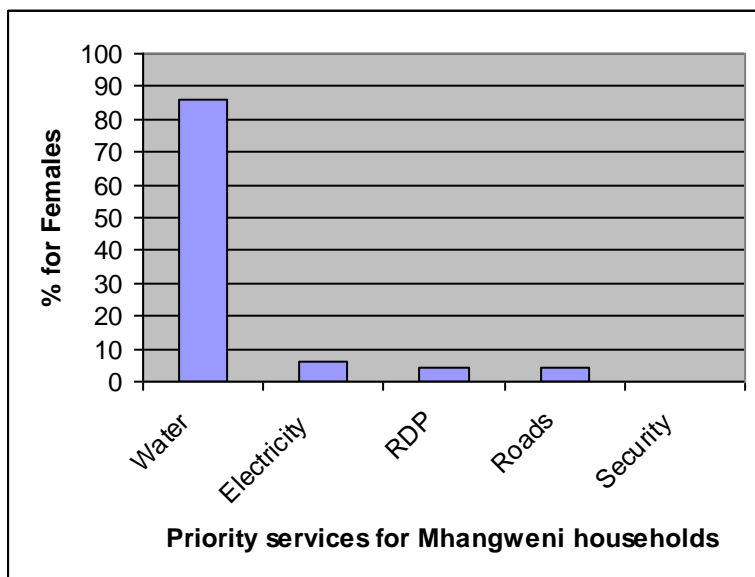


Fig. 4.2.11 Percentage for Females

4.3.6. Infrastructural issues in Mhangweni community.

Respondents seemed to have different views, on infrastructural issues. The majority (85%), both males and females respondents indicated that water pipes were fully installed in the community. They also indicated that a water reservoir is also available. A minority 12(15%) of the respondents mentioned that they were uncertain about the availability of water pipes in the community. No reasons were given for their choice.

When asked if they were willing to pay for water services, 26(86,7%) of the male respondents indicated that they would pay. The other 4(13,3%) mentioned that they could not pay because they were unemployed. However, they also stated that if they got employment, they would pay for the services.

Among the females, most 35(70%) respondents showed their willingness to pay. The other 12(24%) cited that they were not sure because they were unemployed. Almost 3(6%) of the female respondents said they would not be able to pay. They mentioned that they were unemployed and depended on child grants which were too little to cater even for the children's needs.

The summaries of responses are provided in Table 4.5 below. In response to the question regarding the collapse of the community agricultural scheme, half of the respondents 40(50%) both male and female, mentioned that it was because of the water pump which had been stolen.

Table 4.5 Households willingness to pay for water services.

	Yes	No	Not sure
Male	26(86,7%)	4(13,3%)	0
Female	35(70%)	3(6%)	12(24%)

Source: Field Survey (2007)

4.4 The Greater Tzaneen Municipality Strategies in Addressing Water Problems in Mhangweni Community.

The Greater Tzaneen Municipality key officials on water service section and the ward councillor were interviewed because Mhangweni community is within their area of jurisdiction. All respondents acknowledged that the municipality had a constitutional mandate to supply water and other services to communities.

4.4.1. The Greater Tzaneen Municipality's vision of water service delivering.

In response to the question regarding the municipality's vision for water service delivery, all respondents indicated that their vision was to be the fastest growing economy in Limpopo where all households had access to basic services. They also mentioned that Mhangweni community was already planned for the year 2008 to be fully serviced with piped water. They indicated that by 2010 all households must be having portable water supply.

4.4.2. Activities conducted by the Greater Tzaneen Municipality in addressing water problems at Mhangweni settlement

When asked about what they had actually done for the past five years to supply water to the community, all respondents cited that there were several catch up plans they were engaged in; the following were mentioned:

- They were coordinating well with the Department of Water Affairs and Forestry which sent water trucks to all identified communities with water problems (including Mhangweni) to supply water on weekly basis.
- The two electrical water – pump machines were also supplying piped water to the Mhangweni households.
- The project for a main pipeline from Tours dam to Mhangweni and other communities would soon kick - start as a means of solving water problems.

In response to the question regarding the number of households they supplied water to Mhangweni community, the ward councillor indicated that they supplied piped water to 210 households. He also pointed out that the other households were benefiting from the tucks which delivered water on weekly basis.

In response to the question regarding whether they had a strategic plan to solve water problems, all respondents including the ward councillor indicated that the plan was in place. They cited that they were planning to upgrade the Nkowankowa purification scheme in order to supply all communities with portable water.

4.4.3. The challenges faced by the G.T.M in improving water services in the community.

All respondents 80(100%) complained about lack of funds. They mentioned that they did not have enough money to address all service back logs to communities within a year. The legacy left by the apartheid government, especially on infrastructural issues and the capacity in black communities was mentioned as another challenge. Theft and vandalism was one of the challenges at Mhangweni settlement. All respondents mentioned that there had been many reported cases of theft and vandalism of water taps and water pumps in the community. However, as Greater Tzaneen Municipality they indicated that they were busy educating communities to take care of the goods in their communities.

4.5. Synthesis of Issues

This chapter has interpreted and analyzed the impact of water problems at Mhangweni Community and has given an overview of the challenges faced by the community. From the analysis of responses from Mhangweni households, it is clear that all respondents regarded water as a basic need. The municipality respondents on water service section also acknowledged the necessity of each community to have access to clean water. The greatest challenge faced by the Greater Tzaneen Municipality in this respect was to supply portable water to the community as a way of fulfilling their constitutional mandate.

Chapter 5

Discussion of the Findings

5.1. Introduction

This chapter presents the findings of the research. The discussion will be based on the responses given by thirty male respondents and fifty female respondents residing at Mhangweni community, the community ward councillor and the Greater Tzaneen Municipality key officials on water service delivery section.

5.2. Employment Statistics, Households' Income and Access to Water Services at Mhangweni Community.

The employment statistics of the Mhangweni shows that the total number of employed households are not that much higher as compared to the unemployed households. This indicates that the community had people who were working and whom the researcher believed that they deserved water services for health purposes. A remarkable observation on employment statistics is that the unemployed households were desperately in need of jobs in order to improve their standards of living.

The level of income of the Mhangweni households indicated that most of them earned between R1001 and R1500 per month. This shows that most of the households do not earn good salaries; However, it was also observed that they were prepared to use the little money they had to pay for water services.

Regarding the access to water services, the Constitution of the Republic of South Africa states that all people have the right to access water. The researcher observed that the Mhangweni households were not equally serviced. There was no regular water service provision that the households were receiving from the

municipality. The community ward councillor confirmed that there was inequality in terms of access to water services in the community. He (the councillor) stated that the municipality was extending the service provision by forwarding water trucks to the community to supply water.

The municipality should strive to service communities on equal basis. This may improve community participation by households towards development. It was also observed that the unemployment statistics of the households has social and economic impacts on community development. The unemployed households had lost faith in the development of the Mhangweni settlement.

5.3. Households and Water uses at Mhangweni

From the information gathered, the findings on households and water uses revealed that the community used water mainly for domestic purposes. It has been observed that many households were experiencing water problems, which resulted in others having devised their own strategies to cope with this scarcity; e.g. using boreholes on developing their own water storage systems. To other households, this has been observed to be a health hazard, especially their storage systems. Apart from domestic water uses, some respondents used water for crop farming and livestock farming.

5.4. Provision of Water Services.

The Constitution of the Republic of South Africa guarantees the right of all people to have access to basic services such as water, housing and health care. It further gives powers to the local government to ensure the provision of services to communities in a sustainable manner.

From the data and analysis presented in the previous chapter, the situation at Mhangweni community is unstable. The community has no regular water service provision. Many of the households struggle to have access to water due to the

distance they have to walk to get water or owing to lack of money to buy this water. Others suffer because of the unreliability in the provision of water services. In this regard, the community ward councilor pointed out that the municipality was working hard on this matter by providing water to households using water trucks. Many of the household respondents, particularly the working class, were prepared even to pay for water services. This suggests that if the municipality could introduce meter readings in the area, the households would afford to pay for water services.

5.5. Demand for and Supply of Water services for the Mhangweni Households.

All the Mhangweni households interviewed indicated their dissatisfaction with regard to water supply. They highlighted that their demand for water was completely unmet. The quality supplied was very low as compared to their needs. A notable difference in demand for water services between male and female respondents was observed. Female respondents needed more water as compared to males, the reason pointed out for this was that females were the ones mostly involved in domestic use of water services.

It has also been noted that the households were highly affected as they were unable to satisfy some of the water-demand activities. Paying for water also posed problems to certain community households, especially the unemployed category.

The fact that the Mhangweni households had water problems and demanded higher supply was known to the municipality. The simulation results in Table 4.2.demonstrates the demand for water services by Mhangweni households.

This suggests that the G.T.M need to refer to its constitutional mandate, probably, other measures (such as service outsourcing) would have to be envisaged.

5.6. The Impact of Water Problems in the Community.

The impact of water problems is said to have affected the Mhangweni households

in many aspects such as social, economical, educational and the household's participation in developing the community. Households of Mhangweni were economically affected; some of them were unemployed and could not afford to pay for water services. The water problem also had a bearing on poverty in the community. Households were supposed to use water for brick- making as a way of creating jobs or building shelter for themselves. However, this water problem was hampering such activities.

Most of the children in the community remained alone at home during the day while their parents were at work. Others lived with their grannies that were too old to push wheelbarrows carrying buckets of water. There was a social impact to the households, irrespective of their old age, their working environment and their youth status, they all needed water which is difficult for them to access. Others had to walk long distances searching for water and this was socially unethical in terms of the constitution of the Republic of South Africa.

The results from the preceding chapter demonstrates that most of the school learners found it difficult to attend school regularly, particularly girls as they were pressed into the service to travel long distances to fetch water. Others completely absented themselves from school claiming to be searching for water.

One of the school educators in the community pointed out that the water problems had a negative impact on some learner's performance and their school attendance. This suggests that both the community and the school visualized this water problem on the same level.

The collapse of the community agricultural scheme was seen to be a serious problem in the community. According to the findings, the scheme was helping them as they were producing vegetables that they sold to the public. Households who enjoyed farming complained indicating that the water problem had robbed them of the opportunities to participate in farming.

Some respondents indicated that their health was threatened because of the water

problems. They mentioned the scarcity of water for doing domestic activities such as bathing, washing and drinking. All these aspects demonstrate the magnitude of water problems and the impact it has on the development of the Mhangweni community.

5.7. Priority Services Needed in the Community

There was a notable high priority need for water services in the community. All households' respondents, both male and female, had prioritized water first. However, female respondents prioritized water by a higher percentage (85%). RDP houses, electricity roads and security were generally prioritized at 5% each.

For male respondents, the same prioritization was also noticed. A noticeable difference was that male respondents prioritized water at 65% and 25% for electricity, while RDP houses and roads were looked upon as general priorities rating 5% each.

5.8. The Municipality's Strategies in Addressing Water Problems

According to the community ward councillor, the Greater Tzaneen Municipality had a catch-up plan strategy which addressed the backlog in water provision. He mentioned that two electrical water pumps were used to supply water to 210 households. The remaining households were supplied with water once a week through the use of water trucks.

All respondents stressed that a strategic plan is in place. They also indicated that they planned to upgrade the Nkowankowa purification scheme in order to supply water to all communities in their area of jurisdiction. The project for a main water pipeline from Tours dam to the nearby communities, Mhangweni included was seen to be another water solving strategy in the community.

5.9. The Challenges Facing the G.T.M. in Addressing Water Problems at Mhangweni

According to the municipality key officials and the community ward–councillor, the challenges faced by the municipality were very big. The challenges mentioned included; lack of funds, lack of infrastructure and capacity, theft and vandalism in the community.

The biggest challenge was lack of funds to address the backlog on the provision of water. Issues of infrastructure and capacity in the community had received attention, as plans to overcome this challenge is at an advance stage, because community members were already capacitated with skills related to development in their communities. Stand pipes and a water reservoir were in place at Mhangweni village.

The other challenge mentioned was vandalism and theft in the community. In this regard, the respondents indicated that there were awareness education programmes in the community to alert households about the importance of caring about their goods such as water taps, water pumps, water reservoir, etc.

Another challenge that needed special attention was the issue of infrastructure, particularly in disadvantaged communities. Consultation with community members and careful prioritization could help the Greater Tzaneen Municipality to have a break-through to most challenges.

Chapter 6

Conclusion and Recommendations.

6.1. Introduction

This chapter contains the conclusions which are based on the empirical data and the theoretical aspects obtained during the research. Lessons learnt by the Greater Tzaneen Municipality should influence the future policy and planning regarding the provision of water services to all communities within the municipality's area of control. Recommendations are made only on certain critical issues.

6.2. Recommendations

There is a great need for the Greater Tzaneen Municipality's intervention with regard to water crisis experienced by the Mhangweni households. Previously, Mhangweni was under the control of the former Gazankulu homeland, and it was the duty of that government to supply water to communities. Presently, the GTM is in charge, and therefore, it should see to it that the water problem is addressed.

The GTM should consult the Mhangweni households in order to plan jointly the future of the community with regard to service provision. Boreholes and water pumps should be urgently attended to in order for all households to have access to water.

Additions of water stand pipes, especially at Mhangweni extension (Matafuleni) need urgent attention. It is also recommended that the municipality supply water three times a week with their water trucks. A need for building another water reservoir at Mhangweni is of paramount importance.

This will be of great value because the available reservoir is unable to store

enough water for the households, let alone their increasing number of population in the community.

Another alternative that could help is for the GTM to speedily begin with the project of getting water from Tours dam, (which is about 26 kilometres west of Mhangweni). This could solve the problem because according to the researcher's observation the dam has enough water to supply many communities.

The need for community participation in decision- making and planning for service provision is seen to be necessary. The GTM needs to involve communities when planning, this will help households feel as part of their development and they would protect and take care of their own development.

The Greater Tzaneen Municipality should establish partnerships with other stakeholders such as private sectors, particularly the Rand Water and the Department of Water Affairs, in order to address the water provision backlog to communities within its jurisdiction. The Municipality has to ensure that its plans are feasible and sustainable. A further challenge to the GTM is that it should take into consideration the provisions in the Constitution which guarantee basic rights like access to basic services while ensuring that its planning, budgeting and performance monitoring are integrated. Also it has to adhere to the notion of co-operative governance and democratization.

Regarding payment for water services, the beneficiaries must pay for the services they receive in order to enable the municipality to sustain such service provision and also expand them to more rural sections within its area of jurisdiction. The GTM must also make sure that services are effectively monitored because in the end this has a major effect on the cost of services.

Communication between the Greater Tzaneen Municipality and the Mhangweni residents needs to be addressed. This can be achieved provided the ward councillor and the community leadership coordinate the households to attend

community meetings. In addition, the ward councillor must explain to the households the importance of attending community meetings and the disadvantages of missing such meetings. Appointment of qualified and skilled workers must be encouraged. The success of this endeavour will improve quality and accelerate service provision to communities.

Needs for other services such as electricity supply, building of RDP houses and construction of roads should also be urgently provided. Good roads would improve access to the community. RDP houses would reduce the problem of shelter, especially for the vulnerable households, and the provision of electricity to enhance the community development.

6.3. Conclusion

South Africa is currently experiencing a serious crisis in the area of provision of water services. The Greater Tzaneen Municipality is also a candidate to this problem. The nature of the problem at Mhangweni has proved to be detrimental to the household's participation in the development of the community. The magnitude of this problem has an undesirable bearing to community development. The implementation of new plans and strategies are urgently needed to sort out the water crisis. The GTM and the community households must jointly work together in order to succeed in their development endeavours.

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APPENDIX 1

Questionnaire for Households.

The purpose of this questionnaire is to gather information on:

The impact of water problems on the development of Mhangweni Community, Limpopo Province.

the results of the study will be used for academic purposes only. confidentiality and anonymity will be observed throughout the study.

SECTION A: Profile of Respondents:

N.B: Please tick the relevant box.

1. Gender

1.	Male	
2.	Female	

2. Age

1.	Below 25 years	
2.	26-35 years	
3.	36-45 years	
4.	46-55 years	
5.	Over 55 years	

3. Marital Status

1.	Single	
2.	Married	
3.	Divorced	
4.	Separated	
5.	Widowed	
6.	Living together	

4. Employment status

1.	Employed (formal)	
2.	Employed (informal)	
3.	Unemployed	

5. Level of income per month per household in rands.

1.	Less than 500	
2.	501 - 1000	
3.	1001 - 1500	
4.	1501-2000	
5.	Over 2000	

6. Dependants: How many dependants are in the household?

1.	Less than 3	
2.	3-5	
3.	6-8	
4.	Over 8	

7. Indicate your major uses of water.

1	Household purposes	
2	Business activities	
3.	Other (specify)	

SECTION B: Provision of Water Services to the Community.

8. Do you have water services in your community?

1.	Yes	
2.	No	

If Yes, describe the type of services.

Is the water supply process satisfying the demand of the community?

If No to **question 8**, how do you get water? (Who are the service providers)

9. What problems do you experience in getting that water?

10. How much do you pay for the water services?

11. What challenges do you have with regard to payment for water services?

12. How do the problems of water affect you as a household?

13. How are you economically affected by this water problem?

14. Does this water problem have an impact on your social life?

1.	Yes	
2.	No	

If Yes, how?

15. Does this water problem affect the education of learners in the community?

1.	Yes	
2.	No	

If Yes, how?

16. Does this water problem affect your skills in agriculture?

1.	Yes	
2.	No	

If Yes, how?

17. Do you think this water problem (if any) have an impact on the development of Mhangweni community?

1.	Yes	
2.	No	
3.	Not sure	

If Yes, how?

18. Other than water services are you satisfied with other services like electricity supply and /or low income houses (RDP houses)?

1.	Yes	
2.	No	

If No, why?

19. Below is a list of services, which ones do you think must be urgently made available to the community of Mhangweni , (tick the most important three).

1.	Electricity	
2.	Water	
3.	Roads	
4.	Security	
5.	RDP houses	

Others, specify:

20. Do you have water supply pipes fully installed in your Community?

1.	Yes	
2.	No	
3.	Not sure	

21. If the Municipality decides to install meter readings for water supply in your community, will you be in a position to pay for the services?

1.	Yes	
2.	No	
3.	Cannot pay	

If No, why?

22. Mhangweni used to have an agricultural irrigation scheme. What led to the collapse of the scheme?

23. Are you aware of the procedures, to be followed in order for your community to have access to services?

1.	Yes	
2.	No	
3.	Not aware	

SECTION C: Strategies Towards Resolving Water Problems in Mhangweni Community.

24. What has the community done about your water problems?

25. Have you ever approached the Municipality and other relevant stakeholders to highlight your problem?

1.	Yes	
2.	No	

If Yes, what was the response?

26. What do you see as hindrances/ obstacles to resolving your water problems?

Your contribution is always appreciated. Thank you.

APPENDIX 2

Questionnaire for the Municipality Key Officials

The purpose of this questionnaire is to gather information on:

The Impact of water problems on the development of Mhangweni Community, Limpopo Province.

The results of the study will be used for academic purposes only. Confidentiality and anonymity will be observed throughout the study.

1. As a Municipality what is your Mandate of supplying water to communities?

2. What is your vision for this community in terms of water service delivery?

3. In this community how many households are you supplying with water?

4. What have you actually done for the past five years to supply water to the Mhangweni Community?

5. Do you have a strategic plan to solve the water problems?

1.	Yes	
2.	No	

If Yes, how?

If No, why?

6. What challenges do you face as a Municipality in improving services?

Your contribution is always appreciated. Thank you.