

TABLE OF CONTENTS

Declaration	i
Acknowledgement	ii
Abstract	iii
List of Acronyms	v
List of Figures	vii
List of Tables	viii
List of Graphs	x

CHAPTER 1 : BACKGROUND OF THE STUDY

1. 1 Introduction/ Background of the Research Problem.....	1
1.2 Statement of the Problem	5
1.3 Aim of the Study.....	8
1.4 Objectives of the Study.....	8
1.4.1 Primary Objective.....	8
1.4.2 Specific Objectives.....	9
1.5 Research Questions.....	9
1.6 Research Design	10
1.6.1 Choice of Design.....	10
1.6.2 Rationale for Design Choice.....	11

2. CHAPTER 2 : LITERATURE REVIEW

2.1 Legislative and Policy Framework.....	12
2.2 Hierarchical responsibilities for Municipal Infrastructure Service Delivery..	17
2.2.1 National Perspective.....	17
2.2.2 Provincial Perspective.....	20
2.2.3 Local Perspective	22
2.3 Principle Governing the Delivery of Sustainable Municipal Infrastructure.....	25
2.4 Planning Process and Community Participation.....	29
2.5 Essential Municipal Services.....	34
2.5.1 Water and Sanitation.....	34

2.5.2 Electricity.....	38
2.5.3 Housing.....	41
2.5.4 Roads and Storm Water.....	44
2.5.5 Waste Management.....	47
2.6 Definition of Concepts.....	48
2.6.1 Municipal Service Delivery.....	48
2.6.2 Municipal Infrastructural Development.....	49
2.6.3 Municipal Income Structure.....	50
2.6.4 Financial Grant and Subsidies to Municipalities.....	52
2.6.5 Municipal Infrastructure Backlogs.....	58
2.6.5.1 Apartheid Backlog.....	58
2.6.5.2 Housing Backlog.....	59
2.6.5.3 Maintenance Backlog.....	59
2.6.5.4 The 'Infrastructure for growth' Backlog.....	60
2.6.6 Public Private Partnerships (PPPs).....	61

3. CHAPTER 3 : RESEARCH METHODOLOGY

3.1 Introduction.....	67
3.2 Study Area.....	68
3.3 Population of the Study.....	71
3.4 Economic Growth.....	74
3.5 Sample Size and Selection	76
3.6 Data Collection Method.....	77
3.7 Data Analysis Method.....	81
3.8 Ethical Consideration.....	82

CHAPTER 4 : RESEARCH FINDINGS

4.1 Introduction.....	84
4.2 Summary of Key Findings as per Financial Year.....	85
4.3 Detailed Analysis of Findings on Essential Services.....	91
4.3.1. Water and Sanitation.....	91
4.3.2. Electricity.....	95
4.3.3. Housing.....	99

4.3.4. Roads and Storm Water.....	103
4.3.5. Waste Management.....	107
4.4. Development Impact on Services Rendered.....	110

CHAPTER 5 : CONCLUSION AND RECOMMENDATION

5.1 Conclusions.....	112
5.2 Recommendations.....	116
5.2.1. Project Management Office (PMO).....	116
5.2.2. Development of Service Norms and Standards.....	116
5.2.3. Regular Consultation, Communication and Accountability.....	117
5.2.4. Development of Training Manuals for Education and Awareness Programme.....	117
6. References.....	118

Annexure A- Research Questionnaires/Instrument