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**GOVERNANCE AND SERVICE DELIVERY PROTEST IN BITOU MUNICIPALITY**

**A research report submitted to the faculty of Commerce, Law and Management, University of the Witwatersrand in partial fulfillment of the requirements for the Degree of Masters of Management in the Field of Security Management**

**By**

**Thulani Valentine Mkhabela**

**March 2013**

## DECLARATION

I declare that this report is my own and unaided work. It is submitted in partial fulfilment of the requirement for the degree of Masters of Management in the field of Security Management in the University of the Witwatersrand, Johannesburg. It has not been submitted before for any degree or examination purposes at any other university.

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**Thulani Valentine Mkhabela**

**March 2013**

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In conclusion I give glory to the Almighty God for rewarding me with strength and guidance during this study.

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## DEDICATION

This study is dedicated to my family members, my Wife, Sbongile, and our Children Palesa, Angela, Thandeka and Junior Mkhabela for their patience and support during the course of the study. When I was away from home for the greater part of my studies they sacrificed their happiness for my achievement.

I once again pray that God will continue to protect, guide and help them through their busy lives.

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## LIST OF ABBREVIATIONS

AG Auditor General

ANC African National Congress

CoGTA Co-operative Governance and Traditional Affairs

CHS Commission on Human Security

CPP Centre for Public Participation

DA Democratic Alliance

DoRA Division of Revenue Act

HDR Human Development Report

IDASA Institute for Democracy in South Africa

IDP Integrated Development Plan

LED Local Development Plan

OECD Organization for Economic Co-operation and Development

PMS Performance Management System

QMQ Qcina Mhlali Qcina

QoG Quality of Governance

RSA Republic of South Africa

SALGA South African Local Government Association

SANCO South African National Civic Organization

UN United Nation

UNDP United Nation Development Program

UNTCAD United Nation Conference on Trade and Development v

## ABSTRACT

Soon after the ANC acquired the leadership of this country there has been a series of service delivery protests in most of the municipalities. Several studies have sought to explain the causes of these protests and many have come to the conclusion that they are caused by the slow pace of delivering houses, electricity water and sanitation to the local communities. Most of the existing work has discussed the problem from the point of view of politicians and members of the community. To date, no research has elected to focus on the view of the employees of the municipalities to which the grievances are mostly directed. Using a qualitative research that surveyed municipal managers, ordinary employees as well as community members in Bitou Municipality, this study argues that poor governance, structural reasons, social reasons, systematic reasons are some of the causes of service delivery protests in the municipalities. The research has also uncovered a litany of reasons that contribute to service delivery protests and government practice which fuel support or hinder service delivery.

**Key Words:** Service Delivery Protests, Governance, Bitou Municipality, KwaNokuthula, Council

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