

https://dspace.org/

# Stakeholder perceptions on the role and effectiveness of networking forums in promoting partnerships' and integrated service delivery between government and non-profit sector organisations : the case of Nelmapius Forum in the North Rand Region Pretoria.

**Mafetsa, Sarah Moyagabo**

**2012-08-27**
http://hdl.handle.net/10539/11836

Downloaded from a DSpace repository. https://dspace.org/

## DECLARATION

I, Sarah Moyagabo Mafetsa declare that this research report is my own work. The report has not been previously submitted to another university for degree purposes.

_____

**Sarah Moyagabo Mafetsa**

## ACKNOWLEDGEMENTS

To God the Almighty, You are my Alpha and Omega and in You I trust:
To my Supervisor Mr Victor Chikadzi for your continued supervision and patience, you made this work possible:
To all the participants for participating in the study:
To the Department of Health and Social Development and my direct superiors Ms Lesego Motau, Siphiwe Matsimela, Lolo Mohlala and my supervisor Ms Nikelwa Ntshinka for your support:
To my parents Mr Masilo Bethuel and Mrs Tlaila Elizabeth Mafetsa for encouraging and directing me to the right path:
To my son, Mogale Mafetsa let this piece of work encourage you to follow mommy's footsteps:
To Mr Hlengani Jeffrey Mabasa, your support is highly appreciated:
To my mentors, Mr Lesetja Mankuru, Phuti Kgadima and my sister Mokgadi Mafetsa for always encouraging me not to give up:
Finally to my colleagues, Mr Andrew Spaumer, Bhuti Buthelezi, Monde Chiya and Fransisco Shabalala for always believing in me:

May God bless you All

**ABBREVIATIONS**

| | | |
|---|---|---|
| **ANC** | - | African National Congress |
| **DoH** | - | Department of Health |
| **DoHA** | - | Department of Home Affairs |
| **DSD** | - | Department of Social Development |
| **DHSD** | - | Department of Health and Social Development |
| **FBO** | - | Faith Based Organisation |
| **ISDM** | - | Integrated Service Delivery Model |
| **NGO** | - | Non-Governmental Organisation |
| **NPO** | - | Non-Profit Organisation |
| **RDP** | - | Reconstruction and Development Programme |
| **SASSA** | - | South African Social Security Agency |
| **TAC** | - | Treatment Action Campaign |
| **WPSW** | - | White Paper for Social Welfare |

## TABLE OF CONTENTS


| **Title** | **Page** |
|---|---|
| Declaration | i |
| Acknowledgements | ii |
| Abbreviations | iii |
| **Chapter 1 Introduction** | |
| 1.1. Overview of the Study | 1 |
| 1.1.1 Background of the study | 1 |
| 1.2. Statement of the problem and rationale | 4 |
| 1.3. Aim and objectives of the study | 5 |
| 1.4. Research questions | 6 |
| 1.5. Research design and methodology | 6 |
| 1.6. Organisation of the report | 7 |
| **Chapter 2 Literature Review** | |
| 2.1. Social welfare in South Africa | 8 |
| 2.2. Networking | 12 |
| 2.2.1. Definitions of networking | 12 |
| 2.2.2. The role of networking in promoting partnership and integrated service delivery | 13 |
| 2.2.3. Types of networks | 17 |
| 2.2.4. Networking forums as a method to enhance partnership between Government and Non-Profit Sector | 18 |
| 2.3. Partnerships in Development | 19 |
| 2.3.1. Partnerships | 19 |
| 2.3.2. Partnership between Government and Non-Profit Sector organisations in South Africa as a way to promote integrated service delivery | 20 |
| 2.3.3. The importance of Partnerships | 24 |
| 2.3.4. The role and functions of the government in promoting Partnership and integrated service delivery | 27 |

2.4. Non-Governmental Organisations 30
2.4.1. Definitions of Non-Governmental organisations 30
2.4.2 The Role of NGOs in Social Development 31
2.4.3. NGOs as Catalysts 33
2.4.4. NGOs as Partners 34
2.4.5. Challenges faced by NGOs in service Delivery 34
2.4.5. Criticisms of NGOs 36

2.5. Summary 38

**Chapter 3 Research Design and Methodology**

3.1. Introduction 39
3.2. Research Method 39
3.3. Research Design 39
3.4. Sampling Procedures 40
3.4.1. Research Population 40
3.4.2. Sampling 40
3.5. Research Tools 41
3.6. Pre-testing the research tool 41
3.7. Method of Data collection 42
3.8. Data analysis 42
3.9. Limitations of the study 45
3.10. Ethical Considerations 46
3.11. Summary 48

**Chapter 4 Presentation and discussion of findings**

4.1. Introduction 49
4.2. Perceptions of stakeholders participating in the Nelmapius forum on the rationale for the establishment of the Nelmapius networking forum 49

4.3. Stakeholder perceptions on how the Nelmapius networking forum enables integrated service delivery and partnerships' among participant organisations 52

4.4. Perceptions of stakeholders on the challenges experienced in the Nelmapius Forum 67

4.5. Ways in which the functioning of networking forums can be enhanced 74

4.6. Summary 78

**Chapter 5 Summary of findings, conclusions and recommendations**

5.1. Introduction 79

5.2. Rationale for the establishment of the forum 79

5.3. The effectiveness of the forum in promoting partnership and integrated service delivery 80

5.4. Challenges experienced in the Nelmapius forum 81

5.5. Recommendations 82

5.6. Conclusion 83

List of References 84

Appendix A: Interview Schedule 89

Appendix B: Participant information Sheet 91

Appendix C: Consent form to participate in the study 93

Appendix D: Consent form for audio taping of the interview 94

Appendix E: Approval letter from Ethics Committee

Appendix F: Approval letter from the Department of Health and Social Development

Appendix G: Approval letter from SANCA