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ASSESSING THE IMPLEMENTATION OF THE INTEGRATED DEVELOPMENT PLAN AND PUBLIC *PARTICIPATION KHA MASIPALA WA MAKHADO* (IN MAKHADO LOCAL MUNICIPALITY)

By: Mashaka Ramulongo

A research report submitted to the Faculty of Engineering and Built Environment, University of the Witwatersrand, Johannesburg, in fulfilment of the requirement for the degree of Master in Urban Studies.

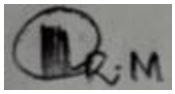
Supervisor: Nqobile Malaza

September 2025



Declaration

I declare that this research report is my own unaided work. It is hereby submitted for degree purposes as Master of Urban Studies to the University of the Witwatersrand, Johannesburg. It has not been submitted before for any degree or examination to any other University.



Signature of Candidate

…….04…….. day of ……September……. year ……2025……...

Dedication



This lovely composition is dedicated to my late father, Vhavenda Vho-Ramakhanya Nthatheni Lacton Ramulongo who left this world three month ago. Thank you for your support to obtain my master's degree. Unfortunately, you will not be able to grasp my hand when this adventure ends. Thank you for believing in me. May your lovely spirit rest in peace.

I am incredibly grateful to my mother, Mrs. Hangwani Ramulongo, for reaffirming my abilities and providing a foundation of love and knowledge. However, your patience made this journey simple for me.

To my best friend Ndivhuwo Tshivhase and my siblings, thank you for your unwavering love and support

Acknowledgement

The path to completing this dissertation has been fraught with personal difficulties. I am profoundly grateful for the enduring support of my supervisor, Ms Nqobile Malaza, who steadfastly believed in my capabilities and academic potential and encouraged me to persevere even during my lowest moments. Her guidance was a beacon of light in times of doubt. Her deep commitment to academic excellence and meticulous attention to detail have significantly shaped this report.

To my participants from Makhado Local Municipality, the IDP Manager and his subordinates, and the ward councillors. I am grateful for the shared knowledge, constructive criticism and encouragement throughout this journey, your assistance is highly appreciated.

Lastly, to my lovely community members, the apple of the Makhado Municipality's eye, your dedication to changing and willingness to assist me is highly appreciated. I will forever be grateful.

Aa! Ndo livhuwesa[1]

[1] Thank you!

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List of Acronyms

APSM- Area of Public Space and Meeting

CAT- Communicative Action Theory

CBP- Community Based Planning

CIDP- Country Integrated Development Plan

CoGTA - Department of Cooperative Governance and Traditional Affairs

DDM- District Development Model

IDP- Integrated Development Plan

MFMA-Municipal Financial Management Act

MLM- Makhado Local Municipality

MSA- Municipal Structures Act

MSA- Municipal Systems Act

SDBIP- Service Delivery Budget Implementation Plan

SPLUMA- Spatial Planning and Land Use Management

VDM-Vhembe District Municipality

WSO- Water Service Authority

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ABSTRACT

The significant aim of this study was to assess public participation as a process and how it prompts service delivery while looking into the Integrated Development Plan (IDP) in Makhado Local Municipality (MLM), Limpopo province. The report highlights that public participation is a process that involves multiple stakeholders acting jointly to improve the living conditions of their local communities whilst also focusing on the dialogues between the state officials and their residents through the process of public participation.

Qualitative approach was adopted in this report to assist in answering the sub-research questions. Semi-structured interviews were used as the main instrument for collection of data while using a set of open questions for the 15 participants chosen using purposive sampling method to explore themes through their responses. For data analysis, this study adopted thematic analysis qualitative approach logical and thinking to determine themes and patterns that were identified from the collection of data.

The study findings indicated that the involvement of the community in the public participation process for the development of the IDP through forums such as imbizo is of utmost importance in ensuring implementation and fair distribution of services in the present and future. The study reflected on how the IDP is a mirror that reflects what is on the ground and what is on paper as it is looked like a strategic plan that outlines the municipalities vision for socio-economic development.

On the contrary, the study also shows how the provision of service delivery is constrained by factors including lack of community engagement in planning and decision-making processes, economic challenges, lack of knowledge and understanding of policies and legislation that articulate community engagement in matters of the local state and lack of governance transparency. This then leads to unnecessary peaceful or violent protest movements. The study concludes by recommending a District Development Model (DDM) which ensures smooth facilitation of service delivery, feedback mechanisms, education and training for communities on the IDP policy and public participation process.

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"Coming together is a beginning,



staying together is progress, and working together is success" - Henry Ford

NDIMA YA 1: LWENDO LU THOMA NGA U PULANA NA NDUGISELO



1. NDIMA YA 1[2]: LWENDO LU THOMA NGA U PULANA NA NDUGISELO[3]

Lwendo lu thoma nga u pulana na ndugiselo is a Tshivenda proverb that means " A journey begins with planning and preparation," it emphasises the significance of meticulous planning and preparation before going on a new adventure. This proverb resonates with this chapter since Chapter 1 is an introduction chapter about embarking on an uncertain journey with the hope of a good outcome when all analysis is completed.

1.1. Setting the Scene

It goes without saying that in South Africa's system of cooperative governance and intergovernmental relations, local government remains a key player in the developmental processes of the country. Defined as a comprehensive, inclusive and strategic planning document that outlines the municipality vision and strategic planning document for socio-economic development (Ouwencamp and Van der Waldt, 2024), the Integrated Development Plan (IDP) remains one of the key tools as enshrined in the Municipal Systems Act, 2000 and requires consistent scrutiny. With regards to its deployment as a means of effective community engagement (Mathebula, 2016) it has been the principal tool that the local state uses to achieve the supposed articulation and realisation of any local state's goals. The White Paper on Local Government (1998) outlined that all 226 local municipalities in South Africa must find a way to meet all the social and economic needs of their communities to improve their quality of life. Enshrined in the Constitution (Act No. 108 of 1996) and detailed in Chapter 8 of the Municipal Systems Act (No.32 of 2000) the sphere of governance is legislatively compelled and required to present, test and refine the IDP in concern with the communities they oversee. In adherence to this mandate, mechanisms that promote public participation were developed, including the establishment of ward committees and public meetings such as imbizo (Masipa, 2021; Sigenene, 2024; Rijal, 2022).

For Makhado local municipality (MLM) as the case study, where this study enquires and locates itself, this involved a detailed examination of the experience of the state officials and the residents. There are concerned matters of service delivery on the one hand, and protest movements on the other hand (Alexander, 2010; Nengovhela, 2015). Seemingly, this may be a consequence of a participatory process that was not thorough on the part of MLM, but other, far less obvious factors could explain these breakouts. This research report represents a

[2] Chapter 1
[3] " A journey begins with planning and preparation

considered attempt to delve deeper into the seeming breakdown and coming together of the identified objects of the study which are the state officials, community members, and MLM through a participatory process to improve the quality of life.

1.2. The Backstory: History and Evolution of Public Participation

Public participation can be drawn back to the United States during the year 1960 under the leadership of President Lyndon Johnson after introducing a public initiative called the ***Great Society Programmes*** (Cogan and Sharpe, 1986). This programme was a bold initiative in that President Lyndon introduced policy initiatives, legislation and programs that aimed to eradicate poverty, abolish inequality and improve the environment that people live in. Kindly click the link for full context: https://www.history.com/topics/1960s/great-society.

Public participation in social science is a mechanism whereby the public is given an opportunity to express their opinions and exert influence either politically or economically (Cogan and Sharpe, 1896; Lane, 2005), similarly, Arnstein (1969) further expands public participation as the redistribution of power that enables the have-not citizens, presently excluded from political and economic processes to be included in the future. In countries such as Malaysia, the community participation process which is also known as ***Seranta*** was guided by the Town and Country Planning Act (1976) which gave the public the right to be involved in any preparation of the local plans (Omar and Leh, 2007; Dola and Mijan, 2006). Guided by the above-mentioned Act, public announcement of the upcoming ***Seranta*** was done through local newspapers, banners and radio announcements.

In a South African Context, public participation has been regarded as the cornerstone of democracy and service delivery (Msenge and Nzewi, 2021). This is due to the perpetuating and insular state that ruled in the year 1994 that did not practice critical engagement between the state and its citizenry (Steytler and De Visser 2007). The apartheid-led government suppressed public participation and excluded most of the population in governance and service delivery matters (Matlhoahela, 2022). Structures such as ward committees were first introduced in the Cape of Good Hope in 19th-century South Africa (Bickford-Smith and Van Heyningen, 1999) to enhance public participation. This was done so that the ***burghers*** (non-slaves) who were fully enfranchised citizens could share in the Colony's Government. Burghers' rights to public participation were restricted to white men, particularly Broers. These wards were governed by the Ward masters whose responsibilities were to keep a register of persons residing in their wards and to report to the committee of the High Court on municipal and criminal matters (Thornhill and Madumo (2011:130).

However, the democratic transition and introduction of the Constitution of the Republic of South Africa Act (Act 108 of 1996), made a change in the three spheres of government. As

stipulated by Section 152 of the South African Constitution (1996), local government should: *"ensure the provision of services to communities in a sustainable manner and encourage involvement of communities and community organizations in the matters of local government."* Furthermore, a consideration of legislation in a local government that is an IDP has been put into place that endorses public participation (Sebola, 2016). Guided by Chapters 4 and 5 of the Municipal Systems Act 32 of 2000 (MSA), local municipalities should adopt a single and strategic plan for the development of the municipality and set up mechanisms to enable local communities to participate in local government affairs. Currently, public participation is strengthened and steered through various structures and forums such as ***Imbizo*** and ward committee councils that cater for all citizens and enforce the practical implementation of public participation in the IDP (Manthwa and Ntsoane, 2018).

Today, public participation is increasingly considered standard practice (Morison, 2017; Irvin, 2004) and is regarded as an essential characteristic of a successful modern democracy. This implies that democracy without citizen deliberation and participation is ultimately an empty and meaningless concept (Fung, 2014; Innes and Booher, 2004). To complement the above, Deegan (1999) states that, "*The essential principle of a democracy is that the public must be enabled to participate, should they choose to do so, through effective channels of communication and civil society."*

1.3. The Struggle is Real

The main substance of this study is that the role that the local state plays in enforcing public participation in the IDP process in advocating for service delivery is often overlooked (Njenga, 2009; Siphuma, 2009). It is imperative to note that local communities should be at the forefront of public participation in the effective implementation of IDP service delivery projects.

Established by the provisions of the Municipal Structures Act (Act 117 of 1998) and categorised as a Category B municipality, MLM is part of the 205 local municipalities in South Africa (Electoral Commission, 2016), entrusted with the sustainability of providing basic services and to encourage the involvement of local communities. This is also guided by Chapter 4 of the Municipal Systems Act (Act 32 of 2000:30) which stipulates that: "A municipality must develop a culture of municipal governance that complements formal representative government with a system of participatory governance and must, for this purpose, encourage and create conditions for the local community to participate in the affairs of the municipality, including the preparation, implementation, and review of its IDP."

MLM aims to be a dynamic hub for socio-economic development by 2050 (Makhado IDP, 2022:12). Although the municipality has established this vision, the last financial years have presented various hurdles in implementing and delivering the intended IDP service delivery

projects. MLM is mandated to provide the following basic services (MLM annual report, 2021/22), Electricity, refuse removal, RDP housing and provision and maintenance of road infrastructure while water and sanitation are provided by Vhembe district municipality (VDM) as the water service authority (WSO). According to the approved 2023/24 IDP, the service backlogs of the municipality currently stand as follows: **3134 709** households do not have access to water and waste removals, whilst **4413** households do not have access to electricity and **16 453** households need RDP housing. Although the municipality continues to hold IDP steering committee meetings and *Imbizo* during the year (MLM annual report 2021-22: 40), with the IDP representative to form a platform for the public to make their contributions and hold the municipality accountable, there is still potential to address the IDP service delivery project backlogs highlighted above in line with the community's satisfaction.

Regardless of the legislative frameworks that have been into place to promote public participation in the IDP process for effective service delivery (Naidoo, 2017; Mojapelo, 2007), the local community of Makhado still chooses to resort to public protests due to the inconsistency and backlogs of basic services. One of the aggressions employed during these protests was blocking roads to stop all operations within the municipal area (Ouwencamo, 2023). It is evident that Makhado has been experiencing several service deliveries protests during the past few years and recently. The provided hyperlink displays how public services can be disrupted due to community strikes for service delivery. this is due to demands for provision of clean running water and access roads be rehabilitated. The protestors also picket leaving some economic activities disrupted.

To overcome the highlighted problem is to allow the role of public participation to unfold in the IDP processes and allow the local community to take part in the process of articulating their needs and for the state to take accountability in providing the basic services (Mawela, 2020). In this regard, MLM should be reliant on its local community to assist in directing the local development of the municipality. Lastly, initiatives such as *Imbizo,* ward committee meetings where questions are answered, concerns are heard, and advice is taken from the public about the municipality's programs and services should continue to be enforced (Pilane, 2023).

1.4. Main Research Question and Sub-Questions

The main research and sub-research questions below emanate from the problem statement. The research questions aim to unpack and delve deeper into the coming together, the relationship between the state and the local community and how this assist in the process of public participation in achieving the end goal which is local communities of MLM gaining access to basic services as stipulated on the IDP. As pointed out in the problem statement, the research report explores the experiences of local communities in service delivery to

determine how municipal officials can intervene on these growing issues while being guided by the existing legislation and policies.

This study is an assessment of how public participation is presently conducted. This is accomplished through analysing existing legislation and policies that regulate and impact public participation in the local government. Concepts and theoretical viewpoints that aim to answer the research questions will be critically analysed. This will be achieved through analysing literature and the use of semi-structured interviews. The main research question and sub-questions for the study are as follows:

Main Research Question: *How does public participation advocate for and advance service delivery in the Makhado local municipality IDP projects?*

1.4.1. Sub-Research Questions:

a) What is public participation?
b) How does public participation influence effective service delivery of the IDP projects?
c) What are the existing legislations and policies pertaining to the provision of public participation in local government?
d) What are the factors that hinder the achievement of the IDP service delivery projects?
e) What are the best possible solutions of improving the role of public participation in achieving service delivery of the IDP projects?

1.5. Significance of the Study

The study evaluates the implementation of the integrated development plan and public participation in MLM as a way of advocating for service delivery focusing on the IDP projects.

This research report is of importance as it aims to set out an idea that communities living within the local states are dependent on the state as the sole providers of basic needs as enshrined in Chapter 2 of the Constitution. It also contributes to the idea of how urban planners, urban managers and IDP municipal officials can position and mitigate themselves in matters of public participation that address the service delivery backlogs. The study also assists in focusing breakdown and coming together of the identified objects of the study which are the state officials, community members, and MLM through a participatory process to improve the quality of life.

On an academic level, the study significantly supplemented the existing knowledge in the domains of the urban planning field and on a municipal level by designing a conceptual framework that relates to the public participation process and the IDP. This study also

highlighted the history of international practices about public participation while fostering democracy and the nature of the challenges faced. Finally, the report will contribute to the policies and legislations that determine the benefits of public participation processes in the IDP to monitor service delivery.

1.6. Research Diagram: Coming Together of the Research Objects

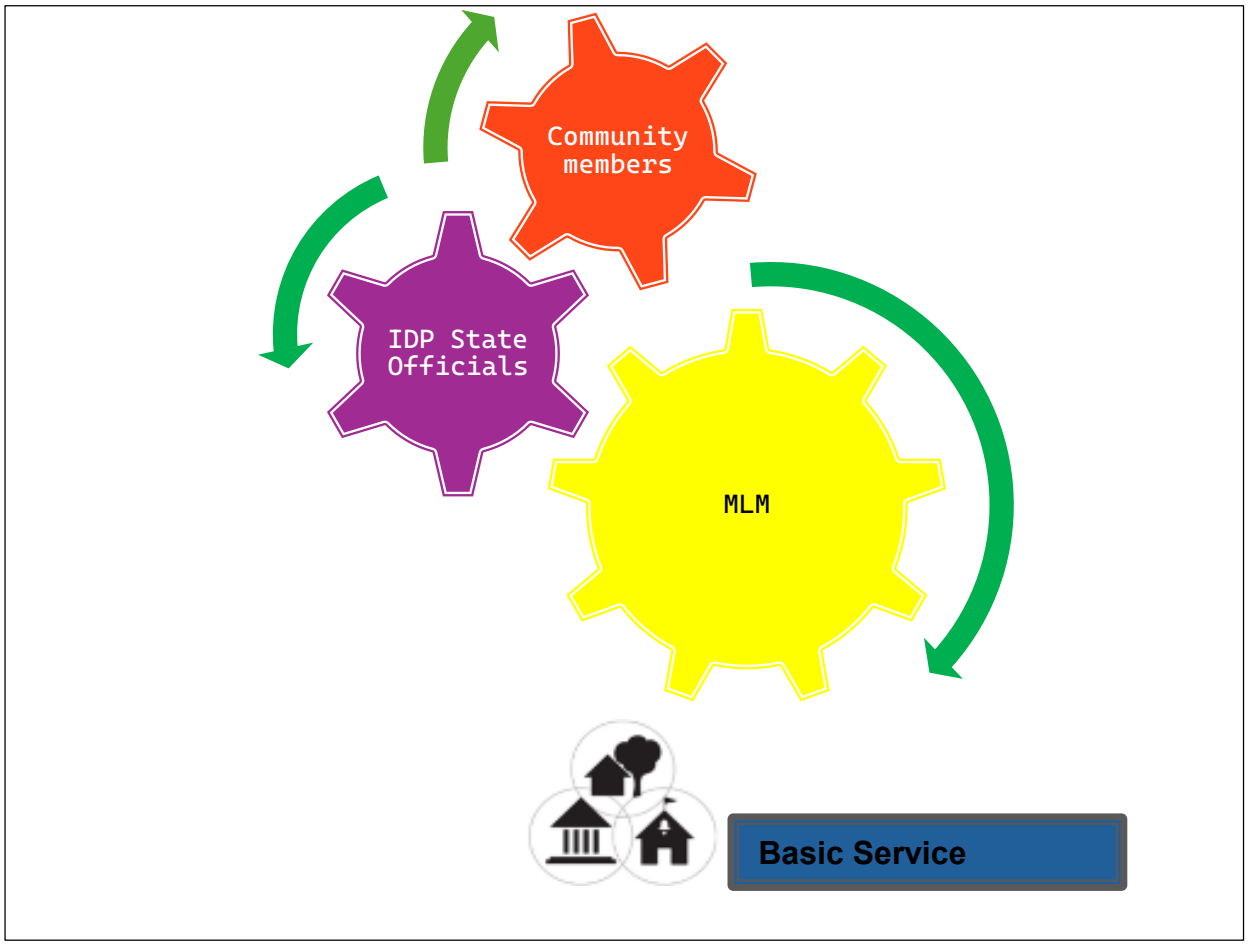


Figure 1.6: Research Diagram- The diagram above demonstrates the chosen objects of the study. The selected "gears" in the above diagram stand for balance, harmony, connection, and interdependence. In this instance, these gears are interdependent; they join forces to create a relationship that promotes development and advancement. The goal of the graphic is to show how the specified objects may come together to successfully complete the IDP tasks. For anything to function well and prescribe tasks, community members, state officials, and MLM must cooperate and rely on one another.

Source: Ramulongo, 2024

Community members are represented by the red gear. Red is a colour associated with "passion and strength". This is because residents typically possess the motivation and enthusiasm to improve their areas for both the current and upcoming generations. Since purple is a colour that connotes "loyalty and power", the purple gear stands in for the municipal officials. It inspires hope that the municipal authorities will provide what is required of them, including facilitating public processes.

The yellow colour is MLM, as in the case study; the yellow represents “hope.”. Hope in a way that MLM is a public entity that was given the power to institutionalise and deliver basic services to the people. The colour blue on “Basic service delivery” represents a positive outcome, which is the IDP service delivery done through the scope of the IDP. The colour green on the arrows represents “progress and relationship”, which means that the objects identified in the diagram need to have a relationship that will amount to the satisfaction of the objects affected.

1.7. Expected Findings

The expected findings for this report anticipate several outcomes. Firstly, the study aims to reveal how the process of public participation and interactions between the local state and community members is regulated and enhanced by various legislation and policies and how these interactions have an impact on the implementation of the IDP through the service delivery of the IDP projects. By looking into this, this research report seeks to offer guidance on how the degree of community involvement can influence the development of the IDP, strengthening social inclusion and identifying gaps between planning and service delivery by referring to the IDP. Through the interviews and the observations done through photos and videography, the study uncovered various challenges and opportunities that were experienced by the community members and the state officials. These findings will duly contribute to the growing literature of the public participation process and the implementation in local municipalities in South Africa and the realm of Urban planning and urban management.

1.8. Layout of the Research Report

The five chapters of this report are organised to describe and evaluate the IDP implementation, the public participation process, the gathering of the local state and its communities and how this relationship impacts the public participation process. **Chapter 1 *“Lwendo lu thoma nga u pulana na ndugiselo”*** has presented the introduction, background, research problem, research questions that emanated from the research problem, the significance of the study and the research diagram. In chapter 2 ***“Mudzi wa ndivho ndi u ranga ha vhutali”*** the study reviewed the existing literature**,** provided the theory and concepts that relate to the purpose of the study. It covered various existing policies and legislations that regulate the process of public participation and that covers the issues that have to do with the implementation of the IDP and how service delivery of the IDP projects affect the local communities. **Chapter 3 “Muvhevhuliwa u nekeza thoho”** present the research approaches and methods, data collection techniques used for the study, methodological scope and limitations and further provided details of the case study reflected as the location of the study and suitability of MLM as a case study. **Chapter 4 “Mawanwa a Ngudo”** presented the

research findings and a brief analysis through the development of themes acquired from the data collected in chapter 3. The data is presented with two languages, *Tshivenda* and translated into English. **Chapter 5 "Ndivho ya namusi ndi muendedzi wa matshelo"** presents summary of the research findings focusing on the main research question and the sub-research questions. The study findings are in relation to the literature presented in this study. Lastly, this chapter presented the recommendations and a summary of the research report in a table format.

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"Any participation ,



even in the smallest public function,



is useful" - John Stuart Mill

NDIMA YA 2: MUDZI WA NDIVHO

NDI U RANGA HA VHUTALI



2. Ndima Ya 2[4]: Mudzi Wa Ndivho Ndi U Ranga Ha Vhutali[5]

Mudzi wa ndivho ndi u ranga ha vhutali is a Tshivenda proverb that means "The root of knowledge is the beginning of wisdom," implying that learning knowledge is the first step towards actual wisdom. The true key to wisdom is the application of knowledge with insight, judgement, and moral direction. This proverb resonates with this chapter and serves as a reminder to the researcher that the subject of this study is subject to learning, comprehending, and expanding on current information, which is appropriate for the selected study.

2.1. Overview of the Study

Local government policy guidelines in South Africa direct local municipalities to ensure the participation of local citizens in their affairs (Enaifoghe, 2022), including processes, such as formulating the IDP, ensuring effective service delivery and accountable governance (Letsoko and Munwana, 2023). The 1996 Constitution stipulates that each municipality must “encourage the involvement of communities and community organisations in the matters of local government”

This, therefore, reinforces the problem statement. Local states should let the process of public participation unfold and involve local communities in all the phases of the formulation of the IDP for the provision of services and improvement of service delivery backlogs to evade protests that may hinder any activities that people rely on. However, for participation to be genuine and active, should it not be approached as an end and not a means to achieve pre-defined imperatives? As an answer to this question, this section proposed a theoretical and conceptual framework that assists in facilitating public participation.

2.2. Theoretical and Conceptual Framework

This study adopted the theory of communicative action (1981) by Habermas. This theory is relevant to the context of the study as it underscores the importance of dialogue and communication between people to reach a mutual understanding which is very crucial in the public participation processes.

The concepts adopted in this study aim to delve deeper into the influence they have on public participation. They will be defined on how they also impact on the realm of urban management

[4] Chapter 2
[5] The root of knowledge is the beginning of wisdom

socially and economically. The concepts include collaborative planning, integrated planning, social inclusion and areas of space and meetings.

2.2.1 Main Theory of the Study

2.2.1.1 Communicative Action Theory (CAT)

"Communication can only be understood as a process of mutual understanding, if we assume that participants are orientated towards understanding and not towards success or failure." **-** *Jurgen Habermas*

Communicative Action Theory (CAT) by Habermas (1981), seeks to explain ways in which humans interact and reach mutual understanding. In the realm of urban management, CAT is crucial for effective decision-making and stakeholder engagement. Public participation is outlined by Dube (2021), as a clear open process through which individuals and a group of communities can exchange views and influence decisions, so does the communicative action theory advocate for the citizenry to engage, exchange ideas and open a platform for communication to reach an understanding of a shared goal (Chukwuokolo and Jeko, 2024).

A study done by Habermas (1981), revealed that CAT is believed to be successful if communities are not forced out of their respective beliefs through violence or deception. Additionally, CAT should therefore be not forced but only done through motivation by the government to their people to have a common understanding.

One would ask what role the communicative action theory has in society and this study. In social science, this theory advocates for fostering democracy (Endo, 2024) and resolving conflicts in a setting where two or more people gather. The application of the CAT in urban management, emphasises the importance of communicative rationality and consensus in urban decision-making processes (Calderon and Westin, 2021). For instance, if there are issues that involve the community in terms of delay in service delivery that can lead to unlawful strikes, through the communicative action theory the local government and relevant institutions can come together and discuss their perspective together with the views of the community and work towards an agreement that respects and accommodates the needs of the community to pave the way of a democratic society.

In culmination, this theory is important and relevant to this study as it seeks to advocate for stakeholders to come together through an engagement and reach a common and mutual ground for better developments without any conflicts but reach an amicable understanding while building a good relationship between the state and its citizenry while making a good experience out of it.

2.3. Conceptual Framework

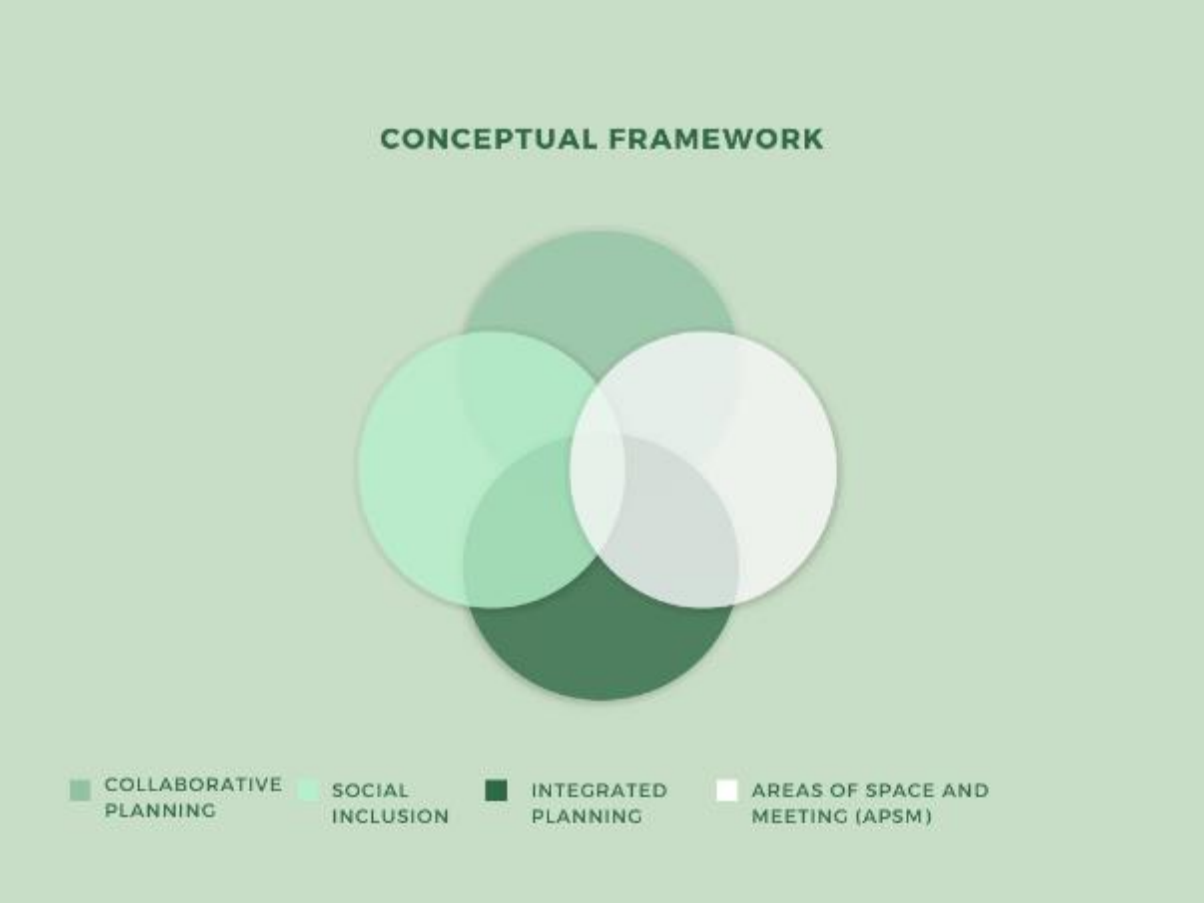


Figure 2.3: Conceptual framework-The figure above shows the close relationship between the four main concepts of the research report that act as a diagnostics lens of the research report topic. This includes collaborative planning, social inclusion, integrated planning and Areas of Space and Meetings (APSM). The nature of the relationship between these concepts is meant to shed light on how these concepts work together, collaboratively to promote the processes of public participation and developing the IDP.

Source: Ramulongo, 2024

2.3.1. Collaborative Planning

Collaborative planning, also known as “shared decision-making or communicative planning”, is a new paradigm of planning through which people are encouraged to participate in a dialogue where there is equal empowerment and shared information (Barratt and Oliveira, 2001; Clark, 2021). Similarly, collaborative planning is a recent approach to public participation (Matebesi et al., 2024). The role of collaborative planning in urban management improves societal well-being (Temeljotov and Lindkvist, 2021; and encourages cooperation between multiple stakeholders involved for better facilitation of an environment.



Figure 2.3.1: Collaborative Governance- It shows that in this concept, great minds that link and work together. This is evident because the collaborative planning concept itself promotes working as a team with equal shared power. It shows also that an individual cannot work alone but it needs a group or community who share the same vision and goal to come up with greater solutions that will benefit the present and future generations
Source: Tapalla, 2017 from Collaborative governance | PPT

The concept of collaborative planning was tracked in the 1960s (Connell, 2023). It was seen for decades as the field of technocrats, but planning underwent significant change as policies increasingly came under critique and debate by a diverse range of state and non-state actors. In response, planners opened the process to multiple stakeholders and allowed for the democratic determination of guiding goals and values.

It emanates from the realisation that communities are not self-reliant (Celesi, 2024) and therefore it is this reason they will tend to require assistance from one another with regards to that which a community might not have. In the context of this study, local states should take it upon themselves to realise that this concept cannot be realised if they do not take time to invest in involving the knowledge of different stakeholders such as the community itself and private sectors that would be of assistance to bring in more capacity to realise the implementation of the IDP service delivery projects. Therefore, the local state in this case will still maintain its decision-making power but give away the responsibility of stakeholders to come up with challenges and solutions within its jurisdiction.

2.3.2. Social Inclusion

"*Each and every person should have access to all the benefits that come out of development with no one person being left behind*" – Dr Theresa Devasahayam

A study done by the UN-Habitat (2013), expresses that inclusion in public participation positively enhances the provision of basic services. While social inclusion can be defined as a process of improving the participation of citizens (Quick and Bryson, 2022) through enhancing opportunities and having access to basic services (Yang, Roig, Jimenez, Perry, & Shepherd, 2016). Economically, social inclusion concerns access to resources and opportunities. On a socio-cultural level, it examines the societal mechanisms which can nurture relationships, develop networks, and strengthen solidarity (Jenson, 2010; Cruz-Saco, 2008). Spatially, it is about equitable distribution of amenities and services to ensure everyone, no matter their location can access essential services (Jian et al., 2020; Hsu et al., 2020). The policy process calls for all groups and individuals to have a voice in decisions that may affect their lives and can exercise their rights and responsibilities (Scorgie & Forlin, 2019).

2.3.2.1. Language Barrier in Public Participation

A language barrier is linguistic communication that hinders people from understanding each other (Salih, 2024). Language barrier is a common challenge that happens amongst different individuals and institutions such as the government. A study conducted by Udaykumar (2024), concluded that language barrier is a factor that can significantly block effective communication amongst individuals. Therefore, the lack of effective communication can result in individuals not coming up with a solution. For example, in a survey done by The Economist (2011), the most common language spoken language as a first language by South Africans is Zulu **(23%),** followed by Xhosa **(16%)**, and Afrikaans **(14%).** English is the fourth most common first language in the country **(9.6%)** but is understood in areas of the country and is the dominant language in government and the media. This then makes it difficult to have effective communication because the language used as the medium of instruction is not the most common spoken language in the country. This poses a challenge for people at an adult age as they often are not familiar with communicating in English and learning new things to them can be a difficult task (Moreno, 2024). Sibanda and Lues (2021), are of the view that with the issue of public participation, local government societies are growing rapidly each day meaning that societies are linguistically heterogeneous. Languages are a way to interact among people; we would expect democratic societies to be naturally concerned with linguistic differences and accessibility issues. Yet, we are still often faced with the "monolingual" standard.

To ensure successful public participation, there are three aspects that local governments need to take into account, firstly, translators should be made available to communities or individuals

that do not understand the language that might be used, secondly provision of language support to those who are limited in proficiency of the dominated language and lastly, they should avoid using technical jargons that may result in exclusion of other groups.

2.3.3. Integrated Planning

According to Horlings (2021), the concept of integrated planning involves the engagement of citizens in the development of local plans. In urban management, integrated planning refers to an inclusive approach that considers the social, economic and environmental spatial dimensions of urban development (Brokking 2021; Rijal, 2023). This allows room for the promotion of social, economic and environmental needs and ensures that all stakeholders take part to achieve common goals and objectives.

Integrated planning is a crucial mechanism that aims to make people's lives easy, (Healey, 2020), and a priority with the main aim of trying to improve their livelihood through service delivery. In this case, the concept of integrated planning in this study is trying to put a word out there that public participation in integrated planning is of importance as it gives communities the right to speech and expression so that they can voice out their concerns and be a helping hand in the development of their communities.

Integrated planning focuses on the implementation of the plans that the three spheres of government have (Minnie and Nel, 2022; Auriacombe and Sithomola, 2020). Before implementation, the word "planning" in the integrated planning concept simply means a participatory approach to creating a framework for achieving specific goals, which elucidates that all challenges and opportunities are gathered in this process and coming up with all sides of collective interventions. With all said and planned, the planning that has been done should go hand in hand with the available budget for the implementation of the projects.

To conclude, integrated planning brings forward inclusive public participation. Through public participation, the needs that reflect the community can be easily implemented and this will bring forth a strong and healthy partnership between the local government and the community. The next section will offer a hint of how integrated planning is done in the Republic of Kenya.

2.3.3.1. Integrated Planning Practices: Kenya

In the Republic of Kenya, there is a policy called the Country Integrated Development Plan (CIDP) the foundation and implementation of this policy are guided by the Constitution of Kenya and Ruwaza ya Kenya 2030 (Kenya Vision 2030) which aims to raise the average standard of living to middle income by 2030 (Malusha and Njoroge, 2022). The CIDP policy in Kenya is a 5-year policy that is used and prepared by the 47 countries in Kenya to guide their developments over the 5 years (Begi, 2023).

However, according to Malusha and Njoroge (2023), in a developing country with a lower middle income such as Kenya, poor consultation has contributed to poor implementation of programmes and projects from the CIDP. The challenges observed around the poor implementation are poor governance, lack of budgeting and implementation and the capacity to plan within the needs of the county. This then has a greater negative impact on the CIDP.

The Republic of Kenya and South Africa do share some similarities. In South Africa, the IDP is also a 5-year strategic plan that is used by the local municipalities to guide their developments by the visions and the missions of the municipality. This policy is also guided by the MFMA which regulates its budgeting for identified developments and projects through public participation. It is also important to note that as much as South Africa is also a developing country, its local municipalities face challenges every day in delivering the IDP service delivery projects.

2.3.4. Areas of Public Space and Meeting (APSM)

The APSM within the realm of urban management, plays a focal role in enhancing the quality of life for the citizenry particularly in developing countries such as South Africa were socio-economic disparities impact social and territorial cohesion (Qi et al., 2024; Parkinson, 2012; Carr, 1992). These spaces include school hall, churches, assembly points and institutions.



Figure 2.3.4: Area of Public Space and Meetings- Displays one of the examples of areas of public space and meeting. Public participation was done at a local church in Vuwani an area within the MLM jurisdiction Limpopo Province.

Source: Ramulongo, 2024

It is crucial to take into consideration the public spaces that bring about public participation as this assists the local community to engage in decision making processes through public participation (Thelma, 2024; Creighton, 2005; Sibanda and Lues, 2021). In this case, public spaces allow people to meet on ostensibly neutral ground in planned and unplanned ways, to interact with others within the context of the whole community.

Why public spaces matter in the process of public participation? Public spaces provide and support various activities ultimately leading to strengthening social ties and local identity. According to Chen and Borsari (2024), public spaces play a crucial role in fostering community engagement and social interaction by serving as venues for social exchanges, cultural expression, and the formation of community identity. They are essential for enhancing social

cohesion, as interactions in these spaces strengthen community bonds and promote a sense of belonging (Perera et al., 2024; Sammakieh and Mohammed, 2024). Effective design of public spaces, incorporating elements such as visual landmarks, can significantly increase social interactions and group activities, thereby optimizing the use of these areas (Loo and Fan, 2023). Furthermore, the physical characteristics of public spaces, including accessibility and the presence of diverse environments, directly influence the quality and quantity of social contacts, which are vital for a vibrant urban. Ultimately, a nuanced understanding of community needs is necessary to create inclusive public spaces that enhance social sustainability and community well-being (Perera et al., 2024; Costa and Santos, 2024).

2.4. Public Participation Defined: Shape Tomorrow, Act today!

"Democracy is not a spectator sport; it is a participatory event. If we do not participate in it, it ceases to be a democracy."- Micheal Moore

For any country to ensure inclusive socio-economic development, the governance processes ought to ensure that they reflect the needs of the people. Public participation in urban planning can be defined as working with community members (Huttunen et al., 2022) throughout the management processes to ensure that their concerns and aspirations are well understood in accordance with the current condition of the community. Similarly in the field of anthropology, public participation is explained as a group of people who interact with each other on a regular basis (Lowndes et al., 2001; Ragolane and Malatji, 2021).

Public participation in urban management puts emphasis on government having a healthy relationship with the public for effective communication and solving conflicts in a cooperative manner. In many cases, when urban management decisions are made without consultation from the community, the desired results are often not achieved and it impacts the community negatively, which leads to unrests. For example, in a survey carried out in Kenya to measure public participation in urban planning and management, it was found that most Kenyans don't participate in county affairs (the County governments in Kenya are the local authorities). It shows that 80% of the people find it difficult to participate in country budgeting and planning, 81% find it difficult to influence in decision making and 78% find it difficult in access to information on country budgets, legislations and project plans. 11% of those who got the chance to participate are of the opinion that they were not satisfied with the extent of public participation in operations of the Kenya's government.

In the South African context, public participation puts more emphasis on how it is a constitutional obligation and a democratic right for citizens to be fully engaged (Buccus, 2021) and made aware of the decisions that are taken by their local authority that affects their livelihood (Ngunjiri, 2023).

2.4.1. The Importance of Public Participation in The Integrated Development Plan

While South Africa is now regarded as a free democratic country, the issue of public participation is one of the most important processes that is regarded as the main core of leadership in government institutions. The Municipal Systems Act 32 of 2000 (MSA) ensures that the IDP must be adopted by local municipalities as a strategic tool for easy identification of challenges faced by its communities and as a developmental goal that will be able to address the vision and the mission of the institution. As a result, public participation is an essential method for achieving successful integrated development planning at the local government level.

Bekker (1996), is of the view that the importance of public participation is to ensure that the citizenry under the local government should be involved in all the early stages of formulating the IDP rather than the municipal officials and all stakeholders taking the final decisions without consultation. Similarly, Govender and Reddy (2011), avows that the IDP and public participation can be viewed as planning instruments that could assists municipalities in addressing service delivery challenges. The IDP makes allowance for communities and local stakeholders such as the ward councillors to establish their goals, this then could be accomplished through a structured participation and ensuring that all processes of the IDP are met (Tshabalala and Lombard, 2009).

To conclude on this section, this process can potentially empower the community and increase the meaning of the IDP to its full capacity. Therefore, public participation of citizens in IDP processes is seen as one strategy to facilitate engagement between local government and citizens (Madzivhandila & Maloka, 2014).

2.4.2. Legislative Framework Regulating Public Participation and IDP In South Africa

"Society cannot exist without law. Law is the bond of society; that which makes it, that which preserves it and keeps it together. It is, in fact, the essence of civil society." Joseph P. Bradley.

It goes without saying that South Africa as a developing country has robust frameworks and policies that regulate each process including public participation itself ensuring citizen involvement in decision making processes. This then resonates with the opening quote above that, emphasises about how crucial laws are in maintaining the functionality of a society and preservation of social order. This section will therefore give a brief discussion on the main policies and frameworks that have brought about the process of public participation and those that regulate during our everyday lives.

2.4.2.1. Constitutional Framework

- Constitution of the Republic of South Africa (Act 108 of 1996)

In terms of the Constitution, Chapter 10(d)(e) (Section 195), makes it clear that the members of the public should be encouraged to participate in any policymaking whereby the people's needs are also addressed, services must be provided impartially, fairly, equitably and without bias. Also, Section 152(b)(e) of the Constitution outlined the objectives of the local government to ensure provision of basic services to communities in a sustainable manner, promote a safe and healthy environment as well as encourage the involvement of community members and their organisations in matters relating to their local government. Similarly, Section 153(a) outlines how the local government budget and plan how to prioritise basic needs of the community and to promote social and economic development of communities.

2.4.2.2. Legislations

- Local Government: Municipal Systems Act (Act 32 of 2000)

Looking at the scope of this study, MSA Act regulates the IDP. It requires local municipalities to undertake positioned planning to ensure that they strive to achieve the objectives of their institutions exactly as set out in Section 152(b)(e) and 153(a) of the Constitution. In this case, Section 34 of the MSA Act requires the municipals council to review its IDP annually in accordance with the assessment of its performance and addressing the service delivery backlogs in terms of Section 41 to amending the IDP and addressing the demands.

Section 26 of the Act further makes emphasis of the main components that should be included on the IDP which municipalities should reflect on. Which in short should include the long-term development of the municipality and identification of communities that do not have access to basic service municipal services.

- Local Government: Municipal Structures Act (Act 117 of 1998)

According to Section 19(2) of the Municipal Structures Act 117 of 1998, a municipal council must annually review the following:

i. The needs of the communities
ii. Its priorities to meet those needs
iii. Its processes for involving the community and
iv. Its organisational and delivery mechanisms for meeting the needs of the community

- The Municipal Finance Management Act (MFMA)-2003

According to Monnatlale (2023), MFMA aims to modernise budget, accounting and financial management practices by placing local government finances on a sustainable footing to

maximise the capacity of municipalities to deliver basic services to communities. The MFMA also aims to provide the basis for the accountability cycle by ensuring proper linkages between IDPs and its budgets (Sambo, 2021). The MFMA is required by the Constitution, which obliges all three spheres of government to be transparent about their financial affairs.

When outlining the MFMA we need not to forget to outline the Service Delivery and Budget Implementation Plan (SDBIP). Mkize and Kgobe (2024) understand that the SDBIP emerges as a very important instrument that is used operationalise municipal budgets and linking them to the strategies and goals of the IDP. The SDBIP therefore stands as a performing tool that facilitates monitoring and evaluation of local service delivery looking into the allocated resources, which therefore leads to promoting transparency and accountability in local governance. To show that that the SDBIP is important, recent scholars emphasised that the lack of emphasising the SDBIP in policy reviews undermines the practical implementation of the IDP which then leads to lack of integrated planning in local authorities (Mashilo and Garshwin, 2020). Therefore, including the SDBIP in the MFMA policy review provides a more understanding between strategic planning and service delivery execution, particularly in enhancing service delivery in local governance.

- The White Paper on Local Government (1998)

The White Paper on Local Government (Government Gazette no. 18739 of 1998) is aimed at addressing the past injustices that were brought about by the apartheid regime. It emphasises the importance of “maximising social and economic growth, integration and co-ordination, democratising development, as well as learning” (Republic of South Africa, 1998, p. 18). The White Paper stipulates the need for the local municipalities to ensure that basic human rights and needs of South Africans are met by aligning scarce resources to the agreed policy objectives in a sustainable way. These services should be mainly targeted at the previously disadvantaged populations, including women, disabled people and the poor (Republic of South Africa, 1998: 18). However, before engaging in any projects, local municipalities need to conduct a situational analysis, come up with pragmatic strategies and align their resources in line with their vision, and available skills to undertake the projects. According to the White Paper the IDP should form a basis for engagement with communities and encourage community participation in advancing the socioeconomic, human and material conditions of communities. Local municipalities therefore need to champion redistribution of resources to benefit the poor and those who are marginalised (Republic of South Africa, 1998: 20)

In conclusion, these policies and frameworks ensure that public participation is integrated into decision making processes in South Africa, promoting transparency, accountability and citizen engagement.

2.5. The Integrated Development Plan (IDP) and its link to Service Delivery and Budget Implementation Plan (SDBIP): A framework for all

The Integrated Development Plan is a strategic programme required to be undertaken by all District and Local Municipalities (Retnandari, 2022). The main aim of the IDP is to set out and achieve the vision for the municipality and align this to dedicated projects to be undertaken over the life span of the IDP (5 years). IDPs are constructed to a five-year plan but are required to be reviewed periodically (Hlongwane, 2011). Mathe (2011), added that the IDP is a programme where the municipalities, together with their citizenry, and interested parties that includies traditional authorities, engage in a process of compiling strategic planning and budget preparation for the municipality.

Mosokwene (2012),alluded that local municipalities are obliged to ensure that the mechanisms are put in place. This implies that municipalities should develop mechanisms that give communities a chance to participate in. To meet the requirements of this study, the IDP as requirement and as a mechanism for public participation will be discussed and its importance in advocating for effective service delivery.

To ensure that these strategic goals are implemented, municipalities are encouraged to develop a Service Delivery and Budget Implementation Plan (SDBIP). The SDBIP is a detailed one-year plan that links the IDP with the municipal budget (Mogorosi, 2023) and outlines **how, when** and by **whom** service delivery will be carried out. It includes key performance indicators, timelines and financial allocations for the execution of programmes (Mashamaite, 2016). Simelane and Nohumba (2024) added that, the linkage between the IDP and the SDBIP is therefore crucial in assessing policy coherence and implementation effectiveness. Therefore, SDBIP serves not only as a financial performance management tool, but also as a mechanism through which public participation outcomes are monitored.

For an example, in the case of Makhado Municipality, the 2023/24 IDP identified water provision in rural areas as a key development priority. This priority was identified based on the inputs from gathered consultations with the local authorities and their communities. The municipality's corresponding SDBIP for 2023/24 outlines specific actions to address this need, including the drilling of boreholes and upgrading of rural water systems in identified villages such as Madombidzha and Tshikota. The SDBIP assigns a budget to each project, sets quarterly targets, and designates responsibility to the infrastructure department.

This example demonstrates how the SDBIP gives effect to the strategic intent of the IDP and reflects the institutionalisation of public participation. By analysing whether the SDBIP truly mirrors the priorities raised in the IDP. The relationship between the IDP and SDBIP is

therefore central to evaluating the credibility, responsiveness, and accountability of integrated development planning.

2.6. IDP Implementation Processes: Service Delivery for All

The previous section focused on the legislative framework informing the establishment and implementation of the IDP. Chapter 5 of the MSA Act (2000), outlined the IDP processes by requiring municipalities to draft and consult with their local communities on their developmental needs and priorities. The IDP is a consultative process that involves members of the community and relevant stakeholders (Mamokhere and Meyer, 2022) whereby they come together to analyse and resolve challenges that hinder the provision of basic service delivery (Baholo, 2023). The IDP processes in this case assist in identifying issues that of priority to the community and that will of great role play in the development of the local government. Reddy (2018) points out that the IDP consists of five implementation processes.

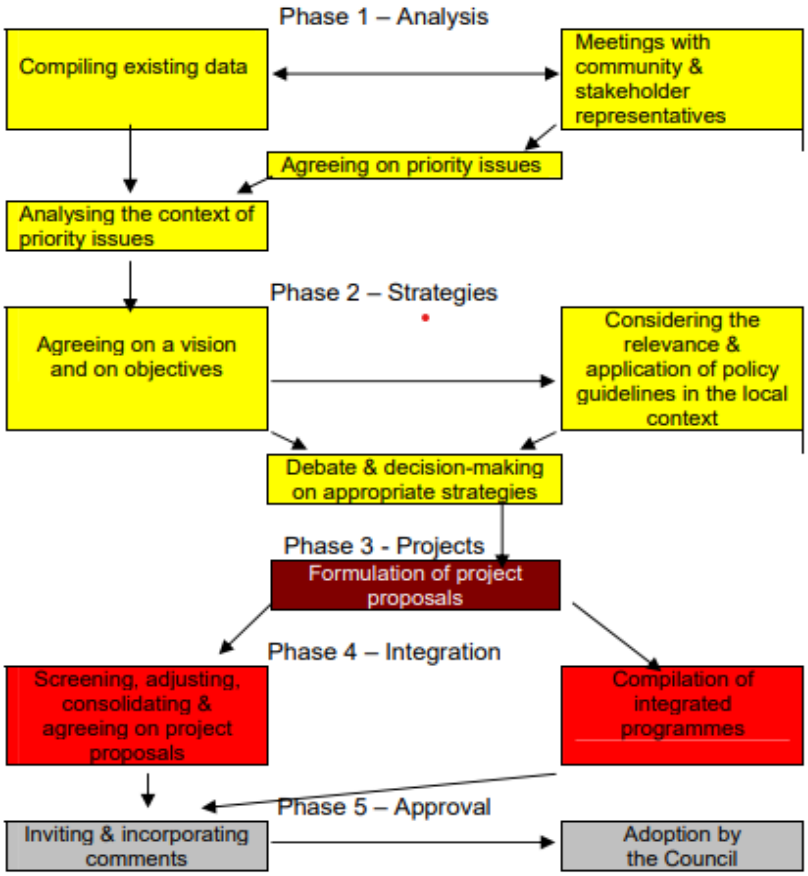


Figure 2.6: The IDP Phases- The diagram above presents the five phases of the IDP which include Analysis, strategies. Projects and approval phase. The main aim of these phases is to

facilitate stakeholder engagement and ensure comprehensive planning in municipal developments.

Source: Selepe, 2023 from An Overview of the IDP process

2.7. Factors that hinder the achievement of the IDP service delivery projects

In this section, various factors that hinder the achievement of public participation process and service delivery of IDP projects will be discussed. Scholars such as (Quick and Bryson, 2022; Kiss et al., 2022) highlighted the importance of identifying such factors this then assists in correcting and coming up with solutions on how local state can improve the process of public participation and therefore coming with amicable ways to improve and implement service delivery of the IDP projects (Mtholo, 2023). Two factor that hinder the achievement of service delivery are discussed as follows:

2.7.1. Lack of governance transparency

Government transparency is the rock of good governance (Papadopoulos, 2023). It goes without saying that transparency is one of the most important factors that institutions such as local municipalities should consider when it comes to the participation process and the development of the IDP. Transparency on its own goes with being open and honest on issues of public participation and service delivery in municipalities. Governance transparency is viewed as a way of being open through communication and responsiveness (Androniceanu, 2021). Scholars such as Sari, 2023; Karunia, 2023; Dewi, 2023 concurs with the above by adding that governance transparency can be referred as a way of holding the local government responsible and accountable for their operations. This also ensures accountability, honesty and communication between the citizenry and their local state. Kgobe (2024), views government transparency as a way of creating a positive outcome for the public participation process as to ensure the delivery of the IDP service delivery projects for communities. Coming to the aspect of lack of government transparency, it therefore not recommended for a local state to lack government transparency as this leads to negative influences such as mismanagement of resources that could aid in the service delivery of the IDP projects.

2.7.2. Economic Challenges

It is empirical to highlight that public participation comes with its own costs (Stern and Dietz, 2008). Involving and informing the public in public participation can come handy and costly as it advertised on radios, social media pages and on billboards. For an example, as Kenya is within one of the developing countries, it does tend to face economic challenges, this then leads to the local state being forced to utilise the available scarce resources for a successful process (Munyao, 2019). However, public members cannot initiate participation if the appropriate process does not exist. Mapfumo (2015) is of the view that the Republic of Kenya envisions itself as a country with a stable participatory framework. Therefore, to meet that requirement, it needs to be fully involved in arranging public meetings, workshops and forums. Through the mentioned participatory methods, they do have an advantage of having a positive outcome, but without a full scope of financial resources, what has been planned when it comes to service delivery might not be realised. This therefore implies that the public participation process requires more economic resources, time and skill this can play a huge role in realising the needs of the communities.



Figure 2.7.2: Service delivery protests- Demonstrates the outcome challenges that can come with lack of service delivery due to economic challenges; it can lead to violent protest movements, which can lead to fruitless and wasteful expenditure.

Source: Siwela, 2014

2.8. Forms of participatory processes: Building bridges, connecting communities

This section will outline two forms of participatory processes that have been chosen for this study which are Community Based Planning (CBP) and *Imbizo*.

2.8.1. Community Based Planning (CBP)

Community Based Planning (CBP) is a form of participatory process that is designed to promote community action, bring closer contact between the municipality, ward committees and the community (Libaba, 2023; Terdoo, 2024). Further to the above, Fourie (2021) views CBP as a participatory method thar puts more emphasises and gives leeway that people should be active and involved in managing their own development. It is also taken as a bottom-up approach participatory way of identifying challenges to form a great linkage to the

formulation of the IDP. Mamokhere (2022), states that CBP provides municipalities with the means to meet the participatory requirements of the IDP, as well as ensuring that wards develop and implement locally owned plans which build on local strengths, focus on local action, as well as identifying support needed externally through the IDP.

Therefore, CBP in South Africa advocates for:

- Improve the quality of life
- Improve the quality of services
- To improve the community's control over developments and
- Increase community engagements (Mamokhere and Meyer, 2022).

Lastly, looking at the CBP at local government, it ensures to empower communities to plan for themselves, it also assists municipalities to acknowledge the service delivery needs of the community and the current backlogs.

2.8.2. Imbizo

Imbizo is a Zulu word that means "a gathering to share knowledge". Imbizo is regarded as a participatory process that aims to establish community needs and their feelings on governance and how it should be improved (Tshishonga, 2023; Sibanda, 2021). The political and administrative leaders take part in these programmes to enhance public participation and consider enhancing good governance. Through Imbizo, the local government and the community gather in one setting and interact directly (Dabula, 2022). They provide communities an opportunity for them to state their challenges and the community gets to hear from the government on what is being done to implement programmes and create a better-

quality life for the community. *Imbizos* assist in building a good partnership between the communities and local government for good development and growth.



Picture A: Announcement for Mayoral *Imbizo* at Tshakhuma Lutheran Church



Picture B: Mayoral *Imbizo*, Tshakhuma Lutheran Church

Figure 2.8.2: Makhado Mayoral *Imbizo* – The figure above exemplifies Mayoral Imbizo that was conducted on the 27th of September 2024 at Tshakhuma Lutheran Church. This Imbizo was conducted to the community of Tshakhuma to participate in community engagements and to build a relationship between the local municipality (MLM)and its community.

Source: Ramulongo, 2024

It is therefore very important that communities can be considered, informed on decisions that have been approved by their respective municipal council. This is known as report back meetings. Report back meetings are very important because there might be certain decisions that might affect the community such as service delivery issues. In this study, it is therefore proposed that public participation strategies are a means to decrease tension and conflict over public policy decisions. These participatory processes provide channels for citizens to provide input and receive response throughout the IDP processes. Furthermore, they empower citizens to actively participate and contribute to the IDP, fostering a sense of ownership and ensuring that the plan reflects community needs

2.9. Chapter Summary

In this chapter, a conceptual and theoretical framework was employed that explored the four main concepts: collaborative planning, integrated planning, social inclusion, and areas of space and meetings, and the communicative action theory. Further to the above, this chapter argued that the identified concepts advocate for active interaction and engagement between

the local state and the local community. In reviewing the literature that spoke to this study, it is evident that the application of the public participation process is of utmost importance to develop the IDP policy to meet and deliver needs of the community whilst using available resources adequately and sustainably for present and future generations.

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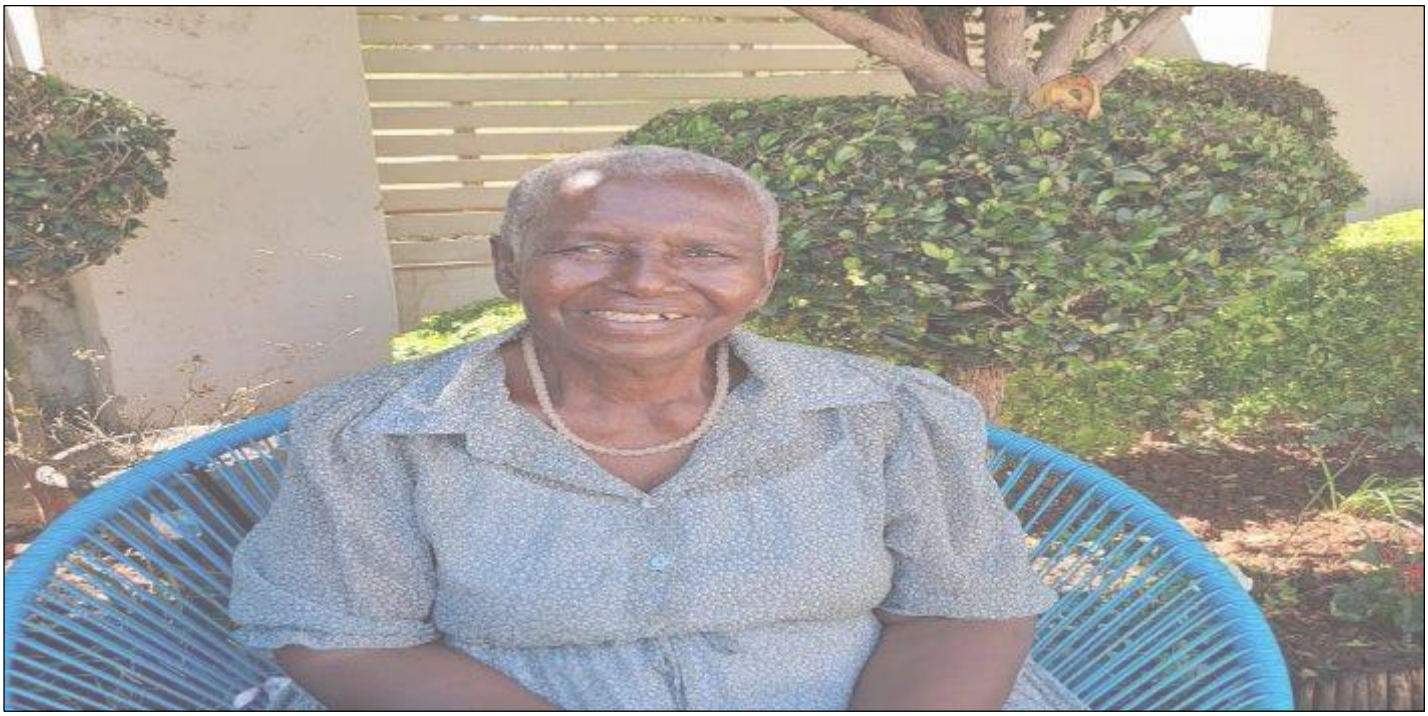


"Democracy and socialism are means to an end,



not the end itself" - Jawaharlal Nehru

NDIMA YA 3: MUVHEVHULIWA U NEKEDZA THOHO



3. NDIMA YA 3[6]: MUVHEVHULIWA U NEKEDZA THOHO[7]

Muvhevhuliwa U Nekedza Thoho is a Tshivenda proverb that means " Those who seek assistance should humble themselves," implying that learning knowledge is the first step towards actual wisdom. This proverb resonates with this chapter and serves as a reminder to the researcher that the subject of this study is subject to learning, comprehending, and expanding on current information, which is appropriate for the selected study.

3.1. Overview of The Study

The previous section of the study dealt with the conceptual and theoretical framework that guided the data collection. This chapter covered research methods that have been employed on this study. For this study, an explanatory research method and case study method were employed as they provided a useful tool for studying the dynamics of the interaction between the local government and its community, as well as the process of public participation in developing the IDP. This is primarily emphasised by the study's identified objects, as outlined in Chapter 1, which included Makhado citizens, IDPs, and municipal authorities, with the case being Makhado local municipality. The study followed an instructive assessment through qualitative methods as it seeks to understand the process of coming together of the state and citizenry through the kind of space that the public participation process happens to advance for the IDP service delivery.

To address the research questions of this study, it is vital for urban planners and urban managers to adopt an approach that acknowledges public participation as a process while advocating for service delivery of the IDP projects. This research report aims to bridge the gap by delving into the relationship and coming together between the local state and its citizenry, for access of services while looking into and respecting social and cultural context such as language used in the public participation process.

3.2. The Scene of The Study: Location of The Study

Established by the provisions of the MSA (1998) and categorised as a Category B municipality, MLM is part of the **205** municipalities (Electoral Commission, 2016) and the 5th largest province in the country by are and population in South Africa, entrusted with the sustainability of

[6] Chapter 3
[7] Those who seek assistance should humble themselves

providing basic services and to encourage the involvement of communities. MLM accounts for approximately **416 728** population that live within the municipality (Makhado draft IDP, 2024/25) and classified as a rural area. The MLM IDP Review, 2024/26 cites that approximately 3134 709 households lack access to water and waste removals, whilst 4413 households do not have access to electricity and **16 453** households needed RDP housing. Therefore, MLM was selected as the case study of this research report.

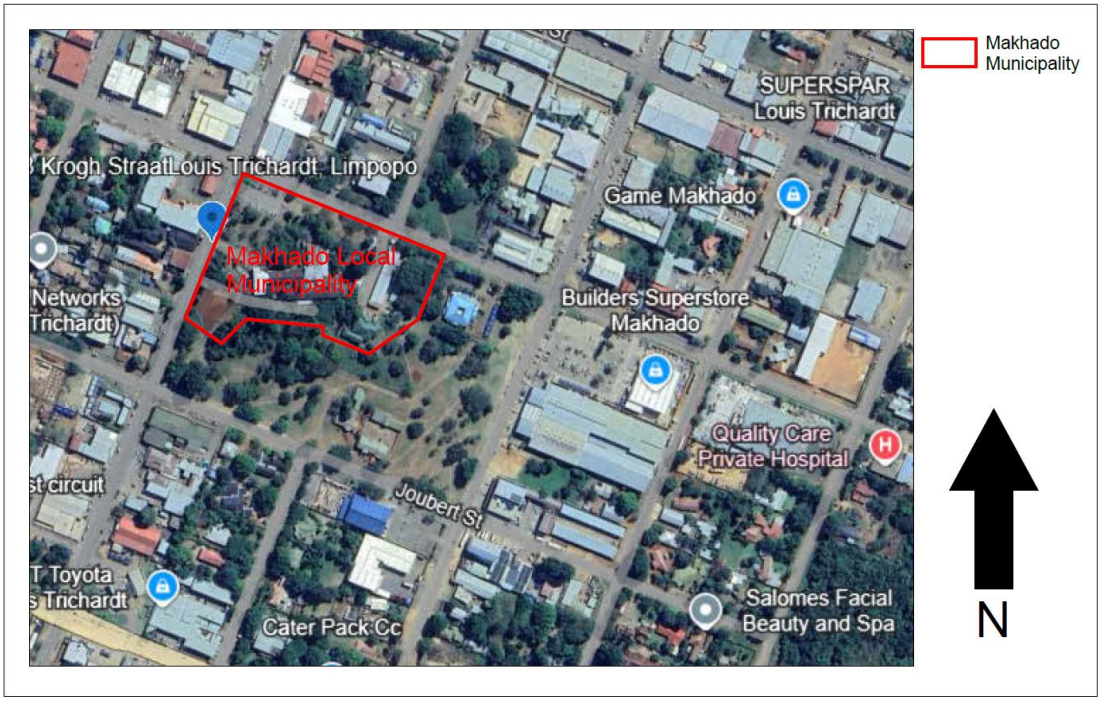


Figure 3.2: Location of the study- The figure above shows the case study of the research report, Makhado Local Municipality

Source: Ramulongo, 2024

3.3. Setting the Course: Research Approach

The research adopted an explanatory research approach to gather understanding, uncover the complex relationship between objects identified the state and community members. This aided in providing insights on how they influenced one another in terms of service delivery of the IDP projects at MLM, as it is a service delivery case centre in this study. Therefore, an explanatory research approach offered a comprehensive insight into the dynamics at play in MLM as the case study, aiding in the enhancement of the IDP and fostering more effective public participation.

In addition, a qualitative approach was used to aid in answering the sub-research questions derived from the central research question in chapter 1. This allowed to delve deeper into contextual insights by looking at the social and cultural context on how the process of public

participation accommodates diverse groups in terms of language and space. Lastly, it contributed to the development of concepts developed in the conceptual framework in chapter 2. These concepts such as communicative planning, integrated planning, collaborative planning and areas of public space and meeting approach that provided a base for the collection of data and this research report.

3.3.1. Lifting the Veil: Research Method

The research methodology is structured around the main research questions and the sub-research questions to ensure that each one of them is appropriately answered.

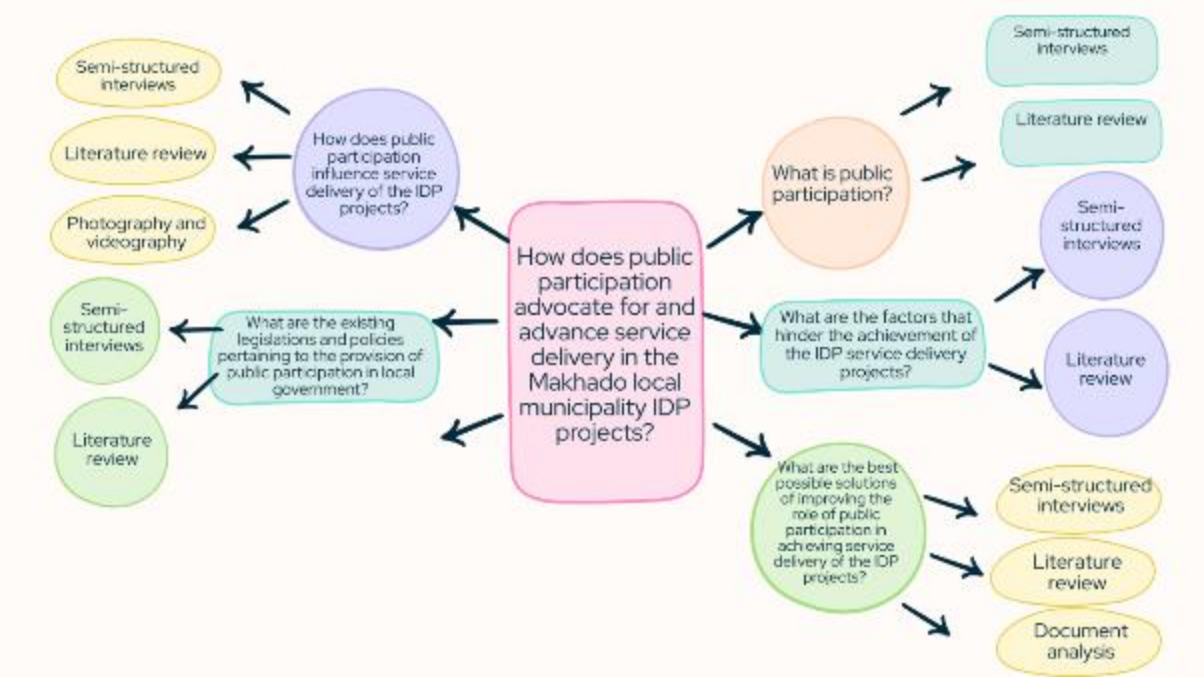


Figure 3.3.1: Research methods outline- The figure above graphically depicts how each question will be tackled. It shows different research methods that are based on answering the research questions. These include semi-structured interviews, document/policy analysis, photography and videography.

Source: Ramulongo, 2024

3.4. Suitability of Makhado Local Municipality as the Case Study

The choice for this case study was based on understanding the context of successes and challenges in local governance and development planning in South Africa (Hungwe, 2017). Further, the research report is a product of the interaction between the researcher and participants.

MLM is a suitable case study for this research report because, as highlighted in section 3.1, it has a diverse mix of population in the rural community (Makhado IDP Review, 2024/25). The

diversity of this case study intends to offer an opportunity on how the process of public participation is tailored and whether efforts are made such as language barriers and cultural dynamics.

Secondly, as highlighted in the problem statement, MLM faces a lot of challenges in terms of meeting all the service deliveries as highlighted in the IDP policy leading to service delivery backlogs and protests from local communities. This then provides a rich context on how the IDP service delivery projects are implemented and how the process of public participation prioritizes these projects.

In urban management, Makhado is an area that is experiencing significant growth in population. Statistics show that in 2016, the population has grown from **416 728** to **502 397** in 2022 . This growth creates both challenges and opportunities for urban planning, making it important to look at how the IDP aligns with the needs of the community. Lastly, the way in which Makhado implements its IDP offers an insight into how the municipality integrates legislative requirements with on ground realties, especially in managing resources, infrastructure, and land use.

3.5. The Study's Foundation: Research Design

A case study involves a detailed and intensive analysis of a particular event, situation or an organization and it typically defines the space (Hartley, 2004). Therefore, the study adopted the case study research design and chose Makhado local Municipality as the case study. The case study allowed for a full comprehensive understanding of the case chosen in understanding the local factors such as the community of Makhado influenced the implementation of the IDP and its engagements.

The suitability of this case study allowed for the examining complexities and dynamics of real-life scenarios looking at the concepts such as integrated planning, collaborative planning and areas of public space and meeting which often can be easily captured through qualitative data by interviews conducted. Lastly, by focusing on MLM as a case study, it allowed for a holistic view of components such as community needs, stakeholder relationship with its citizenry and institutional challenges which are effective for the analysis of this study.

3.6. The Journey Begins: Data Collection Techniques

Qualitative data collection such as primary and secondary methods were used in this report. In a research case study, several sources of data, such as documents and interviews were used to get a deep understanding of the case (Schoch, 2020). However, in this case, data was gathered through semi-structured interviews with target objects outlined in chapter 1 relevant to the research topic and conceptual lens outlined in chapter 2. The study relied on 15

participants chosen by purposive sampling, and these included: 3 IDP Municipal officials,10 community members and 2 ward councillors.

3.6.1. Semi-structured Interviews

Semi-structured interview is a qualitative research method that combines a pre-determined set of open questions with the opportunity for the interviewer to explore themes or responses further (Karatsareas, 2022). The study used IDP officials, ward councillor's and community members as the nature of the study needed only those with expertise and who could share their reality on the research topic to take part in this study.

The choice for Semi-structure interviews was on the basis that it allows for flexibility, and it assisted the researcher to get in depth understanding from the respondent. This approach allowed for adequate collection of data and facilitated flexibility for respondents to participate in the creation of the data. Semi-structured questions that have been created are flexible, allowing new questions to be brought up during the interview, it allowed respondents to talk about issues they felt most comfortable with and knowledgeable about (Naz and Aslam, 2022). The interviews followed a broad interview guide that outlined the topics to be covered **(Appendicitis attached).**

This approach assisted the research report in terms of understanding the association between the objects that have been diagrammatically represented in Chapter 1. Therefore, understanding the roles and responsibilities of the objects in coming together to develop a single policy through public participation to address service delivery of the IDP projects.

3.6.2. Photography and Videography

Photography and videography assisted in capturing and interpreting the participants attention and behaviour visually. The photographs and videography were taken at the surrounding areas of Makhado municipality, captured the environment while comparing the different service delivery scope outlined in the IDP policy such as roads and how these spaces are or were used to ensure service delivery.

The importance of using videography and photography as a method in this report is to capture and understand lived experiences and spatial dynamics. These methods therefore enhance the qualitative collection by offering insights that textual or numerical data cannot fully convey. These methods are presented, analysed in this report as hyperlinks, figures with captions illustrating specific moments such as:

- Public participation happening between the local government and the residents;
- Visual evidence of service delivery within the communities within the jurisdiction of Makhado municipality.

These methods will also be analysed using thematic analysis based on demographic representation and level of engagement with the participants through the semi-structured interviews.

The types of spaces in which the state and its citizenry engage in was captured to show the kind of environment it is and if it is conducive for a public participation process. Similarly, photography and videography contrasted how the participants verbally claimed how they received and delivered services in the interviews and how they did so in the ground. Data was captured in colour with an iPhone 11 and placed in a secured and protected folder.

3.6.3. Document Analysis

The secondary data of the data for this research included document analysis. Together with the semi-structured interviews conducted; document analysis is of the most used for case studies (Belina, 2023). For this research report, the authenticity of the official documents used was not a major concern since, in most cases they are official documents that are used by citizenry and went through public participation.

Document analysis assisted the researcher to delve much into the coming together, the relationship of the research objects which are the state and its residents (Bowen, 2009). Similarly, document analysis assisted the researcher to understand the governments approach through integrated planning, collaborative planning and how the state and its citizenry engage and the space through which they engage in public participation as this have evolved overtime. Consequently, these concepts and objects listed will be used to analyse the environment created by the local government and its community members to work towards improving the service delivery of the IDP projects within Makhado Local Municipality. documents that aided in this study were the policy documents that regulate local government and that policies that regulate public participation process in the local sphere of government.

3.6.4. Audio Recording

Audio recording was used when interviewing the participants of this study. Before commencement of the interviews, permission was obtained from the participants, and they were given assurance that although anonymity cannot be guaranteed in the data collection process their recording will be kept safe. A manual transcription to translate the audio recording was used to assist in data interpretation in chapter 4.

3.7. **Encountering Participants: Sampling Process and Sample Size**

The study had a total of 15 respondents drawn from the space of Makhado Local Municipality which is the case study. To ensure that the study answered the sub-research question, the

participants were selected using purposive sampling technique. The participants included IDP municipal officials who are actively involved in the process of public participation and the compilation of the IDP policy, the ward councillors who serve as a strategic mobilizing agent for the municipality and the community in the planning and implementation of the IDP and lastly the community members who have been actively involved in community engagements and have more experience with the issue of service delivery. Additionally, the IDP review 2024/25 assisted the researcher to identify main IDP projects that are active in MLM.

Participant groups	Number of participant groups
IDP municipal officials	3 participants
Ward councillors	2 participants
Community members	10 participants

Figure 3.7: Participant groups- illustrates the 15 participants that identified using purposive sampling technique within the vicinity of Makhado local municipality.

Source: Ramulongo, 2024

3.8. Data Analysis Strategies and Interpretation

The process of analysing the collected data involves the interpretation of the data using logical and systematically thinking to determine patterns from collected data (Salmona and Kaczynski, 2024). The interviews were recorded using an iPhone 11 device and were transcribed to a text using the manual transcription hands on method to avoid missing any important information from the interviews.

Qualitative semi-structured interviews were the main instrument used to obtain various perspective on the breakdown between the local state and the citizenry. The data analysis method selected for this study is thematic analysis qualitative approach. Thematic analysis is method for data analysis that allows researchers to extract important themes that reflect the main ideas or concepts arising from the qualitative information gathered by finding recurrent patterns and meanings within a dataset (Lochmiller, 2021).

The researcher developed new concepts, formulated conceptual definitions and examines the relationships among those concepts (Jaakkola, 2020). In this study, the research used the research questions aligning them with the key concepts and themes as outlined in the literature review, as well as those that emerged from the data collection to make sense of the data.

The main aim of data analysis is to transform data into a meaningful form, to answer the original research proposed question (Mzmir, 2020). On the other hand, data analysis is the heart of any research (Myatt,2017) as it involves making sense of what the data collected says

in relation to the problem statement of the research. The data was analysed under the form of themes aligning with research questions and the data collected through the interviews. The researcher analysed data that was collected from the participants by finding common features in the form of themes.

3.9. What We Explored (And What We Didn't): Methodological Scope and Limitations

The study primarily employed qualitative methods whilst focusing on the case study, MLM to capture the diverse perspective of the involvement and relationship between the local state and the community. The research report also focused on the social and cultural context of Makhado municipality employed through the concepts developed at chapter 2 and objects identified at chapter 1 of the study. Lastly, it focused on assessing the recent and previous IDP projects looking at the timeframes captured in the current practices and the emerging challenges looking at the backlogs.

With regards to limitations, data for this research reported was collected mainly by semi structured interviews and document analysis which can be associated with prejudice in such data collection methods (Husband, 2020). An interview guide for all 3 participant groups was prepared. Although the researcher expected to be given generous time to conduct the interviews, it could not happen due to the limited availability especially on the municipal official's and ward councillor's side. With the community participant group although the research report did not take gender into consideration, there were more women interviewed more than men which was not expected. Unexpected reactions and emotions were demonstrated because of the perceptions and feelings concerning the subject matter.

In the light of the methodological scope and limitations shared, this research aimed to provide a transparent understanding of the study while recognizing the challenges and complexities that might come with it. These will therefore form part of the analysis that will be done in chapter 4 ensuring that all the experience and emotions shared can be contextualized and speak volume up to the recommendations of this research report in chapter 5.

3.10. Ethical Considerations

Several ethical considerations were considered; the principle of voluntary participation was applied to ensure that people were not coerced into taking part in the research. Secondly, application of informed consent meant that respondents were fully informed about the nature of the study and the procedure and were requested to give their consent to participate **(Appendix attached)**. At the same time two standards were applied to help protect the privacy of research participants and their confidentiality.

This meant that participants were assured that information, and data would not be made available to anyone unless permission was granted by the informant. In addition to this, although anonymity cannot be guaranteed during data collection processes, participants were guaranteed that they will remain anonymous throughout the study. With these guarantees, the overall risk for the respondents was seen to be low. However, due to the sensitivity and nature of the study in terms of the respondent's perceptions of leadership which touched on issues of governance, in provision of service delivery, the relationship and connection of the identified objects and public participation processes it made it more important to preserve and assure anonymity.

To maintain objectivity and reduce potential researcher bias, the researcher made sure to keep notes to reflects on the participants views during the interviews to assists when analysing the collected data and made sure not to focus only on a certain view. Different methods were used to collect information like interviews, photography, videography to make findings accurate. The researcher ensured everything was carefully presented including the participants views.

3.11. The Grand Finale: Conclusion

It is understood that after all the collection of the data, challenges faced and the wins it all comes back to answering the central and sub questions of this study and contextualizing it back to the theories and concepts identified in literature while similarly considering unifying the objects of the study.

This chapter has explained the methodology of the research report, a case study research method and its application in this research. In addition, the chapter has outlined sources of data, data collection instruments and data analysis procedures applied in this research. The chapter has further explained the strengths and limitations of the case research method in interrogating the research question.

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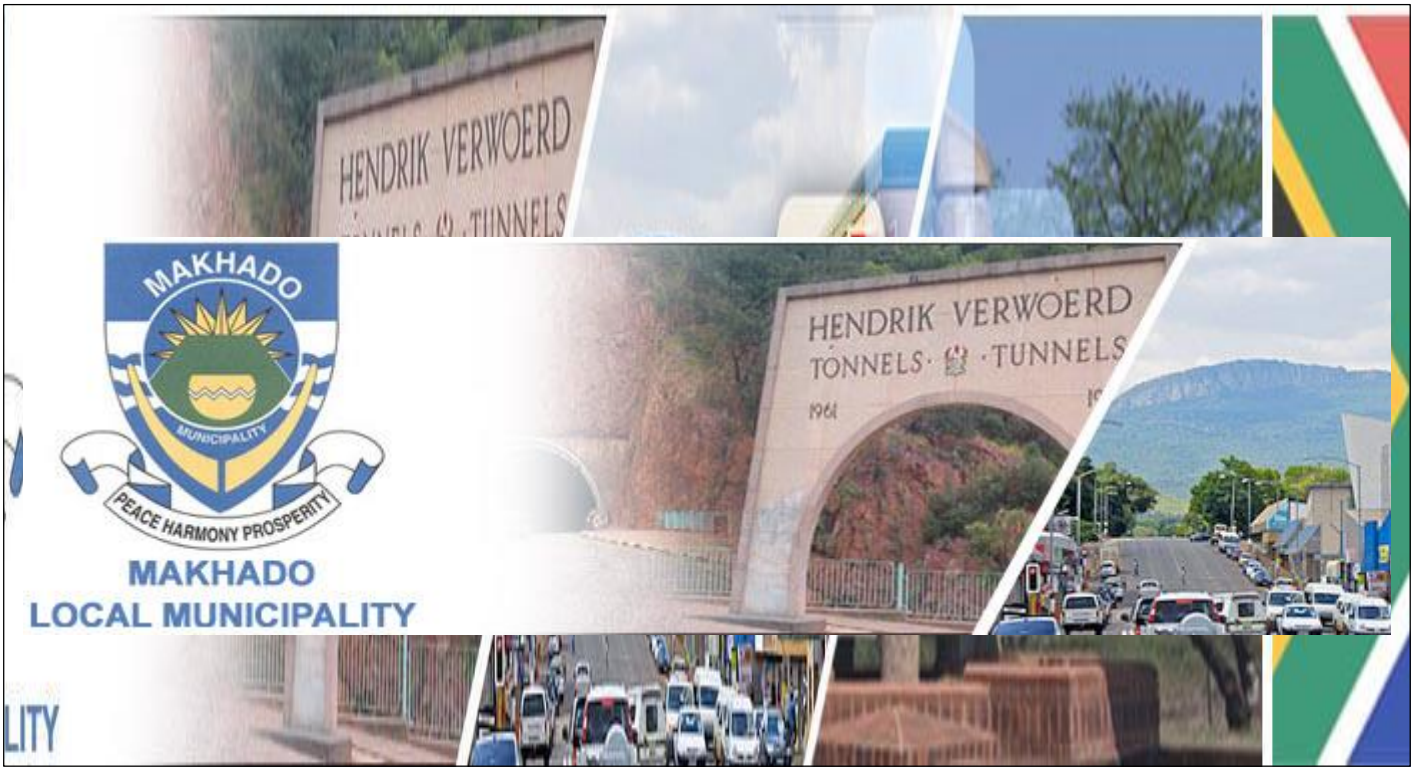


"Deocracy and socialism are means to an end,



not the end itself" - Jawaharlal Nehru

NDIMA YA 4: MAWANWA A NGUDO



4. NDIMA YA 4: [8] MAWANWA A NGUDO[9]

Mawanwa a Ngudo is a Tshivenda proverb that means "The findings of the study." This proverb resonates with this chapter as it presents presented the research findings and a brief analysis through the development of themes acquired from the data collected in chapter 3. The data is presented with two languages, *Tshivenda* and translated into English.

4.1. Overview of the Study

This chapter presents the analysis of data collected from the semi-structured interviews which was the main data collection instrument for the study. A total of 15 participants were interviewed of which 3 were IDP municipal officials where one of them was the IDP Manager who are responsible for developing and reviewing the IDP and conducting public participation, 2 were municipal ward councillors who are the mediators between the municipality and the community members, and 10 community members. The diversity of the chosen participants was determined by the type of study and the data needed for the study. The participants chosen for this study were asked questions that relate to their scope of work and relating to their everyday experiences.

Out of the 15 participants interviewed, the researcher managed to interview them face-face. Pseudonyms were used instead of mentioning real names because anonymity was guaranteed for the research report but as for data collection anonymity was not guaranteed. This was done to protect the identities of the participants because they did not want their identities to be revealed. The age of the participants differed significantly, and the educational level of participants differed significantly. The age and the educational level were important for this study because data was collected from diverse groups with different mindsets and opinions, and this made the data richer and more relevant to the study.

4.2. Interview Participants

This section outlines the biographies of all the participants of the study. The biographies outlined are for the IDP municipal officials, municipal ward councillors and the community members. It is important to note that pseudonyms were used for the biographies.

[8] Chapter 4
[9] The Findings

Participant	Designation	Years of experience	Gender	Age
1.	IDP Manger-Mr Ramakhanya	15 Years	Male	56 Years
2.	IDP Municipal official- Mrs Ramuntshi	5 Years	Female	32 Years
3.	IDP Municipal official-Ms Marwala	2 Years	Female	30 Years
4.	Ward councillor (Ward 09)-Mr Lepaupau	5 Years	Male	50 Years
5.	Ward councillor (Ward 01)- Mr Rasikhinya	5 Years	Male	60 Years
6.	Community Member- Mrs Munyai	-	Female	30 Years
7.	Community Member- Mrs Radzuma	-	Female	45 Years
8.	Community Member- Mr Madia	-	Male	40 Years
9.	Community Member- Mr Mafharalala	-	Male	55 Years
10.	Community Member- Rudzani	-	Female	35 Years
11.	Community Member- Elsie	-	Female	45 Years
12.	Community Member- Khathutshelo	-	Female	40 Years
13.	Community Member- Esther	-	Female	55 Years
14.	Community Member- Nthatheni	-	Male	65 Years
15.	Community Member- Hangwani	-	Female	58 Years

After conducting data from the semi-structured interviews, collected data was transcribed and analysed to identify the themes. The following themes emerged from the data:

- The process of public participation
- Role of public participation in the development of the IDP
- Factors that hinder the achievement of the IDP service delivery projects,

- Role of municipal officials in public participation and
- Guidelines to improve public participation for effective service delivery.

4.3. Emerging Themes of the Study

4.3.1 Theme 1: Understanding of public participation and the IDP

The theme above was designed to assess the understanding of the IDP and the process of public participation. Community members stated their own understanding of the public participation, and it showed that most of them got to agree and align with the aim of this research report. **Ramakhanya indicated that:**

> *"U tanganyela ha vhathu ndi nyito ine vhathu nga u fhambana havho vha fhiwa tshikhala tsha u bvisela khagala dzi khaedu dzavho dzine vha tangana nadzo kha duvha. Kha hedzo dzi khaedu zwi thusa uri hu diwe na thandululo ya tshifhinga tshilapfu." –* ***IDP Manager***

"Public participation is a process whereby communities are given a chance to voice out their challenges and concerns that they face in their everyday lives and out of those challenges raised permanent or temporary solutions are made through the IDP policy."

Radzuma further added that:

> *"U tangana ha vhathu, ndi ndila ine masipala wa amba na rine ngayo uri nga vhothe a vha nga koni vha toda na thuso yashu uri ri farane ri vhe tshithu tshithihi u itela u da na thandululo ine ya do thusa tshitshavha tsha zwino na tshidaho****."- Community member***

"Public participation is a way of the municipality saying that we cannot work alone but they need us their community to join hands together and come up with solutions that will be of help to the present and future generation."

To add up, Ramuntshi further indicated that:

> *IDP ndi mulayo une wa vha wa minwaha mitanu une wa bveledzisa miloro ya masipala. Hoyu mulayo ndi wone une wa thusedza kha u isa tshumelo vhathuni. U tangana ha vhathu ndi maitele a u tanganyisa vhathu kha mushumo ya lushaka na u thusa kha mulayo wa IDP."****- IDP Official***

"An IDP is a five-year strategic that encompasses of all the strategic goals, visions and missions of the municipality. Strategic goals of the IDP facilitate the provision of basic service delivery. Public participation is the process of including all citizens in a particular project such as developing the IDP."

Rasikhinya concluded by saying:

> *"U tanganya ha vhathu ndi u da huthihi ha vhathu vha shango na masipala wavho tshiphikwa hu u thusana kha dzi khaedu dzine vhathu vha kho tangana nadzo u itela u wana thandululo ya tshothe. Tanganyo ri di wana I tshi thusa kha mafhungo a IDP."* ***- Ward Councillor***

> *"Public participation is a process whereby communities and local government come together to assist each other in evaluating challenges and finding feasible solutions. Public participation can be done mostly when reviewing the IDP."*

The purpose of this theme was to test the capacity of knowledge that the participants have on the processes of public participation and the policy of the IDP. This theme aims to answer the sub-research question of the study which is "what is public participation?". Based on the responses, it showed that the participants surely do know and understand what kind of animal they are dealing with and how it can be controlled. Two very important points were posed during the interview that, public participation is a way of local state creating and building a strong relationship with the community to pave a way for the community to be free when they need to voice out their challenges that affect their livelihood. Public participation is also a way of putting people first as the *Batho Pele* principle promotes in any institution that works and deals with people. Scholars such as Makumu and Mlambo (2024) concur with the views shared as they believe that public participation involves engaging with people to meet their needs and concerns.

With the overall views shared, most of the participants are of the view that if one gets to understand the process of public participation, it would be easy to implement the IDP. Although implementation may come with challenges, but it will surely make an impact in addressing the backlogs that tend to be reported after every five years when reviewing the IDP. this also links with the participant's view that, the IDP is a five-year strategic plan that aim to meet the vision and mission of its institution but also meet and address the needs of the people.

4.3.2 Theme 2: The role of public participation in the development of the IDP

From the literature gathered, the concepts made more emphasis on how public participation as a process is essential in developing the IDP and the local government as it enhances the engagement between the local authority and its community for effective service delivery. However, the following participants under this theme are of the view that public participation is an important process for the development of the IDP and it ensures that all IDP projects are successful ensuring that communities are involved leading to satisfaction of service delivery.

Ramakhanya said:

> *"U di wana tshitshavha tsho tangana nga vhanga la IDP ndi zwithu zwi takadzaho nga maanda ngauri zwi vha zwi kho thusa rine sa vhashumi vha Makhado musi vhathu tshi da na mihumbulo yo fhambanaho na dzi khaedu dzine vha tangana nadzo. Zwi ri thusa uri ri divhe uri ri vha disels mini tshitshavhani."* ***- IDP Manager***

"Seeing the community gathered during public participation processes in developing the IDP gives us great joy as the municipal employees. Coming together comes as a great opportunity for the community as they get to pour out their minds and tell us their challenges and how can we as the municipal do to develop a well-structured IDP for better IDP service delivery projects."

Lepaupau agreed to the above:

'U bva tshe nda shuma minwaha mitanu sa mu ward councillor, ndi pfesesa uri mushumo wa u tangana ha lushaka u itela u sedzulusa mulayo wa IDP zwi thusa uri tshumelo iye vhathuni. Tshumelo I tshi ya vhathuni zwi dovha zwa tutuwedza na rine uri ri vha na maanda a u tutuwedza vhathu uri vha dzhenele kha mitangano yothe rIsa shoni." ***- Ward Councillor***

"Since I have worked for 5 years as a ward councillor, my understanding of the importance of public participation process is to ensure that all service delivery projects identified on the IDP are reviewed and can be delivered to the people. In this case if services are rendered to the people, it also makes it easier for us ward councillors to encourage public participation."

Marwala concluded by saying:

"U tangana ha lushaka zwi tamba ndima khulwane ngauri zwi ita uri hu vhe na u fhulufhedzea ha rine sa vhashumi kha vhathu. Zwa dovha zwa ita na uri ri vhe na u dzhia tsheo zwavhudi ro sedza zwililo zwa vhathu nga tshenetsho tshifhinga."- ***IDP Municipal Official***

"The role of public participation in the IDP promotes and enhances transparency in the planning process and promotes better decision making that reflect the needs and priorities of the community."

The municipal IDP officials and ward councillors took over theme 2. The participants shared similar thoughts and concerns with the role that public participation plays in the development of the IDP. During the interviews, it was highlighted that without public participation it is impossible to have a complete development of the IDP. This is because through public participation, when communities get to engage with their local state, they give them ideas and their challenges when it comes to service delivery. That is why an IDP is a strategic plan that aims to meet the vision and objectives of the local state which is to provide services to its people and to have a harmonized environment. The IDP manager highlighted that although the IDP covers different sections that define the municipality, the main content people would want to see is that of service delivery. In the setting of the municipality this assists to measure on how the municipality has been working and if it did cover some of the service delivery

backlogs that were highlighted in the IDP as well as raised by the community. It covers budget that has been used the past five years and the budget that needs to be used in the coming years. Therefore, out of the conversations had, public participation gives birth to the IDP but also transforms what it is on the book to be on the ground. It is safe to say that it takes transparency, accountability, better decision making and a good relationship to have a successful public participation that will automatically yield to good results.

4.3.3 Theme 3: Challenges of achieving IDP service delivery projects

This section presents the data that was collected on the challenges that are faced by the municipality and its officials on implementing and achieving the IDP service delivery projects. Most of the participants revealed that the municipality lacks financial support, they have shifted their focus from the *Batho Pele* principle, public participation is unsatisfactory leading to lack of transparency and openness and language barrier was also posed as a challenge. The following is what IDP municipal officials, ward councillor and community members had to say:

Hangwani supposes that:

> "Vhunzhi ha dzi khaedu dzine mi masipala ya tangana nadzo musi I tshi kho bveledzisa IDP, zwi bva u shaya ha thikhedzo ya masheleni. Masipala u feila u dzhia tshikhala tshau ambedzana na vhakwameaho vhane vha nga thusa kha zwa masheleni uri mushumo u ye vhathuni. Hezwi zwi ita uri masipala u sa ise tshumelo vhathuni zwa fhedza zwu kho ita uri vha salele murahu kha u isa tshumelo vhathuni vha fhedza vha tereka."**- Community Member**

"Most of the issues municipalities experience while implementing the IDP stem from a lack of financial support. Municipalities fail to capitalise on opportunities to engage with external stakeholders who can help with finances. This makes it difficult for the municipality to handle the service delivery difficulties, resulting in endless backlogs and protests."

Ramuntshi goes on to remark that,

> *"Naho ndi na minwaho mirarau ndi kho shuma kha muhasho wa IDP MLM fhasi kha zwa u tangana ha tshishavha, vhashumi vha masipala vha kha di vha na khaedu ya u tanganaedza khaedu ya u tanganyisa vhathu. Ri na ndowelo ya u sa vhudza vhathu nga tshifhinga uri vha kho tea u tangana ri tshi kho hangwa uri vhathu vha kho fanela u dzhiweliwa ntha rine ra vha vhatetshelesi kha zwine vha kho tangana nazwo. Hezwi zwi ita uri zwi konde u bveledzisa IDP."* ***– IDP Municipal official***

"Despite my three years of experience in the IDP department's public engagement division, municipal staff still struggle to accept the ongoing situation of not consulting our people on time. We have a habit of not consulting people on time, forgetting that

our people should be in the front row, and we should be the listeners. This makes it difficult to confidently execute the IDP."

Mafharalala grumbles that:

> *"Sa mudzulapo wa MLM, nga ndile mitangano ya vhathu ya tshimbidziwa ngayo a zwi pfushi sa mudzulapo wa fhano. Zwine zwa sa ntakadze ndi zwa uri, ahuna vhushaka ho fhatiwaho ho imaho zwavhudi vhukati ha masipala na rine sa vhadzulapo vha Makhado zwine zwi ita uri hu savhe na vhungoho na u bvela khagala zwi tshi bva kha masipala washu zwine zwa ita uri hu vhe na luvhondo luhulwane lu si lwavhudi vhukati hashu. Masipala u do vha wa vha na u sa vhuyela murahu kha vhudzulapo zwi tshi da kha mafhungo a no kwama matshilo ashu." –* ***Community Member***

"As a resident of MLM, the rate of public participation is unsatisfactory. There is limited engagement and a lack of transparency and openness, which creates a barrier between the community and the municipality. The municipality lacks a method for providing feedback on topics mentioned at community meetings."

Esther added that:

> *"Sa tshitshavha tsha Makhado, ri a vha na khaedu u vhala IDP I vha yo bvisiwa nga luambo lwa tshi ngisi tshine asi rothe rine ra khona u vhala holu luambo. Ndi tenda uri masipala u nga si baleliwe u ita phulane uri milayo ine ya kwama rine vhari khatshutshele zwi tshi da kha luambo." –* ***Community Member***

"As a community, it is difficult for us to read through the IDP policy because it is not easily accessible in terms of language, it is mainly written in English. The MLM IDP is not translated into the languages that our local community speaks, making it impossible to grasp."

Based on the participant's responses to theme 3, several challenges were raised. The findings from the participants reveal that MLM is confronted by many obstacles that reduces its success in service delivery. The municipalities capacity to deliver to the people is caused by lack of financial support from the municipality itself and relevant external stakeholders that automatically result in more backlogs and leads to unnecessary protests. Another challenge posed by the municipal IDP official was the lack of public participation coming from the municipalities side and one of the community members agreed. Consequently, the rate at which MLM does its public participation process is unsatisfactory and they lack transparency, accountability and most importantly a strong feedback mechanism. What is interesting about the shared views of the participants from the interviews done is that the participants viewed public participation as a special tool for effective service delivery and developing the IDP. In

each municipality, challenges are bound to be there. What is exciting is that participants from both sides which is the municipality, and the community members tend to share the same view. It will therefore take strong leadership and sacrifice from the municipal officials and ward councillors as the mediators between the municipality and the community to consider on how public participation is and the impact it has on adequate service delivery. Through fostering community participation, conditions of MLM will eventually improve.

4.3.4 Theme 4: role of municipal officials in public participation

The role of municipal officials remains very important in the realm of development planning. The IDP manager, the IDP officials and the ward councillor shared very similar sentiments and confirmed that the role that they play are of significance. The participants engaged in outlining a brief of their roles while making references to the regulatory policies. **Ramakhanya remarked thus:**

> *"Vhashumi vha masipala vha na tshiphida tshine vha tshi tamba u tanganya ha vhathu na kha IDP. Fhedzi, musi hu saathu itiwa hezwi zwithu zwothe vha tea u vha na u bveledzisa kana u ita milayo ine ya do thusana navho vha dovha vha di tika ngayo musi vha tshi kho ita zwa u tanganyisa tshitshavha tshavho sa zwe zwa nwaliwa kha mulayo wa Municipal Sysetems Act (Act 32 of 2000)."* ***- IDP Manager***

"Municipal officials have a role of developing policies and plans that assist in the facilitation of public participation and development of the IDP as required by the Municipal Systems Act (Act 32 of 2000)."

Lepaupau enhanced that:

> *"Tsha u thoma ndi nga to amba uri rine ro da u shumela vhathu ende vhathu ndi mapfura vha ya doliwa. Zwi tshi da kha mafhungo haya a uri rine tshiphida tshashu ndi tshifhio kha masipala, ndi nga to amba uri kha u tanganyisa vhathu na kha IDP, ri tea u di wana ri khou divhadza vhathu nga ha tshikhala tsha public participation zwi nga vha kha vhuleludzi ha zwidavhidzani sa Facebook, radio na zwinwevho. Zwo ralo ra fhedza ra vha na zwikili zwa u ita hezwo zwithu. Zwi tshi kho itela uri tshumelo ine vhathu vha tama yone I dele khavho husina na thaidzo."* – ***Ward Councillor***

"The municipal official's role is to notify the public about public participation opportunities. This can be done through social media platforms such as Facebook, radio stations and many more. We do have a Facebook page that we use to notify our people who have access to it regarding activities that we do daily including public participation. As a municipal official, we should have the skills and facility to facilitate public participation that will assist us from getting vital information from the community that will be able to fast track their needs."

Khathutshelo viewed the role as:

> *"Sa mudzulapo nga kupfesesele kwanga, ndi humbulela uri ndima ine vhashumi vha masipala vha tea u I tamba ndi u ita vhutanzi ha uri sa vhadzulapo vha ri tanganyise kha mitangano yavho na uri zwi do di vha thusa kha uri vha vhe na dzi themendelo dzo fhambanaho kha dzi khaedu dzine ra tangana nadzo. Zwi dovha zwa vha thusa na u ita vhushaka vhukati hashu navho uri vhu khwathe u fhirisa u tshila kha vhupo vhune a r ingo farana."* ***– Community Member***

"As a community member, I believe that the role of municipal officials is to ensure that in all the meetings that involve us they should invite us as this will also be of assistance to them as we will be helping them with recommendations and solutions to our challenges since we are the ones that face the challenges every day. This also helps to create that solid relationship between them and us because we cannot live in an area where we do not have a relationship with our service providers, we will be as good as dead."

Rasikhinya concluded by saying:

> *"Tshiphida tshihulwanesa ndi tshi yo fhedza ndi tsha uri, ri tea u vhona uri kha heyi process ya u tanganya tshitshavha tshahu ri tea u rangisa phanda mafhungo a u panga na u vheya phanda dzi tshaka dzo fhambanaho zwi tshi kho u ya ngauri ri kho itela uri hu itee zwone Zwivhuya fhedzi kha vhathu vhashu sa zwe zwa amba nga mulayo muhulwane Afrika Tshipembe une wa vha Constitution (1996). Ra vhuya ra fara hoyu mulenzhe wo tanganyisa tshaka dzothe, ri kona u di wana ri kho tevelela mulayo une wa vha "Access to information" une mudzulapo munwe na munwe u a vha na mbofholowo ya u vhudzisa."* ***– Ward Councillor***

"The role of municipal officials is to ensure that they promote inclusive participation process that represents the interest of their community as stipulated by the South African Constitution (1996) and in this, through inclusive participation there must be an official feedback and responses that are of peoples concerns by providing access to information as required by Section 9 and 11 of Promotion of Access to information Act (2000).

Theme 4 gave a chance to interview that three participant groups that were targeted for this study. Each participant gave a different overview of the role that the municipal officials should play in the process of public participation. One of the good points that catches the researchers mind was made by the community member. The fellow participant highlighted how important the role of a municipal officials is particularly in the public participation department. The participant mentioned that it is of great importance for them to play an impactful role because in the end, it is all about humanity and service delivery. The participant gave an example of a

mall called *"Madombidzha mall*". **Kindly double kick the icon below** to display the video of Madombidzha mall.



Video 4.3.4: Cinematic View of Madombidzha Mall –The icon above presents a snippet view of Madombidzha Mall located at Madombidzha village which opened on September 26, 2024. This was one of the major initiatives planned as part of service delivery to help the Madombidzha community and other people of Sinthumule village inside MLM get their essentials locally.

Source: Ramulongo, 2024

The Madombidzha mall was established on the 26th of September at an area called Madombidzha. This mall was part of the development that people needed in that area because they were tired of travelling long distance to buy essentials. The participant further highlighted that, this is a good sign that "*at least our cry was heard"*, and it came with good things such as more job opportunities and good roads, the participant concluded by applauding what the municipality did. The researcher also got an opportunity to hear from the municipal officials, and they pointed out that their role is to promote social inclusion in terms of race, gender and language. This then accommodates our residents and gives that spirit of wanting to participate in social engagements.

4.3.5 Theme 5: Solutions to improve public participation in the IDP for effective service delivery.

This section presents findings regarding the guidelines to improve public participation for effective service delivery of IDP projects. The guidelines that have been highlighted next page, reflect on how participants think on how the system in the municipality can be improved.

Madia stated that:

> *"Uri zwithu zwi luge zwi tshi da kha mafhungo a u khwinifhadza haya mafhungo, masipala u fanela u ita u da na ndila ine ya do tholola u tanganya ha vhathu na nga ndila ine vha tea u tangana hone. Hezwi zwithu zwi tea u itea masipala u sathu tangana na vhathu u itela uri zwithu zwi tshimbile nga ngona. Na vhathu vho teaho u dzhenelela vha funa u kwamiwa zwo katelana na tshitshavha tshone tshine."* – ***Community Member***

"To improve the implementation of the IDP and public participation MLM, a well-structured strategy outlining participation methods and resources should be prepared

prior to any process. They should also determine which stakeholders should be involved, including the community itself."

Elsie added that:

> *"Nne sa mudzalapo zwi tshi sedza na uri a thin go to dzhena tshikolo zwavhudi, ndi pfesesa uri masipala u fanela u di itela khaedu ya uri hoyo mulayo wa IDP u nwaliwe nga dzi nyambo dzine ra nga dzi pfesesa kana ri di wanelwa na muthu ane a nga di fha tshifhinga a ri talutshedzisa sa ezwi luambo lu tshi Konda. Hezwi zwi do thusa uri ri kone u vha na nyambedzano yavhudi na masipala, zwa dovha zwa ita uri mimuya yashu I vhofhololowe u amba navho."* **– Community Member**

"Local government should dwell more on translating the IDP into accessible languages and shy away from utilising technical jargons. This will be of help while engaging them in events such as Imbizo, they will have much more understanding if they do understand the IDP and be free to participate."

Lepaupau focused more on the feedback mechanism

> *"Sa mu ward councillor wa masipala wa Makhado ndi kho tama uri nne na vhashumisani vhanga ri vhe na mulayo un era u tutuwedza wa u di wana ri kho isa mivhigo ya mitangano yo fhiraho, hafha ndi hune ra do vha ri kho humela murahu khavho ri tshi vha vhudza uri rine sa masipala ro da na pulane dzifhio nahone ndi dzifhio khaedu dze ra tangana nadzo musi ri tshi kho ambedzana nga tshashu. Hezwi zwi do ri thus ana uri nea ndila ya khwine u imedzana na dzi khaedu dza vhathu vhashu."* **– Ward Councillor**

"Municipal officials should develop a feedback mechanism that will assist them in responding promptly to all our service delivery challenges this will also help and guide them on how to address these challenges."

Rasikhinya concluded by saying,

> *"Nne sa mu ward councillor ndi tshi fhedzisa ndi ri, ndi funa u isa phanda na vhudifhinduleli ha u vha na vhushaka ha khwine vhukati hang ana tshitshavha ngauri ndi nne ane nda vha dzomo la vhathu zwi tshi da kha u isa dzi khaedu ha masipala. Hezwi zwi do koniwa nga u vha na mitangano navho ri tshi kho amba nga zwine vha kho tangana nazwo na zwine vha kho toda zwi tshi Shanduka hu itela uri mushumo uye vhathuni."* **– Ward Councillor**

"As a ward councillor my responsibility is to have a solid relationship with my community by organizing meetings to engage with them and discuss their issues while

gathering their inputs and deliver it to the municipality ensuring that they are well represented."

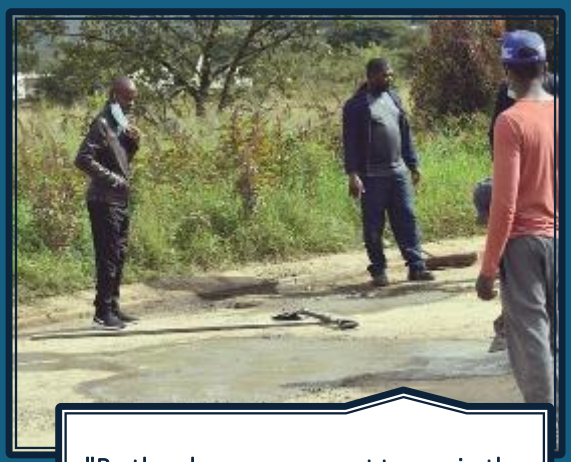
One of the important issues raised by the participants on ways to improve public participation for effective IDP service delivery projects, was to enhance community participation and ensuring that the IDP document is accessible to all not only through the social media but must be available for viewing at the local municipality before it being approved by the council to ensure that all people comment as it as legal right for citizens to have the right to speech and expression as protected by Section 16 of the Constitution (1998). Not forgetting that the IDP must at least be translated into a language or languages that are of dominance within the jurisdiction of MLM for community members that lack understanding. One of the participants highlighted an important point which it is the number one factor that the municipality should consider when undergoing public participation process, the power of feedback mechanism and having a good relationship with the community. The findings indicate that feedback mechanism in such spaces of public participation is a way to the people's heart (Barnes and Newman, 2007). In this nature of study, it was recommended that municipal officials should amongst themselves prioritise feedback mechanism as it assists in building a relationship and taking into considerations the needs that needs to be prioritised that should be delivered to the people. Correspondingly, Innes and Booher (2004) are of the view that feedback mechanism in the process of public participation, makes more room for improvement and builds up a good and solid relationship between stakeholders.

4.4. Chapter Summary

This chapter presented the findings of the data collected and its analysis. These findings responded to research questions of this report, establishing the process of public participation and how it brings about and reveals the kind of relationship that the municipality has with its community and relevant stakeholders that take part in funding the public participation process. The data also outlined the roles making references to the regulatory policies, challenges of implementing the IDP service delivery projects and lastly guidelines on how the above can be improved for better service delivery.

UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG

SCHOOL OF ARCHITECTURE & PLANNING



"Be the change you want to see in the world."- Gandhi



"Alone, we can do so little; together, we can do more" - Helen Keller

NDIMA YA 5: NDIVHO YA NAMUSI NDI MUENDEDZI WA MATSHELO



5. NDIMA YA 5: NDIVHO YA NAMUSI NDI MUENDEDZI WA MATSHELO[10]

Ndivho ya mulovha ndi muendedzi wa matshelo is a Tshivenda proverb that means "The knowledge of today is a guide for tomorrow," implying that the knowledge that was gathered today is the same knowledge that will guide tomorrow. This proverb resonates with this chapter as this chapter encompasses the findings of the study gathered during data collection. This proverb then concludes the research study.

5.1 overview of the Study

This chapter present the final reflections on the study that was designed to assess the implementation of the IDP and public participation focusing on the case study of MLM and getting deep into detail in the examination of the experience between the local government and its residents concerning the matters of service delivery and on the other hand the causes of the protest movements. This chapter is divided into three sections: the first section will focus on the key findings referring to the research questions of the study, the second section will cover the conclusion of the study, and the third section will give recommendations in relation to the research findings. As described in chapter 3, there were 15 participants that were involved in this study, including the IDP officials, ward councillors and the community members.

To answer the main question of the study, the study had five sub-questions which are as follows:

Main research question: How does public participation advocate for and advance service delivery in the Makhado local municipality IDP projects?

Sub-research questions:

- What is public participation?
- How does public participation influence service delivery of the IDP projects?
- What are the existing legislations and policies pertaining to the provision of public participation in local government?
- What are the factors that hinder the achievement of the IDP service delivery projects?
- What are the best possible solutions of improving the role of public participation in achieving service delivery of the IDP projects?

[10] Chapter 5: The knowledge of today is a guide for tomorrow

As said in Chapter 3, there were 15 participants in the study, including IDP Municipal officials, ward councillors and the community members. Their views regarding the state of IDP processes in MLM were collected using semi-structured interviews. The data were then analysed using thematic analysis, which enabled the researcher to develop thematic topics that emerged from the interviews.

5.2 Summary of The Study Findings

This section provides answers to the main and the sub-research questions that are probed in this study. Based on interviews, visual data (photography and videography), and document analysis, the following key findings were made:

5.2.1 Main research question**:** How does public participation advocate for and advance service delivery in the Makhado local municipality IDP projects?

5.2.1.1 Enhanced community engagement

With the views and literature gathered from this study, community engagement is of utmost importance as it enhances the relationship and coming together between the local state and the residents, leading to the development of an enhanced IDP and the implementation of the IDP through service delivery. IDP municipal officials, community members, and the ward councillors got to emphasise more the importance of engaging communities in matters relating to the priorities of the community and of the local government. IDP municipal officials indicated that they need to further enforce different regular public forums, such as *Imbizo* and ward committee meetings, where free interactions between the community and the local state are ensured.

5.2.1.2 Public participation education and training: Opening a world of possibilities

Public participation advocates for and advances service delivery through education training and transfer of skills to the communities through the IDP municipal officials and ward committees as their main channel of communication to the municipality. One of the main challenges that is faced by the local states is the lack of understanding of the full context of the participation process, which then leads to communities settling for less and not receiving services they deserve. However, the research study shows that it is possible to receive education and training on the public participation process if the local state and the officials do give themselves time to educate the community for better planning and approach.

Through the municipal budget speech delivered by Cllr. Dorcus Mboyi (2023) and through the IDP (2024), there is enough budget drafted to meet the needs of the community. A quote by Benjamin Franklin (2013), "*Tell me and I forget, teach me and I may remember, involve me*

and I learn," suggests that learning is a shared experience, where both the teacher and the student learn. This then shows that there is a potential for the local state investing in such forums of educating the community. Through education, it is then possible for people to understand each other and avoid working in silos; therefore, there can be better service delivery of the promised projects to the people.

5.2.1.3 Developing a culture of collaboration between stakeholders and Makhado Local Municipality

In this study, it was highlighted that for public participation to be an advocate for service delivery of IDP projects, there needs to be transparent collaboration between stakeholders and the local state. What do we mean by transparent? The IDP manager in Makhado local municipality highlighted that each stakeholder that has been identified needs to be introduced to the community and make the community aware of what kind of services are going to be brought to the community. This does not only build trust, but it also builds up transparency and accountability to the local state side. The municipal ward councillors also highlighted that their level of collaboration with the local state and the community members is of great importance. They highlighted that municipal councillors have a great motivation and dedication for serving the community; this then promotes community well-being and more inclined activity to address local needs of the community. To concur with the statements above, this gives the courage and the drive to forward-thinking mindsets in governance, allowing these institutions to serve their community members by focusing on the needs of the people they represent.

5.3 Sub-Research Questions

5.3.1 What is public participation?

The information contained in this report clearly indicates that the public participation process is a great deal in advancing and advocating for service delivery. IDP municipal officials indicated that public participation brings about building a relationship between the local state and its community members. At the local level, the municipalities are responsible for ensuring that public participation is done accordingly and in a fair manner. In a fair manner by means of ensuring that all races, genders and cultures are accommodated and accommodated through language. The literature reviewed and the data analysed found various key elements of public participation which includes having access to information, diverse engagement methods, feedback mechanisms and transparent decision making which can have a meaningful impact for increased community participation, better policy outcomes, and a stronger sense of civic engagement among citizens.

In Makhado Local Municipality, the level of public engagement for service delivery is greatly influenced by the ward councillor's ad municipal official's motivation to assist the community. The municipal officials and ward councillors are greatly influenced to meet and serve the basic needs of their community.

5.3.2 How does public participation influence service delivery of the IDP projects?

In this study, it was revealed that public participation is the main influencer of service delivery. The IDP municipal officials alluded that through the process of public participation communities are given a chance to voice out the challenges that they are facing and how can these challenges be solved. It is not a secret that local sates are the ones responsible for service delivery as said in the Municipal Systems Act (Act 32 of 2000). The same act further upholds that public participation should be a mandate to all local states.

Another point raised by the community members is that through public participation on their side, it gives them a chance to make the local state and the ward councillors aware of what they want so that they can be able to meet their demands according to what has been agreed on. Further to that, public participation also assists in formulating and developing the IDP which is a 5-year policy that upholds and carries all the service delivery projects that need to be delivered to the community, the backlogs and challenges that need to improve and the services that have been and yet to be rendered.

Lastly, as much as public participation can be taken for granted, it is one processes that promotes collaboration between different stakeholders that can come together to meet the service delivery of the IDP projects. Although it is not an easy process, but the product is justice, freedom of speech and being able to live in healthy environment.

5.3.3 What are the existing legislations and policies pertaining to the provision of public participation in local government?

The study identified different polices and legislations that guide the provision of public participation and development of the IDP in South Africa. The identified legislations aim to promote inclusiveness and a regulated fair public engagement in all decision-making processes. The data collected considered the importance of these legislations and policies as they ensure that citizens voice out their concerns and challenges while being involved in the decision-making processes that directly impact their well-being, they advocate for better informed decision making, increased community engagements. Essentially these policies give a sense of belonging to the communities to shape how they would want their services to be delivered, and it also gives the authority to local states to be responsible in ensuring that services are delivered to the people in an equal and fair manner.

Therefore, the research advocates that MLM should recognise more of legislative frameworks and legislation this will then assist the local state to facilitate different forums of public engagement, identify safe facilities and space for proper and safe engagement with its citizenry to coordinate and integrate how service delivery will be monitored and delivered to the people. The good aspect about this report is that the IDP municipal officials are aware of the policies, and they are willing to abide by them to create a culture of accountability, transparency and democratic and free public engagement.

5.3.4 What are the factors that hinder the achievement of the IDP service delivery projects?

An assortment of factors obstructs public participation in MLM, which then hinders the achievement of IDP service delivery projects. According to the findings of the study and the data collected, community members of MLM revealed that although it is the duty of the local state to ensure that there is public participation and the needs of the community are met, the type of communication that they used is not all the community members that have access to it. The most used communication channel that is used in MLM is the social media Facebook page, which adults cannot access since they are not familiar with the recent technology. The other forum that they use is radio stations, such as the popular radio station in Limpopo, "*Phalaphala FM.*".

Another factor to the achievement of the service delivery projects is the economic challenges/inadequate financial resources. Economic/inadequate financial resources can limit the local state in achieving and implementing the IDP service delivery projects. The study has shown that the lack of delivering service causes unnecessary disruptions, which can lead to community strikes. This then results in conflicts between the local state and its citizenry. These conflicts, as the study established, have discouraged community members from participating in consultative processes.

5.3.5 What are the best possible solutions of improving the role of public participation in achieving service delivery of the IDP projects?

The study provided several solutions that could be used in relation to improve public participation with the aim of achieving the service delivery IDP projects. Some solutions included to improve public participation within and between the space of the local state and its resident. The municipal officials should play a role in guiding the public participation process by means of coming up with a strategic plan outlining how participation methods can be done its either through *Imbizo* or through ward committees. In this case, it also helps with resources allocation giving allowance in determining the kind of stakeholders that should be involved in this process. Participants further highlighted that there is a proper need for education and training for most importantly the residents within the municipality when it comes to the process

of public participation and how it allows for the formation of the IDP and allowing for proper implementation of the IDP service delivery projects. In this instance, this allows for proper understanding and room for allowing for the coming together of the citizenry and their local state. The other important aspect that was addressed which was of most importance is the accessibility of cultural context in the aspect of language accessibility.

5.4 Recommendation of the Study

The research study assessed the implementation of the Integrated Development Plan and Public *Participation Kha Masipala wa Makhado* (In Makhado Local Municipality)**.** Based on the findings discussed above, the study therefore recommends that municipalities must adopt the District Development Model (DDM) as it promotes, coordinates and integrates enhancing the effectiveness of service delivery and the realisation of local development priorities, there should be education and training for communities on the IDP and public participation and feedback mechanisms. The following specific recommendations are provided that can be linked to the DDM:

5.4.1 The District Development Model (DDM)

"We remain on course to build a capable and professional civil service that delivers on its mandate and is accountable to the South African people. We are proceeding with our efforts to strengthen local government infrastructure and accelerate service delivery through the District Development Model." - President Matamela Cyril Ramaphosa

The District Development Model (DDM) was introduced by the President of the Republic of South Africa, President Cyril Matamela Ramaphosa on the 21st of August 2019 during the address of the budget speech (2019). The DDMs foundation comes from the White Paper on Local Government (1998), which seeks to ensure that "local government is capacitated and transformed to play a developmental role".

The introduction of the DDM was introduced because there was an identified pattern of "operating in silos" meaning that institutions were working independently in isolation rather than working as a team. This then leads to lack of planning, implementation and monitoring of government service delivery leading to consequences of communities being involved in strikes and vandalization of state resources resulting in fruitless expenditure.

According to the Minister of Communications in Presidency, Mr Gungubele he addressed the DDM in an interview with SABC News and articulated that the main aim of the DDM is "*to ensure that there is coherence and consistent relationship with all spheres of government"* (Gungubele, 2022). It also aims to address South Africa's social and economic challenges, and to deliver the basic services that enhance quality of life for all citizens, government is

working to strengthen the capabilities and resources of provinces and municipalities across the country.

For this study, it is believed that after the thorough gathering of the study findings, the challenges and weakness of local government can be easily addressed through the DDM if it is implemented in a practical manner.



Figure 5.4.1: The District Development Model (DDM)- The figure above is DDM model which seeks to implement a new integrated approach across all spheres of government to ensure coordinated, evidence-based planning, budgeting and implementation of government programmes that respond to the most pressing needs and opportunities of local communities.

Source: Department of Cooperative Governance and Traditional Affairs (CoGTA, 2019) from https://www.cogta.gov.za/index.php/2021/08/30/how-is-the-district-development-model-aligned-to-the-integrated-urban-development-framework/

5.4.1.1 How can the district model help in service delivery of IDP projects in local municipalities?

For the recommendation of this research study, the DDM can assist MLM to ensure that they allow for a smooth facilitation of collaborating with different stakeholders on issues that have to do with the delivery of services. Further to that, this allows for a smooth operation allowing available resources to be shared in a more unified and fair approach to exercise the implementation of the IDP in MLM. The DDM will also assist in addressing spatial and land use inequalities in MLM. This strategy can be used to identify gaps in communities within the municipality and identify services that are of importance in a certain area that are of most

demand. This then will address spatial and land use inequalities in service delivery in a fair manner while meeting the regulations of the Spatial Planning and Land Use Management principles (SPLUMA, Act 16 of 2013), such as spatial justice, efficiency, and good administration. Lastly, the DDM will assist in ensuring that all spheres of government from national to local sphere of government work harmoniously instead of working in silos. This will then assist in in them being able to identify each other's gaps and be able to help where possible.

5.4.2 Education and training for communities on the IDP and public participation

Through the study findings and the interviews conducted, it is quite clear that communities are less informed on the process of public participation and the IDP policy. As a result, the study suggests that the IDP municipal officials which are the ones responsible for conduction public participation and compiling the IDP policy should come up with educational initiatives it can either be quarterly to assist communities in understanding what exactly the process is all about and how do their challenges and what they wish to have as a community gets incorporated in the IDP. This will also assist communities to open and ask questions as according to the findings and results that they have been having a challenge in interacting with the local authorities. With the assistance of education and training, this can lead to society being interested in focusing and cooperating with the municipalities in developing their communities by being transparent with their challenges. It is also advisable to municipal officials to have that edge to change the environment that they are responsible for this will then assure communities that these processes are just not any other processes but a process that can change their lives.

5.4.3 Feedback mechanisms

With the knowledge acquired from literature and through the participants perspectives, it was captured that the style of feedback mechanism is a lack in the local government. With further discussion from the findings from the interviews, it was highlighted that local governments should adopt the style of feedback mechanism as it will be of assistance in responding promptly to all service delivery needs and the challenges of the society. In essence, feedback mechanism assists and guides on which route to take in addressing the challenges that have been addressed by the society. With all the data gathered, the study recommends that local sates together with its officials should normalise giving feedback to communities after each participatory process. This helps communities to be well informed about the decisions that are to be made, makes them aware of what the challenges and opportunities that the local states face in ensuring that there is service delivery, develops a strong relationship between the local government and its community and allows communities to express their opinion and concerns

about proposed decisions. Therefore, feedback mechanism encourages active participation from communities.

5.5 Summary of The Research Report

Research questions	Primary data source/s	Secondary data source/s	Findings
Main research question: How does public participation advocate for and advance service delivery in the Makhado local municipality IDP projects?	- Semi-structured interviews - Photography and videography	Literature review Document analysis	- Enhanced community engagement - Improved service delivery quality
Sub-research questions: What is public participation?	Semi-structured interviews	Literature review	- Builds a relationship between the local state and its community members - Access to information - Diverse engagement methods (social media, *Imbizo*)
How does public participation influence service delivery of the IDP projects?	Semi-structured interviews Photography and videography	Literature review Document analysis	- Amplify voices of the community - Collaboration between different stakeholders - Increased accountability from service providers
What are the existing legislations and policies pertaining to the provision of public participation in local government?	Semi-structured interviews	Document analysis	- Promote inclusiveness - Regulated fair public engagement in all decision-making processes - Gives sense of belonging

What are the factors that hinder the achievement of the IDP service delivery projects?	Semi-structured interviews	Literature review	- Level of communication not accessible (E.g. Facebook page) - Economic challenges - Inadequate community engagement
What are the best possible solutions of improving the role of public participation in achieving service delivery of the IDP projects?	Semi-structured interviews	Literature review Document analysis	- Education and training - Promote transparency and accountability - Improved financial management (Guided by the MFMA Act (2003)

Figure 5.5: Summary of the research findings – The Figure above illustrates the research questions and data collection instrument that guided this research report and the brief findings of each research questions

Source: Ramulongo, 2024

5.6 Conclusion

The results and findings of this study were presented in this chapter. The findings were guided by the research problem, research questions, literature review, and the data collected through the semi-structured interviews. The sections in chapter 5 dealt with addressing each question from the main research question to the sub-research questions. This assisted the report to be more interested in delving much more into the relationship between the local state and the citizenry.

Given this scenario, the report came up with a few recommendations, such as the DDM, which can assist in fast-tracking the service delivery processes in local municipalities without compromising the visions and missions of the local states. A feedback mechanism and education and training for public participation and the IDP policy were introduced. This provided a holistic view of the study from the first chapter to the last chapter. Therefore, for the aim of the study to be realised, the identified objects in chapter one should work together dependently on each other instead of working in silos to avoid non-consultation for IDP and developments and the practice of the public participation process.

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Appendix A: Clearence Certificate

UNIVERSITY OF THE WITWATERSRAND, JOHANNESBURG | SCHOOL OF ARCHITECTURE PLANNING

6 August 2024

Ramulongo,Mashaka

1830925

TO WHOM IT MAY CONCERN

RESEARCH ETHICS APPROVAL

Assessing the implementation of the Integrated Development Plan and public participation Kha Masipala wa Makhado (In Makhado Local Municipality)

This letter serves to confirm that the Ethics application for the above titled study has been approved. The researcher has been granted clearance to proceed with the research study or project.

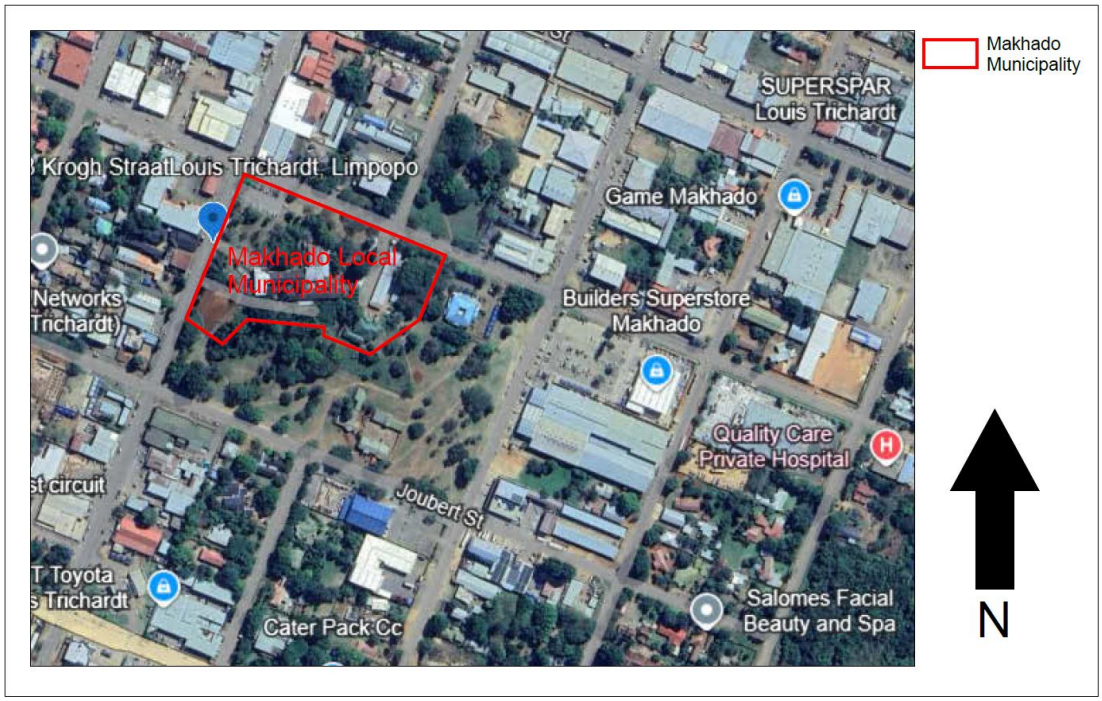
Protocol/clearance number is: **SOAP047/05/2024**

Yours sincerely

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Appendix B: Locality Map of the Study Area (Makhado Local Municipality)

Note: Makhado Local Municipality (highlighted in Red).



Appendix C: Participation Information Sheet for Ward Councillors

Topic: Assessing the Implementation of the Integrated Development Plan and public participation *Kha Masipala wa Makhado* (in Makhado Local Municipality)

Dear Sir/Madam

My name is Mashaka Ramulongo. I am currently studying for a master's degree in urban studies in the urban management field at the University of Witwatersrand, within the school of architecture and planning. I am conducting research to assess the implementation of the integrated development plan and public participation in Makhado Local Municipality with reference to the service delivery scope of the IDP in Makhado municipality. The aim of the research is to understand how public participation and the implementation of the IDP, and its processes can assist in effective service delivery in Makhado local municipality. As part of this project, I would like to invite you to take part in an interview. This activity will involve answering a set of questions and will not take longer than 60 minutes of your time. With your permission I would like to also record the audio interview using a digital device. There will be no personal costs to you if you participate in this project. You will not receive any direct benefits from participation and there are no disadvantages or penalties if you do not choose to participate or if you withdraw from the study. You may withdraw from the study anytime or not answer any question if you do not want to. The interview and questionnaire will be completely confidential and anonymous as I will not be asking for your name or any identity information, and the information you give to me will be held securely and not disclosed to anyone else. Pseudonym (false name) will be used to represent your participation in my final research report. If you experience any distress or discomfort at any point in this process, we will stop the interview or resume another time. If you have any questions during or afterwards about this research, feel free to contact me on the details listed below. This study will be written up as a research report and a summary of this report, will be made available should you request.

Mashaka Ramulongo



Researcher: 0790772684; 1830925@students.wits.ac.za

Appendix D: Participation Information Sheet for IDP Officials

Topic: Assessing the Implementation of the Integrated Development Plan and public participation *Kha Masipala wa Makhado* (in Makhado Local Municipality)

Dear Sir/Madam

My name is Mashaka Ramulongo. I am currently studying for a master's degree in urban studies in the urban management field at the University of Witwatersrand, within the school of architecture and planning. I am conducting research to assess the implementation of the integrated development plan and public participation in Makhado Local Municipality with reference to the service delivery scope of the IDP in Makhado municipality. The aim of the research is to understand how public participation and the implementation of the IDP, and its processes can assist in effective service delivery in Makhado local municipality. As part of this project, I would like to invite you to take part in an interview. This activity will involve answering a set of questions and will not take longer than 60 minutes of your time. With your permission I would like to also record the audio interview using a digital device. There will be no personal costs to you if you participate in this project. You will not receive any direct benefits from participation and there are no disadvantages or penalties if you do not choose to participate or if you withdraw from the study. You may withdraw from the study anytime or not answer any question if you do not want to. The interview and questionnaire will be completely confidential and anonymous as I will not be asking for your name or any identity information, and the information you give to me will be held securely and not disclosed to anyone else. Pseudonym (false name) will be used to represent your participation in my final research report. If you experience any distress or discomfort at any point in this process, we will stop the interview or resume another time. If you have any questions during or afterwards about this research, feel free to contact me on the details listed below. This study will be written up as a research report and a summary of this report, will be made available should you request.

Mashaka Ramulongo



Researcher: 0790772684; 1830925@students.wits.ac.za

Appendix E: Participation Information Sheet for Community Members

Topic: Assessing the Implementation of the Integrated Development Plan and public participation *Kha Masipala wa Makhado* (in Makhado Local Municipality**)**

Dear Sir/Madam

My name is Mashaka Ramulongo. I am currently studying for a master's degree in urban studies in the urban management field at the University of Witwatersrand, within the school of architecture and planning. I am conducting research to assess the implementation of the integrated development plan and public participation in Makhado Local Municipality with reference to the service delivery scope of the IDP in Makhado municipality. The aim of the research is to understand how public participation and the implementation of the IDP, and its processes can assist in effective service delivery in Makhado local municipality. As part of this project, I would like to invite you to take part in an interview. This activity will involve answering a set of questions and will not take longer than 60 minutes of your time. With your permission I would like to also record the audio interview using a digital device. There will be no personal costs to you if you participate in this project. You will not receive any direct benefits from participation and there are no disadvantages or penalties if you do not choose to participate or if you withdraw from the study. You may withdraw from the study anytime or not answer any question if you do not want to. The interview and questionnaire will be completely confidential and anonymous as I will not be asking for your name or any identity information, and the information you give to me will be held securely and not disclosed to anyone else. Pseudonym (false name) will be used to represent your participation in my final research report. If you experience any distress or discomfort at any point in this process, we will stop the interview or resume another time. If you have any questions during or afterwards about this research, feel free to contact me on the details listed below. This study will be written up as a research report and a summary of this report, will be made available should you request.

Mashaka Ramulongo



Researcher: 0790772684; 1830925@students.wits.ac.za

Appendix F: Participants Consent Form



Topic: Assessing the Implementation of the Integrated Development Plan and public participation *Kha Masipala wa Makhado* (in Makhado Local Municipality)

Name of researcher: Mashaka Ramulongo

I……, agree to participate in this research project. The research has been explained to me, and I understand what my participation will involve. I agree to the following:

Tick on the relevant box (☑)

	YES	NO
The research study was explained to me. I understand what the study is about.		
I understand that I can volunteer to take part in the study		
I agree that the interview may be audio-recorded		
I agree that the direct quotations from my interview may be used by the researcher in their research report		
I agree that my participation will remain anonymous (my name or other identifying data will not be used by the researcher in their research report		
I agree that other researchers may use the information I provide in my interview (depending on their own ethics clearance being obtained) but my name and any personal information will not be used or passed.		

Participant

Signature .....

Name of participant .....

Date .....

Appendix G: Semi-Structured Interview IDP Officials in Makhado Local Municipality



Topic: Assessing the Implementation of the Integrated Development Plan and public participation *Kha Masipala wa Makhado* (in Makhado Local Municipality)

PURPOSE OF THE SEMI-STRUCTURED INTERVIEW:

My name is Mashaka Ramulongo. I am a student in the School of Architecture and Planning, University of Witwatersrand studying towards my Master of Urban Studies within the Urban Management discipline. I am required to complete a research report of the degree on a topic of choice. The interview I am conducting forms part of my academic work.

INSTRUCTIONS:

- You are requested to participate in this research and express your views and opinion about the implementation of the integrated development plan and public participation strategy in Makhado Municipality.
- This interview is strictly confidential: Kindly do not write your name or any identifying information on the interview sheet.
- Please answer all questions to the best of your ability and you are free to not answer any questions you feel strongly might compromise you.

SECTION A: THE INTEGRATED DEVELOPMENT PLANT - THEME 1

1.1 What is your understanding of the Integrated Development Plan Policy?

1.2 What is your occupation? And how many years of experience do you have in this department?

1.3 Provide a brief description of what your role is concerning the Integrated Development Plan of the Makhado Local Municipality?

1.4 In your opinion what is the role of the Integrated Development plan in the Makhado Local Municipality?

1.5 How does the Municipality monitor and evaluate the programmes and projects if the IDP?

SECTION B: IMPLEMENTATION OF THE IDP -THEME 2

2.1 Do you think Makhado Local Municipality has adequate skills and capacity to implement the IDP? Kindly motivate your answer

2.2 What do you think are factors that facilitate successful IDP implementation?

2.3 What measure or measures do the municipality use to ensure the appropriate implementation of the IDP?

2.4 What is the main challenge facing Makhado Municipality with the implementation of the IDP?

2.5 How have you resolved or how do you hope to resolve the challenge/s stated above.

SECTION C: PUBLIC PARTICIPATION- THEME 3

3.1 What mechanisms does the Makhado Municipality use to engage the communities in the IDP processes?

3.2 In your opinion does the Makhado Local Municipality involve members of its community in decision making during the IDP processes?

3.3 Does Makhado Local Municipality encourage community members to participate in IDP projects and meetings?

3.4 Does Makhado Local Municipality hold IDP meetings as regularly as it should?

3.5 What are the main challenges that prevents public participation of community members into the IDP process?

SECTION D: PARTCIPANTS SUGGESTIONS

4.1 Can you suggest any improvements to the processes used during the implementation of IDP?

4.2. What should be done to improve public participation in the IDP process in the Makhado Local Municipality?

Appendix H: Semi-Structured Interview Ward Councillors in Makhado Local Municipality

Topic: Assessing the Implementation of the Integrated Development Plan and public participation *Kha Masipala wa Makhado* (in Makhado Local Municipality)

PURPOSE OF THE SEM-STRUCTURED INTERVIEW:

My name is Mashaka Ramulongo. I am a student in the School of Architecture and Planning, University of Witwatersrand studying towards my Master of Urban Studies within the Urban Management discipline. I am required to complete a research report of the degree on a topic of choice. The interview I am conducting forms part of my academic work.

INSTRUCTIONS:

- You are requested to participate in this research and express your views and opinion about the implementation of the integrated development plan and public participation strategy in Makhado Municipality.
- This interview is strictly confidential: Kindly do not write your name or any identifying information on the interview sheet.
- Please answer all questions to the best of your ability and you are free to not answer any questions you feel strongly might compromise you.

SECTION A: INTEGRATED DEVELOPMENT PLAN- THEME 1

1.1 What is your understanding of Integrated Development Plan?

1.2 Are you involved by the municipality in the IDP processes?

1.3 Do you think there is a good working relationship between the Community and the Makhado Municipality with regards to the IDP? Kindly motivate your answer

1.4 In your opinion has the IDP contributed to your community or ward?

SECTION B: IMPLEMENTATION OF THE IDP – THEME 2

2.1 Does the municipality report back on the challenges they come across when they are implementing the IDP?

2.2 In your opinion does the Makhado Local Municipality have the capacity to implement the IDP effectively?

2.3 In your opinion does the Makhado Local Municipality make provision for funds to implement its IDP effectively?

2.4 Does the IDP of the Makhado Local Municipality reflect the inputs and needs of the communities of the Makhado Local Municipality/ within your ward?

SECTION C: PUBLIC PARTICIPATION- THEME 3

3.1 What mechanisms does the Makhado Local Municipality use to engage with your community in the IDP process?

3.2 Do you think the Makhado Local Municipality involves members of its community in decision making? Kindly motivate your answer

3.3 How do communities participate in the IDP planning processes of the Makhado Municipality?

3.4 Are communities aware of their rights to participate in the IDP process?

3.5 What are the main challenges that prevent public participation of community members in the IDP process?

SECTION D: PARTICIPANTS SUGGESTION

4.1 What should be done to improve public participation in the IDP process?

4.2 What should be done to improve the implementation of the IDP?

Appendix I: Semi-Structured Interview Community Members in Makhado Local Municipality

Topic: Assessing the Implementation of the Integrated Development Plan and public participation *Kha Masipala wa Makhado* (in Makhado Local Municipality)

PURPOSE OF THE SEM-STRUCTURED INTERVIEW:

My name is Mashaka Ramulongo. I am a student in the School of Architecture and Planning, University of Witwatersrand studying towards my Master of Urban Studies within the Urban Management discipline. I am required to complete a research report of the degree on a topic of choice. The interview I am conducting forms part of my academic work.

INSTRUCTIONS:

- You are requested to participate in this research and express your views and opinion about the implementation of the integrated development plan and public participation strategy in Makhado Municipality.
- This interview is strictly confidential: Kindly do not write your name or any identifying information on the interview sheet.
- Please answer all questions to the best of your ability and you are free to not answer any questions you feel strongly might compromise you.

1. Are you aware of a policy called IDP?
2. Are you familiar with the forum, structures, and mechanisms available to participate in the IDP process?
3. Have you ever been a part of one (Imbizo)?
4. Has the community participation in the IDP process yielded cleared results in your community?
5. By participating in the IDP process, are you able to voice out your concerns and hold public officials accountable for the unfulfilled promises?

6. Is the IDP process informative to you, or do you feel you have learnt something from it afterwards?
7. Is the service being delivered in your community bringing a sense of fulfilment to you (bringing a sense of belonging)?
8. Do you think community or public participation in the IDP is essential? How so?
9. Do you think public participation contributes on influencing Makhado Local Municipality to be responsive and effective on service delivery?
10. What form of communication / advertisement does the municipality use for public participation in the IDP process (Imbizo)?
11. In your opinion do has the Municipality addressed all the issues or challenges that you or the community has raised over the five-year period

Appendix J: Plagiarism Declaration

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PLAGIARISM DECLARATION TO BE SIGNED BY ALL HIGHER DEGREE STUDENTS

SENATE PLAGIARISM POLICY: APPENDIX ONE

I Mashaka Ramulongo (Student number: 1830925) am a student registered for the degree of Master of Urban Studies (UM) in the academic year 2025

I hereby declare the following:

- I am aware that plagiarism (the use of someone else's work without their permission and/or without acknowledging the original source) is wrong.
- I confirm that the work submitted for assessment for the above degree is my own unaided work except where I have explicitly indicated otherwise.
- I have followed the required conventions in referencing the thoughts and ideas of others.
- I understand that the University of the Witwatersrand may take disciplinary action against me if there is a belief that this in not my own unaided work or that I have failed to acknowledge the source of the ideas or words in my writing.

Signature:  Date: 25 February 2025