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PERCEPTIONS OF THE BENEFICIARIES REGARDING INCOME GENERATING PROJECTS AT GAUTENG DEPARTMENT OF SOCIAL DEVELOPMENT: SEDIBENG REGION

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A Research Report Submitted to the Faculty of Humanities, University of the Witwatersrand, Johannesburg in partial fulfillment of the requirements for the degree of Master of Arts in the field of Social Development.
2009

DEDICATION

I dedicate this work to my late brother Willy who passed on during the time of my studies for this programme.

To Lenny, my partner, for his patience and belief in me.

To my children, Thuto and Bokamoso for their support and patience.

To all the beneficiaries of income generating projects at the development centres who continue to give one another hope, inspiration and the will to cope.

DECLARATION

I hereby declare that this dissertation is my own unaided work, and that I have given full acknowledgement to the sources I have used.

Innocentia Raisibe Kaeane

_____

Date

30 September 2009

_____

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- The respondents who participated in the study and shared their experiences of being beneficiaries in income generating projects.

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ABSTRACT

Income generating projects represent one strategy adopted by the Department of Social Development to alleviate poverty and foster sustainable development. The purpose of this study was to investigate the perceptions of beneficiaries of income generating projects regarding these projects and whether the income generating projects run by the Development Centres in the Sedibeng Region, Gauteng Department of Social Development were perceived to be making any impact and were responding to the needs of the poor. The research design for the study could be classified as qualitative-descriptive. A sample of 20 participants was drawn from two Development Centres. The sampling method for the study was partly purposive and partly availability sampling. Data were collected via semi-structured interviews and responses obtained from the interviews were analyzed using descriptive statistics and thematic content analysis. The main findings that emerged from the study were that participants appeared to have a clear understanding of the fact that income generating projects represented a government strategy to fight poverty, create jobs and uplift the standard of living of the poor. However, most participants were dissatisfied with the lack of clearly defined expectations, planning and monitoring on the part of the Department of Social Development. Despite the fact that there were challenges and limitations encountered by beneficiaries during implementation of the projects, the Development Centre was perceived to be an effective service delivery model for alleviating poverty and enhancing the quality of life of beneficiaries. The conclusion drawn was that income generating projects conducted at the two Development Centres seemed to be achieving their aims even though there would seem to be room for improvement in terms of knowledge and skills imparted and participation of beneficiaries in decision-making. These findings are discussed in terms of their implications for Development Centres, the Department of Social Development, social work practice and future research.

Key Words: social development, developmental social welfare, development centre, poverty, poverty alleviation programmes, income generating projects, sustainable development, quality of life.

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CHAPTER ONE
INTRODUCTION

1.1 INTRODUCTION

In a democratic state such as South Africa, human development is regarded as being of paramount importance. Mass poverty, which is a reality in South Africa, has not declined in the last ten years despite the government's poverty alleviation efforts (Benjamin, 2005) In fact, Patel (2005, pp. 51-52) points out that poverty remains one of the greatest challenges facing South African countries and is reflected in low levels of income and high levels of human deprivation. In his State of the Nation Address former President Thabo Mbeki communicated the unequivocal message that the people expect that the government should move faster to address the challenges of poverty, underdevelopment and marginalization confronting those caught within the second economy, in order to ensure that the poor in South Africa share in the country's growing prosperity (South Africa Government Information 3 February 2006). This message was reiterated by the Acting President, Kgalema Motlanthe in his State of the Nation Address in February 2009.

Both the current and former Presidents further stated that the government should sustain and improve the effectiveness of South Africa's social development programmes targeted at providing a cushion to support those most exposed to the threat of poverty. The former Minister of Social Development, Dr. Zola Skweyiya stated, "The mission of the Department is to empower the poor and to secure a better life for those in need" (Department of Social Development, 2006). Another way of achieving this mission is through income generating projects which are used in poor communities to supplement social grants. Patel (2005, p. 242) points out that most income-generating initiatives are micro-development interventions aimed at

individuals, households and communities. These income generating initiatives form the primary focus of the present study. Against this backdrop, this chapter focuses on the context and rationale for the study, the main purpose of the study, the research design and methodology, scope and limitations of the study, definition of terms and an overview of the research report.

1.2. STATEMENT OF THE PROBLEM AND RATIONALE FOR THE STUDY

A considerable number of South Africans, estimated to be in the region of 57% of the population, are living below the poverty line despite initiatives to eradicate poverty. Moreover, those living in poverty have sunk deeper into poverty and the gap between the poor and the rich has become wider (Strydom & Tlhojane, 2008). In addition, the poverty gap has grown faster than the economy suggesting that poor households have not shared in the benefits of economic growth. These findings indicate that poverty remains a major challenge in South Africa.

According to Strydom and Tlhojane (2008), poverty in our cities is probably the key planning question of this millennium, and it is clear that much of the poverty being experienced in Gauteng is driven by migration. To deal with in-migration, Gauteng's cities plan on the *urban transition*, the process by which rural in-migrants coming from the outside become participating citizens of the cities. In order to promote urban transition the cities are providing housing, services and education to the arriving poor, a strategy intended to establish a platform for rural-born households to become fully integrated, productive urban citizens (Strydom and Tlhojane, 2008).

The Department of Social Development through the component Sustainable Livelihoods has since 2003 formulated a new strategy for alleviating poverty.

A Development Centre model was formulated as one of the poverty alleviation strategies aimed at empowering South Africans towards achieving self reliance, and implementation happens at regional level. In order to assess the impact of these programmes the Department relies on monthly reports from the Development Centres which indicate the total number of beneficiaries reached via the different programmes.

The main objective of the present government is to halve poverty by 2015 (Department of Social Development, 2006) in line with the Millennium Development Goals, and the Department of Social Development is the leading Department tasked with working towards attaining this objective. The Department of Social Development's programmes all address the following key priority identified by the Premier-in-Executive during 4 – 6 May 2004, namely "Fighting poverty and building safe, secure and sustainable communities". Poverty is one of the most important challenges facing the Department. In place of the aforementioned strategy, in his State of the Nation Address of February 2008, the former President Thabo Mbeki announced the National Apex Priorities which amongst others include the War on Poverty.

The War on Poverty is a nationwide campaign, launched in August 2008, to reduce poverty among the country's poorest citizens in the medium term through the development of a comprehensive anti-poverty strategy. The implementation plan includes broad societal consultations and agreement on issues such as the poverty datum line and the interim campaign. The campaign involves utilizing community development workers, social workers, community and home-based care workers, constituency offices, counsellors and Non Governmental Organizations (NGOs) in identifying households and individuals in dire poverty and providing one or a combination of interventions already available such as social security, agricultural starter packs, micro

finance and Small, Medium and Micro Enterprise (SMME) assistance and enrolment in the Extended Public Works Programme.

The objective of the W*ar on Poverty* strategy is to improve the contribution of change agents to the development and implementation of appropriate community and household interventions for poverty alleviation and sustainable livelihoods. The strategy includes motivating each household to make its own contribution to the struggle against poverty. The intention is for the most deprived households identified in the poorest wards to be visited periodically during the campaign by a team of professionals and community workers in order to identify their specific needs, accelerate their access to government services, and provide safety nets.

The Development Centre model is the main tool utilized to implement poverty alleviation programmes in the Department of Social Development, Gauteng. The model states that the centre must be a multi-purpose, non-profit, community-managed organization which is funded by the Department of Social Development whose objectives are to implement various poverty alleviation programmes. Beneficiaries recruited at the centre come either as a result of a collaborative approach between the Departments to realize the objectives of the sustainable livelihood approach while other beneficiaries access services rendered at the centre within their own communities. The centre needs to operate within the legal framework of the Department and programmes need to focus on the most vulnerable groups and need to impact on the lives of the community as a whole. Moreover, Development Centres need to be managed by skilled members of the community who have experience in managing a community driven organization.

Based on experiences of the researcher in working with Development Centre beneficiaries, observations were made regarding the kind of projects in which beneficiaries were engaged. The impression gained was that it usually takes a relatively long time before beneficiaries can start generating an income from

projects and if income is generated, beneficiaries often do not derive adequate income from that source. It was against this background that a need was identified to determine the beneficiaries' perceptions of income generating projects in departmental poverty alleviation programmes. The overall aim of the study was to investigate if the current income generating projects run through the development centres were perceived to be making any impact and were responding to the needs of the poor.

1.3. PURPOSE OF THE STUDY

To investigate beneficiaries' perceptions of income generating projects at Gauteng Department of Social Development: Sedibeng Region.

1.4. POTENTIAL VALUE OF THE STUDY

It was envisaged that participants would be able to provide information on the impact of participation in poverty alleviation programmes, how these programmes affected the quality of their lives, and whether they recommended any changes in these programmes. In this way, the voices of participants could be heard and they could be involved in evaluating poverty alleviation programmes.

Furthermore, it was anticipated that the data gathered through the research on this aspect of poverty alleviation would contribute to social workers' knowledge and understanding of the needs and challenges experienced by beneficiaries and enable them to identify possible gaps in service delivery. It was also anticipated that the study would stimulate further discussion that might help towards policy development in terms of poverty alleviation strategies.

1.5. RESEARCH DESIGN AND METHODOLOGY

An exploratory-descriptive, qualitative research design was selected for this particular study, with the research participants comprising a group of 20 beneficiaries who were interviewed at various Development Centres. The tool used to gather data was a semi-structured interview schedule designed by the researcher. The interview schedule was used in order to elicit the views of the participants regarding income generating projects organized under the auspices of the Department of Social Development. Data were analyzed using descriptive statistics and thematic analysis.

1.6. SCOPE AND LIMITATIONS OF THE STUDY

De Vos et al (2005) notes that every study has limitations and the researcher has to be cognizant of all those potential weaknesses and at the same time be mindful of and capitalize on all the strengths of the research. Like all other research studies, this research also had the following limitations:

- The scope of this study was limited to 20 participants recruited through non probability sampling from particular development centres. Thus the results may not be generalizable to other beneficiaries within the same projects with different characteristics or in different geographical areas. Moreover, the small sample did not afford every beneficiary at both development centres an equal opportunity to participate in the study. The sample was not representative of the entire population under investigation and consequently, the findings cannot be generalized to the broader population of beneficiaries at Development Centres.
- Despite the fact that the research tool was pre-tested, some questions remained unclear to the participants and therefore represented a further weakness of the study.

- A question on income posed a further limitation to the study as there is a possibility that some participants might have furnished socially desirable responses to this item.
- The fact that the researcher was a former employee of the funding department may have created researcher bias and may have inhibited some participants from being open and honest.
- Administering the tool was time-consuming and disruptive to the schedule of persons participating in the projects. The researcher conducted most interviews during lunch times and a few interviews shortly after working hours in order to avoid work disruptions, as most participants preferred lunch time instead of shortly after work because of delays in arriving home. However, time spent in lunch time interviews often exceeded the official time period allocated for this purpose.
- The researcher's own perceptions may have influenced the way in which data were interpreted due to preconceived ideas that she had about the poverty alleviation strategy. However, in order to reduce subjectivity the researcher's supervisor used correspondence checking to check the categorization of themes (Neuman, 2005).

1.7. DEFINITION OF KEY CONCEPTS

Social Development

Social development is a process of planned social change designed to promote the well-being of the population as a whole in conjunction with a dynamic process of economic development (Midgley, 1998). The goal of social development is the promotion of social welfare and is the key shared agenda of all the sectors of government of the country as an aspirant developmental state. The Department of Social Development is the lead advocate for the overall social developmental agenda of the South African government. The social development approach uniquely integrates economic and social objectives. It not only recognizes the

critical importance of economic and social development in raising standards of living, but actively seeks to harness economic development for social goals (Integrated Service Delivery Model, 2006).

Social development is a comprehensive approach that moves beyond the notion of social sectors, and recognizes that human development is the product of a variety of efforts from all stakeholders. This approach to development also includes the idea of the development of all persons in relation to dignity, knowledge, creativity, respect for cultural diversity and the harmonious relations between individuals, communities and their physical environment (Patel, 2005). Social development is also defined as a process which involves the participation of all stakeholders, the harnessing of efforts of all individuals, the development of a sound network of institutions and the promotion of solidarity.

Developmental Social Welfare

This is an integrated approach to services that emphasizes the empowerment of individuals, families, groups and communities to manage human relations, social problems and needs optimally whilst building on their strengths. Developmental social welfare services are concerned with delivery of integrated social investment programmes and the purpose of these developmental services is to promote social justice, build human capabilities and enhance human livelihoods in order for people to lead productive and fulfilling lives (Patel, 2005). This definition is concerned with non-discriminatory, people-driven initiatives to distribute resources equally in enhancing social functioning in a sustainable way. It is particularly relevant to the South African context of development as a result of the country's political history.

Development Centre

This concept refers to multi-purpose, non-profit, community-managed organizations which are funded by the Department of Social Development whose objectives are to implement various poverty alleviation programmes such as skills development, income generation, social programmes, and information and referral programmes. It is crucial to mention that the concept of a development centre is an approach to poverty reduction which is generally informed by the specific needs of people in different communities. The core mandate of the development centres is to serve as incubators and bridging stepladders from a state of poverty to a state of self enrichment (Department of Social Development, 2006).

This means that there must be clear mechanisms to ensure that poor people are not permanently trapped within the dependency cycle but are able to move into self reliance (Department of Social Development, 2006). There needs to be a clear exit strategy on entry for mobility of beneficiaries from the time when they enter the development centre. Beneficiaries should ideally make use of the services rendered and then move to the next level of self-reliance and independence.

Four core developmental programmes or pillars for all the development centres include social programmes, information and referral programmes, skills development and income generating projects. The implication is that development centres render a variety of services and they are not limited to income generating activities only. Specific services rendered could be different depending on the needs of communities within which the centre is based but should be within the mandate and the pillars prescribed by the Department of Social Development.

Poverty

Poverty is about deprivation of resources, opportunities and choices and is linked to discrimination and unequal distribution of resources. The term poverty refers to a situation where there is a lack of material resources needed to sustain basic human survival [absolute poverty], or the inability to maintain a standard of socio-economic living regarded as normal in an area where a person lives (relative poverty). Altman (2003) further states that a comprehensive definition of poverty refers not only to material deprivation but to other non-material aspects such as the lack of access to social security, skills development, participation, relaxation, education, a sense of belonging, and decision-making power.

Poverty Alleviation Programmes

Poverty alleviation programmes are programmes that ensure sustainability and self reliance of income generating projects. The objective of the programmes is to ensure active and effective participation of communities. The Department's poverty alleviation programmes are structured to ensure equity, accessibility, accountability and responsibility in the allocation of resources and management of these programmes. The programmes must have an impact on the lives of the community as a whole and the focus should be on vulnerable groups.

Income Generating Projects

All the programmes of the Department of Social Development are required to contain an element of poverty reduction, and income generating projects are amongst the strategies employed to reduce poverty. In the Development Centre model income generation is one of the core pillars of service delivery. Income generating projects are projects where beneficiaries come together in groups after they have gone through skills development training from the development centre. Beneficiaries come together with the aim of establishing a small business

through which the development centre is able to exit them with small funding in the form of a start-up pack.

Sustainable Development

Sustainable development is defined as development activities that seek to meet current human needs without compromising the ability of future generations to meet their own needs (World Bank, 1992). Sustainable development is not only concerned with the needs of the present generation and present efforts in developing communities should not compromise the survival of future generations. Sustainable development emphasizes the government's commitment to promoting the well-being of its citizens (Midgely, 1995). Although sustainable development is sensitive to the environment it is also concerned with programmes that promote social and economic welfare of the citizens and the interdependence of the social, economic and environmental objectives in the development process (Noyoo, 2003).

Quality of Life

McCall (cited in McGillivray and Clarke, 2006, pp. 83-84), "distinguishes two main concepts of quality of life. Next to happiness itself, he emphasizes conditions of happiness. In his view life has quality if the necessary social conditions are available, even if an individual fails to exploit these chances or opts not to use them. Happiness is seen to result from need gratification, and hence the necessary conditions are linked to basic human needs".

1.8. OVERVIEW OF THE RESEARCH REPORT

Chapter One provided an introduction to the study by focusing on the research problem, the context and rationale for the study, the purpose of the project, the research design and methodology, the scope and limitations of the study,

definitions of key terms and an overview of the research report. Chapter Two reviews the literature and theoretical framework relevant to poverty in South Africa, public responses to poverty in South Africa, development in South Africa and challenges facing the Gauteng Department of Social Development. Chapter Three describes the research design and methodology used in the collection and analysis of data. Chapter Four contains a detailed presentation and discussion of the research findings that emerged from the study. Finally, Chapter Five summarizes the main findings, draws conclusions and makes recommendations arising from the findings.

CHAPTER TWO
LITERATURE REVIEW

2.1. INTRODUCTION

More than half of the world's population currently lives in cities and most people will do so by 2050 (South African Year Book, 2007/08). According to the Johannesburg Poverty and Livelihoods Study (JPLS) (2008), urban populations in Asia and Africa will double in the next 25 years, and by 2030, approximately 80% of the world's towns and cities will be in the developing world. These towns and cities are not only growing in size but also in complexities. Migrants with diverse backgrounds, skills and expectations move to urban areas in their own countries and across borders.

In South Africa, Gauteng province is expected to grow to 14 million inhabitants by 2015, putting the province in the top 15 biggest urban areas in the world (South African Cities Network, 2006). The rapid population growth within the province is accompanied by growth in the number of households and an increase in poverty among households. According to Naidoo (2008), even though South Africa is an upper-middle-income country, a large proportion of South African households live in conditions of poverty. The existence of such poverty contrasts sharply with the country's progressive legislative framework founded on a human's rights perspective (The Constitution of the Republic of South Africa Act 108 of 1996).

This chapter provides a review of the literature and a theoretical framework relevant to poverty in South Africa, a global perspective on the Millennium Development Goals, public responses to poverty in South Africa, development in South Africa and challenges facing the Gauteng Department of Social Development.

2.2. A GLOBAL PERSPECTIVE ON THE MILLENNIUM DEVELOPMENT GOALS (MDGs)

In adopting the Millennium Declaration in the year 2000, the international community pledged to spare no effort to free men, women and children from the dehumanizing conditions of extreme poverty. We are now more than halfway towards the target date – 2015 – by which time the Millennium Development Goals are to be achieved. The MDGs encapsulate the development aspirations of the world as a whole. However, they are not only development objectives; they encompass universally accepted human values and rights such as freedom from hunger, the right to basic education, the right to health and a responsibility to future generations. Important progress has been made towards the achievement of the eight goals but governments are not fully on track to fulfill these commitments (Millennium Development Goals Report, 2008).

These tasks have now become more challenging because the largely benign development environment that has prevailed since the early years of this decade, and that has contributed to the successes to date, now appears to be threatened. The world faces a global economic slowdown and a food security crisis, both of uncertain magnitude and duration. These developments are impacting directly on efforts to reduce poverty as the economic slowdown is likely to diminish the incomes of the poor; the food crisis will raise the number of hungry people in the world and millions more will sink into poverty; and climate change is likely to exert a disproportionate impact on the poor (Millennium Development Goals Report, 2008).

Taken together, the results achieved to date highlight once again the multi-faceted nature of poverty, the interactions of its various causes and manifestations and the wide ranging and mutually reinforcing nature of the actions that have to be taken. The poor are not only those with the lowest

incomes but also those who are the most deprived in terms of health, education and other aspects of human well-being. For this reason, governments need to ensure that poverty reduction is mainstreamed in all policies, ranging from national macroeconomic strategies to local level administrative actions. The Millennium Development Goals Report (2008) recommends that particular attention should be paid to the creation of additional opportunities for decent work. Public investment and public institutions should endeavour to target the poor.

It is only in the past few years that MDG related data for the period since 2000 have become available and demonstrate accelerated progress to date. The implication is that trends from 1990 to 2000 provide a poor basis from which to extrapolate outcomes in 2015. It is envisaged that greater efforts will be required to achieve the MDGs if the economic situation of the developing countries weakens significantly. In such a case the recently improved progress towards the MDGs would also no longer be in a good indicator of future prospects. Many developing countries' efforts to achieve the MDGs have benefited from the improved economic growth and relatively low inflation that characterized much of the period since 2000 (Millennium Development Goals Report, 2008).

The immediate prospects are for reduced global growth and higher inflation. Both threaten continued success in reducing income poverty and are likely to affect progress towards other MDGs unless there is a commensurate response from all stakeholders. A first component to this response is to ensure that the present course of action is accelerated and expanded so that recent progress is sustained and broadened. All stakeholders are urged to renew their commitment to the wide range of interrelated activities that are already contributing to progress towards the MDGs around the world. Successful policies, programmes and projects should be expanded wherever and whenever appropriate. National governments and the international community from both developed and the developing countries need to respond to lessons of experience, adjust to

changing circumstances and mobilize resources to address long term challenges (Millennium Development Goals Report, 2008).

The continuing economic growth in all developing regions suggests that the downward trend in poverty continued through 2007. The goal of halving the proportion of people in the developing world who are living on less than $1 a day by 2050 remains within reach, but may be adversely affected by the global economic recession. However, this achievement will be due largely to extraordinary economic success in most of Asia, where poverty rates were relatively low but are increasing. Since 2002, one of the factors contributing to growth in many developing countries, notably in sub-Saharan Africa but also in western Asia and Latin America, has been the increased prices of commodities, including oil. Higher commodity prices, particularly oil prices have dampened growth in countries importing these products and many are among the poorest countries in the world (Millennium Development Goals Report, 2008).

The recent increases in the price of food have had a direct and adverse effect on the poor. Poor people who do not produce their own food are the most severely hurt because a large proportion of their expenditure is allocated to food. Higher food prices limit their ability to obtain not only food but also other essential goods and services. Overall, higher food prices are expected to push many more people into absolute poverty, with estimates suggesting that the increase will be as many as 100 million persons. Most of the increase is likely to occur in sub-Saharan Africa and South Asia, already the regions with the largest numbers of people living in extreme poverty (Millennium Development Goals Report, 2008).

Conflict continues to displace people from their homes and drives them into poverty. One indication of the impact of conflict is the number of refugees worldwide, which has increased significantly over the last few years, primarily because of the conflict in Iraq. More than 42 million people are currently displaced by conflict or persecution, both within and outside the borders of their

own countries. Of these, 16 million are refugees, including 11,4 million who fall under the responsibility of the United Nation High Commissioner for Refugees UNHCR and 4.6 million who are under the aegis of the Near East. In addition, more than 26 million people have been uprooted by violence or persecution but remain within the borders of their own countries (Millennium Development Goals Report, 2008).

Southern and Western Asia and sub-Saharan Africa are home to the largest population of refugees. In Lebanon and Jordan, refugees constitute 10 percent or more of the population. In Iraq and Somalia, one in 10 people are internally displaced. What these numbers fail to convey is the extent to which conflict gives rise to poverty among people who have no direct involvement in the dispute. Poverty reduction cannot be accomplished without full and productive employment and decent work for all. The proportion of the working-age population that is employed is a good indicator of the ability of an economy to provide jobs. Nevertheless, there is no optimal employment- to- population ratio. Developed countries have lower ratios than developing countries because their higher productivity and incomes mean that fewer workers are required to meet the needs of the entire population. On the other hand, the very high ratio in sub-Sahara Africa indicates that a large number of poor people have to work to subsist, regardless of the quality of the job (Millennium Development Goals Report, 2008).

Analysis of these ratios and comparisons between groups allow for the identification of levels and trends that have an impact on poverty and deficits in decent work. Between 55 per cent and 75 per cent of the working age population is employed in most regions. The two exceptions are Northern Africa and Western Asia, partly because the employment-to-population ratio for women is less than 25 per cent (more than 40 percentage points below the ratio for men). For women to remain outside the labour force is often not a choice. More women in these regions would probably opt to work if it were socially acceptable, if more

jobs were created for women and if institutions were in place to help them combine work and family responsibilities (Millennium Development Goals Report, 2008).

For millions in the world today, jobs provide little relief from poverty because their pay is low. Employed persons living in a household where each member earns less than $1 a day are considered the working poor. In sub-Saharan Africa, over half the workers fall into this category. Remunerative employment alone is not the answer to poverty. Half the world's workers could descend abruptly into poverty if they suddenly lost their jobs and had no means of covering their expenses. The proportion of the global workforce that earned a living through vulnerable employment has decreased slowly from 53 percent in 1997 to 50 percent in 2007 (Millennium Development Goals Report, 2008).

Progress in reducing hunger is now being eroded by the world-wide increase in food prices. Escalating prices are being driven partly by supply disruptions, but mostly by rising demand due to economic growth, expanding population growth and subsidies in developed countries. The poor are most affected by these increases and at the extreme they become too poor to buy sufficient food when prices rise. Moreover, there appears to be no quick fix for the underlying cause of the food crisis (Millennium Development Goals Report, 2008). In addition, the global economic downturn is threatening to cause an economic recession with the specter of large scale retrenchments and unemployment.

2.3. THE EXTENT OF POVERTY IN SOUTH AFRICA

Following the first democratic elections in 1994, South Africa experienced a shift from an Apartheid based state to a democratic, egalitarian society, a shift which took place in the context of globalization. In the profound transformation processes that followed, practically all spheres of public life in South Africa have been unsettled (Holscher, 2007). There have been far reaching attempts at

facilitating the transformation of separate, unequal and highly discriminatory welfare services into a developmentally oriented equitable system, able to respond to the structural injustices inherited from the Apartheid system.

Among these injustices, poverty is particularly prominent and compounds all others. The existence of a socially conscious government in South Africa has firmly placed the need to address poverty high on the nation's agenda. Policy development and resources set aside by government are testimony to the fact that the government is committed to providing a better life for all by fighting poverty (Mubangizi, 2004). However, these efforts at poverty reduction have by and large not been achieved with some authors arguing that since 1994 levels of poverty and inequality have increased (Holscher, 2007). This is in spite of the country having in the financial year 2005/06 experienced several years of consecutive economic growth of five percent for the first time in almost three decades (Manuel, 2006).

While South Africa is generally categorized as a middle income country, South Africa is regarded as an extremely unequal society with its Gini coefficient having risen from 0.596 in 1995 to 0.635 in 2001 and its Human Development Index having fallen from 0.73 in 1995 to 0.67 in 2003 (UNDP, 2004). South Africa's Service Index, which measures the percentage of the population that does not have access to good quality basic services, has increased from 63% in 1996 to 65% in 2003. This accounts for the fact that in spite of its relative wealth compared to the world's poorest countries, there are indeed vast and growing levels of poverty experienced by large numbers of South Africans (Holscher, 2007).

With regard to poverty of income, it is estimated that just under three million households in South Africa live on less than R1000 a month and half of the country's households survive on less than R20 a day (Monama, 2006). Current unemployment rates range around 40 percent of the economically active

population. The correlation between unemployment and poverty is significant in that 55 percent of people from poor households are unemployed compared with 14 percent of those from non-poor households (May, 1998). At the same time employment does not guarantee people's ability to move out of income poverty.

The latest labour force survey conducted by the South African Race Relations in the South African Year Book 2007/08, suggests that almost one and half million of South Africa's workforce get paid R500 or less per month. They live in shacks and dwellings without some of the most basic amenities and spend a large proportion of their incomes on just traveling to and from work (South African Year Book 2007/08). In addition, income poverty is distributed unevenly according to lines of race, gender and geographic location, in that the face of poverty in South African is predominantly female, rural and black (Sachs, 2005)

2.4. THE POVERTY LINE DEBATE WITHIN THE SOUTH AFRICAN CONTEXT

Poverty is a hugely contested concept as there is no simple universal definition of what it is. Yet it is one of the leading fundamental threats to social security globally (Abbott, Rogers & Sloboda, 2007). What is a poverty line and why do we need a poverty line in a given context? The South African National treasury (2007) argues that the national poverty, vulnerability and income inequality, and their shifts in response to economic trends and policy, need to be better understood if poverty reduction and social development programmes are to be well designed and effective. Thus, in order to achieve these goals, well defined characteristics that constitute poverty are needed which would help to determine the poverty line. A poverty line is also needed to develop a consistent measure of household needs that serves as a useful comparative index of trends over time and of relative well-being across the social landscape (National Treasury, 2007).

The South African National Treasury (2007, p.7) further proposed that the official poverty line should be constructed as a measure of the money income required

to attain a basic minimal standard of living sufficient to purchase a nutritionally adequate food supply and to provide for other essential requirements. In response to this proposal, it can be argued that standards of living differ from one context to the other and this on its own poses difficulties inherent in constructing a universally embraced poverty line. Consequently, the South African National Treasury (2007) suggested that an operational poverty line should be contextualized to different countries as there are divergent views on what constitutes basic needs. They further note that due to difficulties in determining the components of what constitutes a poverty line, one precursor would be a primary measure of minimum requirements for subsistence and the other would be a higher standard that includes moderate provision for basic but less essential goods and services (National Treasury, 2007).

According to the United Nations, South Africa became a signatory to the Millennium Declaration that intends to halve the proportion of people who suffer from extreme hunger. This then calls for an understanding of the national poverty margins for a more constructive approach that would seek to address poverty at large. It has been established that different institutions within South Africa have constructed their own poverty lines based on their own definitions of poverty. These poverty lines have also been widely used by the state institutions in their choices of which poverty line to use which are subjectively based on their contexts (Woolard & Leibbrandt, 2006).

The Annie Leatt Children's Institute (2006, p.26) notes that the poverty line of R800 per month per household is regarded as an ultra poverty line, and is used by national government to denote an indigent household. Taking this analysis into perspective, one has to view South Africa within the global context as it is also an influential global player. According to Woolard and Leibbrandt (2006), the world poverty line is calculated at US$1 per day which translates to a monthly income of R1 871 for a South African household of five people. This means that analysts in South Africa are at liberty to use whichever poverty line suits their

context but at the same time this approach must be viewed as an impediment towards a unified understanding of poverty in South Africa. The absence of a national poverty line has been seen by many social policy analysts as an obstacle to a progressive social dialogue (McLennan, 2007).

2.5. PUBLIC RESPONSES TO POVERTY IN SOUTH AFRICA

In order to address the legacy of South Africa's colonial and Apartheid history, the government has adopted a transformative, developmental framework and is moving towards becoming a developmental state. One of the government's responsibilities is to facilitate the process of development through the various institutions of government, its partners and civil society. Given the country's history, the developmental challenges facing South Africa, are many and varied. A central priority of government, as required by the Constitution's Bill of Rights, is to ensure provision of a range of services to meet these challenges, within the constraints of available resources. Against this background, and in recognition of the need to promote the goals of sustainable development to redress past imbalances, the social service sector has adopted a developmental approach to service delivery, integrating social interventions with economic development (Integrated Service Delivery Model, 2006).

South Africa inherited a social welfare system with a unique combination of historical forces. This significantly impacts on the capacity of the current system to address poverty related issues such as unemployment. Social work was the only officially approved service profession for social welfare from 1937, a consequence of the recommendation of the first Carnegie Commission of Enquiry into White Poverty in South Africa in 1928. As a new approach to social service delivery, social development transcends the residual approach that has dominated social welfare thinking in the past. The social development approach aims at collective empowerment, facilitating processes that help the poor,

vulnerable and marginalized to regain control over their lives (Integrated Service Delivery Model, 2006).

Prior to South Africa's first democratic elections in 1994 the ANC agreed in principle to adopt the Congress of South African Trade Union's (COSATU) Reconstruction and Development Programme (RDP), a programme that contained elements of social security. The RDP originated in an attempt by labour to produce an accord that would tie a newly elected government to a development programme. As a growth through redistribution policy the RDP envisioned as a first priority the meeting of basic needs of people. The RDP soon became the paradigm within which all development policies were to be discussed and from 1994-1996 it became the guiding document of the government of national unity (Visser, 2004).

Therefore the government focused on meeting basic needs, eradicating poverty and investing in human capacities. It also undertook a major review of the country's welfare system. According to Visser (2004), the review sought to address the injustices of the system and to formulate a welfare strategy that was compatible with the new government's developmentalist commitments. Following the review, a draft White Paper for Social Welfare was published in 1995 to put forward the concept of developmental social welfare. Therefore the RDP and its White Paper for Social Welfare were thus clearly compatible with the social development approach.

The RDP did indeed achieve some remarkable results. However, the RDP soon ran into trouble, due to the fact that from the outset the government lacked the capacity to implement the policy. As a result of inadequate implementation skills, huge backlogs in providing access to basic services defined the RDP. The RDP did not spell out a detailed programme for attaining its main aims. It was too broadly formulated and ended up as a wish list for too many people. Soon it

became clear that the country's economic and fiscal difficulties would impede the realization of the RDP goals (Visser, 2004).

Although the new government hoped for economic growth rates of 4-6% per annum, the actual growth rate was only slightly above the natural rate of population growth of about 2,5%. The government could not mobilize sufficient funds to meet the RDP's objectives without redirecting resources from the mainstream government departments. As economic considerations began to dominate government policy in the latter half of the 1990s, the social commitments of the RDP were given less prominence than the need for rapid economic growth. Later the notion of redistribution was dropped as the government role in the economy was reduced to the task of managing transformation. When the government experienced its first major currency crisis it was the nail in the coffin for the RDP (Bond, 2003).

According to Terreblanche (1998), in order to calm domestic and foreign currency markets, in June 1996 the Ministry of Finance published the Department's new Macro economic strategy, Growth, Employment and Redistribution (GEAR). GEAR was developed by policy makers and other government stakeholders. In contrast to the RDP, GEAR was not developed in consultation with COSATU and this generated considerable internal disagreement within the tripartite alliance. According to Bond (2003), GEAR implied that economic development in South Africa should be led by the private sector, the state should play a smaller role in the economy, there should be cuts in government spending, an export orientated economy should be encouraged and social service delivery budgets should be reprioritized to address the claims of the poor to meet their basic needs. The government was tasked with setting priorities and funds were to be committed to social policies (Bond, 2003).

The purpose of GEAR was to come up with a comprehensive macro economic strategy. GEAR's point of departure was that sustained growth required a

transformation towards a competitive, outward orientated economy. To attain economic growth rate, GEAR emphasized the need for government consumption expenditure to be cut back. GEAR was designed to promote the neo-liberal ideologies and its principles were privatization, deregulation and fiscal policies.

The GEAR strategy as a policy designed to contribute to the economic development would appear to have failed; it did not enhance growth, employment or redistribution. It was based upon the assumption that liberalization would attract foreign direct investments and therefore adopted a neo-liberal approach. It was too narrow to consider economic aspects only in its approach and ignored issues relating to the creation of an investor friendly climate (Terre Blanche, 1998). One can say that GEAR was a macro economic model that was partly responsible for the social crisis because growth through redistribution was replaced by redistribution through growth.

According to Triegaardt (2006), one of the major gaps that are not filled by social policy is that South Africa has an acute shortage of skilled workers. The demand for skilled workers has been well documented. The government later as an extension to GEAR introduced the Accelerated Shared Growth Initiative (ASGISA) and the Joint Initiative on Priority Skills Acquisition (JIPSA) in an effort to stimulate economic development and to identify solutions for skill shortages in critical areas. A policy challenge at this point in time is the difficulty involved in moving out of the current envelope of policies (Triegaardt, 2006).

In this context social welfare has been sidelined and it can be argued that the development discourse in post Apartheid South Africa has laid the residual welfare agenda to rest, in which communities are encouraged to develop for self reliance and non dependence on the welfare services and where the poor are being held responsible for their own upliftment. On the other hand, government and civil society embrace notions of social justice, solidarity and collective responsibility to overcome the legacy of colonialism and Apartheid. In this

instance poverty is conceptualised as a structural problem which has developed during the past (Terre Blanche, 2002).

2.6. DEVELOPMENT IN SOUTH AFRICA

Although the first 14 years of freedom laid a foundation for the rapid advance in socio-economic development, millions of South Africans still live in conditions of poverty and vulnerability. The backlog of services needed for the poor and the vulnerable as a result of the country's past, rising expectations and advocacy from organized civil society, poses great challenges for policy makers, as it has resulted in increasing unemployment and welfare dependence. The increasing rate of unemployment in Gauteng, as in South Africa as a whole, when it stabilizes, is likely to leave a legacy of welfare dependence severely undermining the social fabric. Consequently, progress in human development in the face of declining social conditions more than 14 years into transition remains a great challenge for the country (Department of Social Development, 2007).

Thus alleviating and eradicating poverty define the political and development features of South Africa and Gauteng in particular, and the Department of Social Development is tasked with playing a central role in this regard. Any understanding of poverty in South Africa should be conditioned by and take cognisance of deep inequality that South Africa inherited form its past. Poverty is partly a matter of improving income and partly a matter of restoring human dignity and achieving equality. Poverty includes the sense of insecurity that living in a particular context brings and also an absence of opportunities and choices that allow people to develop a better quality of life. Vulnerability to poverty is therefore characterized by an inability to devise an appropriate coping or management strategy in times of crisis (Department of Social Development, 2007).

According to Sen (1999), development can be seen as a process of expanding the real freedoms that people enjoy and freedoms depend on other determinates such as social and economic arrangements as well as political and civil rights. Viewing development in terms of expanding substantive freedoms directs attention to the ends that make development important. Development requires the removal of major sources of unfreedom and this according to Sen (1999), involves poverty, poor economic opportunities as well as systematic social deprivation. Therefore freedom is central to the process of development because an assessment of progress has to be done primarily in terms of whether the freedoms that people have are enhanced and whether achievement of development is thoroughly dependent on the free agency of people (Sen, 1999).

Sen (1999) states that development should be an integrated process of expansion of substantive freedoms that connect with one another. The development process should also be inclusive of economic, social and political factors. A broad approach of this kind permits simultaneous appreciation of different role players in developing communities and the empirical connection of freedoms of different kinds with one another. Political freedom helps promote economic security; social opportunities facilitate economic participation; and economic facilities can help generate personal abundance as well as public resources for social facilities. Sen (1999) believes that it is within these connections and given adequate social opportunities, that individuals can shape their own destiny with the help of sustainable agencies.

An argument presented is that enhancement of human freedom is both the main object and primary means of development. The ends and means of development call for placing the perspective of freedom at the centre of the stage. From this perspective, the people have to be seen, in this perspective as having capabilities and freedom to be actively involved in shaping their own destiny within development programmes. This argument links closely with the Social Development model which has its origins in community organizations and

community development practice. The model promotes full participation of the people by providing a framework for understanding the underlying causes of human degradation, powerlessness and social inequality. Its ultimate goal is to guide collective action towards the elimination of all forms of violence and social oppression (Midgley, 1996). This is an alternative view of social policy that encourages the use of social programmes but with the focus on enhancing capacities of the needy by affording them an opportunity to participate in the productive economy (Midgley, 1996).

Achieving these programmes requires a total mobilization of all assets and resources of the country; hence the White Paper on Social Welfare (1997) advocates an inter-sectoral response by all sectors of government with all the sectors of civil society. Within this broad inter-sectoral approach role players and occupational groups have been identified to manage the process of social development. The policies of social development fully acknowledge that economically deprived citizens need the benefit of external resources to stimulate the development process (McKendrick, 2001). However, in the case of South Africa these external resources are finite and scarce and hence difficult to access. Consequently, reliance should also be placed on the indigenous resources that people have within themselves and their environments.

According to Noyoo (2003) social development is shaped by socio-cultural, economic and political variables and there is a growing consensus that social development rests on beliefs and preferences in different localities. This means that in spite of acknowledging different variables that shape development, there is also an acknowledgement of the fact that social development also needs to be shaped by people's beliefs and their preferences as to what they believe is development based on their environment. This also implies that social development should be an empowering, consultative process that engages the beneficiaries. According to Brown (1994), social development must therefore

draw its essence from the themes of social justice: fairness, empowerment and democratization.

2.7. DEVELOPMENTAL SOCIAL WELFARE IN SOUTH AFRICA

Developmental social welfare emphasizes change, partnerships, justice and development of human potential and its basic premise is that prevention should constitute a major aspect of development planning (United Nations, 1986).

The ideas surrounding the conception of developmental social welfare in South Africa are enshrined in the Constitution of the Republic of South Africa Act of 1996. These ideas are rooted in what Patel (2005) calls a rights-based approach. This means that developmental social welfare is approached from a social rights and justice perspective. This rights-based argument is derived from the principle of inequality and the need to redress the unfair distribution of resources.

Part of the transformation process and development imperative was the institutional development which required the Department of Welfare to change its name to the Department of Social Development. Hence this Department became the leading advocate for the development approach in South Africa (Department of Social Development, 2006).

The transformation from a welfarist approach to a developmental social welfare approach has been a core aspect of the Department of Social Development since the adoption of the White Paper on Social Welfare in 1997. There were many building blocks for this transformation that were further extended to reflect the Social Development priorities both nationally and provincially. The departure of the Social Security Section to the South African Social Security Agency (SASSA) has been a challenge to the Department of Social Development in the sense that, the department had to reposition itself in terms of its core services namely developmental social work services and social development services.

Since then the notion of what constitutes developmental social welfare service delivery has been a matter of debate.

Based on the above argument there was a need for clarity on the nature, scope and level of social welfare. As a result, the national and provincial departments undertook an exercise to spell out the role and functions of the social work services in a developmental manner. This resulted in the position that developmental social services should be based on values, ethics and principles, which facilitate the development of human capacity and self reliance within a caring and enabling social and economic environment. The aim of this approach is to build a self reliant nation, maximize existing potential in partnership with all stakeholders and to provide a service that is equitable, sustainable, accessible, people-centered and developmental (Patel, 2005).

The core values inherent in a developmental social welfare approach are inherent in the developmental approach, and provision of services is guided by the model whereby symptoms are treated through social work services and the root causes tackled through social investment. This, however, means that the Department should not overlook how globalization has and still continues to impact on the profession of social work, the main occupational group in the Department. The impact has been on how social work as a profession has recently found a worldwide demand creating an exodus of skills leading to drastic measures by government to reverse the exit of skills. As a result a Recruitment and Retention Strategy (2006) was introduced to recruit new social workers to the profession and to keep and maintain those already in the profession. The strategy also recognizes the importance of introducing other role players such as social auxiliary workers, community development workers and child and youth care workers to capacitate the few available social workers in running empowerment programmes.

The current developmental social welfare paradigm is concerned with shifting away from seeing people as passive beneficiaries of welfare services provided

through government interventions and seeing them as fixed single social categories of poor, orphaned, disabled or one dimensional objects of socio-economic classification (Patel, 2005). Instead, it views beneficiaries as champions of their own environment and emphasizes the capacity and participation of people as crucial.

Developmental Social Welfare focuses on social protection, the maximization of human potential and fostering self reliance and participation in decision making. It has a particular focus on the causes and effects of social vulnerability and marginalization.

2.8. IMPLICATIONS FOR SOCIAL WORK

While there are general levels of poverty and unemployment, there may be specific reasons why people experience poverty differently. Their subjective experience of poverty, their sense of having or being denied a political voice or the power to determine their own life chances may be profoundly different (Holscher, 2006). This argument clearly presents a challenge for the profession of social work and the Department of Social Development to prioritize community based developmental service responses. In addition, social workers should be more vocal in debates around socio-economic issues with a view to influencing public discourse and policy development in particular.

Poverty is experienced in immediate ways of suffering irrespective of our attempts to effect changes at policy and political levels. Social workers have an ethical responsibility to fight poverty in tangible ways that alleviate suffering in the short term. This involves facing questions of institutional coordination and capacity, as well as the skills base of social workers. The institutional framework of poverty alleviation draws heavily on partnering and networking between civil society, the private sector and the state (Chapel, 1997).

The Department of Social Development renders services through the three broad programmes; social security, social welfare and community development. Social security services aim at providing the target groups with social grants as a way of alleviating poverty. Social welfare services cover a range of services and programmes that are directed at enhancing the capacities of people to address the causes and consequences of poverty vulnerability. With a shift to the social development approach, a new cadre of community or social development officers/workers was introduced to focus on community development. Community development refers to a process and method aimed at enhancing the capacity of communities to respond to their own needs and improve their capacity for development, through community mobilization, strength-based approaches and empowerment programmes (Integrated Service Delivery Model, 2006).

Ideally, these programmes should be integrated and should enable the target groups to deal with all social issues such as psychological stress, poverty, food security and other adverse social conditions. In order to achieve this goal, a developmental approach to service delivery is needed, an approach that is based on the strengths of individuals, groups or communities and that recognizes their capacity for growth and development (Department of Social Development, 2006).

Recognizing the need to promote the goals of sustainable development and to redress the imbalances of the past, the social service sector has adopted such an approach, integrating social intervention with economic development. In order to address the legacy of the country's Apartheid history, the government has adopted a transformative, developmental framework to facilitate the process of achieving a developmental state. One of the government's responsibilities is to facilitate the process of development through the various institutions of government, its partners and civil society.

South Africa inherited a social welfare system with a unique combination of historical forces. These forces impact significantly on the capacity of the current

system to address poverty and related issues such as unemployment. Social work was the only officially approved service profession to address the poor white problem way back in 1928. As a new approach to social service delivery, social development transcends the residual approach that has dominated social welfare thinking in the past. The social development approach aims at collective empowerment, facilitating processes that help the poor, vulnerable and marginalized to regain control over their lives.

2.9. CHALLENGES FACING THE GAUTENG DEPARTMENT OF SOCIAL DEVELOPMENT

One of the leading roles for the Department of Social Development is to provide a safety net for the vulnerable. In addition, the Department is faced with the challenges of reducing the levels of poverty prevalence that impact on social functionality and development of families and communities (Department of Social Development 2006-2009). These challenges include the following:

- Increasing migration from other countries and provinces to Gauteng is impacting on service delivery. As a result South Africans in Gauteng and elsewhere were intimidated by those who migrated to the province from other neighbouring countries and provinces thus leading to the xenophobic attacks on foreign nationals in May 2008.
- Drug trafficking and drug abuse since 1994 have increased and have been linked to organized crime.
- There is a high prevalence of HIV and AIDS in Gauteng Province.
- There has been non-inclusion of people with disabilities within communities (Department of Social Development 2006-2009).

In light of the above challenges, the Gauteng Provincial Government (GPG) aligns itself with the MDGs by aiming at reducing poverty and unemployment by half by 2015, providing skills required by the economy and ensuring that all South

Africans are fully able to exercise their constitutional rights and enjoy the full dignity of freedom (Department of Social Development 2006-2009).

2.10. POVERTY ALLEVIATION PROGRAMMES

The responsibility for fighting poverty in this country is a multi-sectoral one. In the absence of service delivery that covers all, including those that are not covered by the safety net of social security, the Department of Social Development regards its role as one of reaching out to the poorest of the poor and it has attempted to facilitate a paradigm shift aimed at complementing grant payments with other forms of empowerment and support. Specifically targeting women, youth and people with disabilities, the formation of collectives has been encouraged with a view to providing capacity building in conjunction with start-up capital and ongoing support for income generating projects (Holscher, 2006).

Poggenpoel and Oliver (2005, cited in Holscher & Sewpaul 2006), conducted a study on service users and departmental spending with regard to poverty relief programmes. They claim that 82.3 percent of service users seeking help at government welfare offices do so in relation to social grants, 22.1 percent request individual assistance by social workers and only 2.4 percent call in connection with poverty relief projects. These findings are supported by Sewpaul and Holscher (2006) who contend that statutory services and institutional care continue to constitute the bulk of welfare work. Rendering of developmental services such as facilitation of poverty alleviation projects remains minimal.

According to Poggenpoel and Oliver (2005, cited in Holscher & Sewpaul 2006), the Department of Social Development has been unsuccessful in spending its allocation of the poverty relief budget appropriately. These writers maintain that unless efforts are made to include the poor in the delivery process it is possible that poverty alleviation programmes will turn out to be programmes run without beneficiaries inputting in the conceptualization, implementation and evaluation

process. A direct result of this is that poverty alleviation programmes are unlikely to address the issues, nor will they empower the poor to any level that removes them from or substantially alleviates poverty (Mubangizi, 2004). However, this statement cannot be generalized to the whole array of South African income generating projects. There could be those that have been implemented with positive outcomes for the lives of the poor.

According to Naidoo (2008), poverty in South Africa and the lack of sustainability in poverty alleviation programmes needs to be studied in relation to the Apartheid era. This writer further states that distribution of poverty was based on race, whereby the majority of the resources were reserved for Whites as compared to the limited resources given to Africans. As much as it is true that the distribution of opportunities and resources in South Africa during the Apartheid era were discriminatory, the present state of poverty manifests differently from the Apartheid era. A democratic government has been in power for over 14 years and yet poverty alleviation programmes are not close to eradicating poverty amongst the poor. This is a clear indication that the effects of Apartheid cannot be generalized to the present context of poverty and that poverty in the present context must also be viewed in relation to many other factors including family structures, unemployment, crime, education, as well as issues of health and disease.

According to Hall and Midgley (2004), cited in Naidoo's (2008) study on socio economic conditions of the poor, many politicians and social scientists ignore issues related to privilege or structural inequalities as the cause of poverty. Instead, it is thought that poverty can be eradicated when countries promote economic growth by introducing neo-liberal policies. South Africa had experienced economic growth in the past ten years; however, levels of poverty are still evident. The budget on poverty alleviation programmes is minimal and often government is reluctant to expand this expenditure, insisting that this would

be unaffordable to the country. However, Rook and Davidson (2008) argue that it is not a matter of affordability, but rather a lack of political will.

Strydom and Tlhojane (2008) conducted a study on the effects of poverty and found that poverty causes a number of problems such as divorce, violence and alcoholism. However, while acknowledging that poverty can indeed be a causal factor in these social pathologies, a critique of this theory is that divorce, violence and alcoholism occur across all social strata and that often poverty is used as an excuse to explain negative social behaviour.

Zungu (2006) explored factors contributing to success or failure of income generating projects in Nongoma, KwaZulu-Natal and the methodology that he utilized focused on four cases of income generating projects for comparison purposes. The main findings from his research were that successful community development projects helped poor women in rural areas to earn a living through income generating activities. These poor women became self-reliant and self-sustaining. However, a limitation of the study was that the researcher mainly used prior knowledge and experiences of working with income generating projects to choose a purposive sample of projects for the focus of his study. The present study endeavored to expand and build on Zungu's (2006) research by focusing on the Sedibeng region, Gauteng province and probed different areas with persons who had participated in income-generating projects.

2.11. SUMMARY OF CHAPTER

This chapter provided the theoretical backdrop to the study. The following chapter explicates the research design and methodology underpinning the research project.

CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

3.1. INTRODUCTION

This chapter provides an explication of the research design, methodology and analysis used in the study. The sample and data collection procedures and shortcomings are also discussed. In addition, this chapter explains how data were captured and analyzed, and the ethical issues that were taken into consideration.

3.2. THE RESEARCH QUESTION

What are beneficiaries' perceptions regarding the income generating projects offered by the Gauteng Department of Social Development: Sedibeng Region?

3.3. PRIMARY AIM OF THE STUDY

To investigate beneficiaries' perceptions of income generating projects at Gauteng Department of Social Development: Sedibeng Region.

3.4. SECONDARY OBJECTIVES OF THE STUDY

- To assess whether the development centres were perceived to be an appropriate response to poverty alleviation
- To determine if income generating projects within the development centres were perceived by beneficiaries as making an impact on the quality of their lives
- To investigate the challenges encountered by beneficiaries during the implementation of the projects

- To evaluate the perceived effectiveness of development centres as a service delivery model
- Based on these perceptions, to provide recommendations for future interventions and ways of enhancing service delivery

3.5. RESEARCH STRATEGY

This study adopted a qualitative–descriptive research design. According to O'Leary (2004, p.99), "qualitative research is value-laden and accepts an ad hoc process that accepts multiple realities through the study of a small number of cases". According to Neuman (1997), descriptive research designs present a picture of the specific details of a situation and their goal is to find information to stimulate new explanations. The study was descriptive in nature because it sought to describe the views of participants regarding income generating projects at the Department of Social Development.

3.6. PARTICIPANTS

A sample of 20 participants comprised beneficiaries that participated in income generating projects at the development centres called African Skills Development (ASEDI) (Bophelong) and Kotulong (Meyerton) funded by the Department of Social Development. The 20 participants were all Black Africans and had participated in the centre projects for longer than a year. They participated on a voluntary basis. The participants were readily available at the development centres as a result of which the researcher's access to the study sample was enhanced.

3.7. SAMPLING STRATEGIES

Due to the nature of the study, purposive sampling was used. De Vos et al. (2005) describe purposive sampling as a sample purposefully selected by the

researcher and made up of those elements that have the most characteristics or are most representative of the population if the population is not readily available for research. This type of sampling was also coupled with convenience sampling. Walonick (2007) notes that convenience sampling falls within a non-probability method of research where members are selected from the population in some non random manner because they are conveniently available to the researcher. The researcher relied on centre managers to provide access to participants, so that not all beneficiaries at the centres stood an equal chance of being selected. Consequently, only those who were available in their units at the particular time when the researcher was present, participated in the study. The limitation of this non probability sampling strategy was that it precluded generalization of the findings to the broader population of participants in poverty alleviation projects.

3.8. RESEARCH INSTRUMENTATION

3.8.1 Construction of the interview schedule

A search of the literature revealed a lack of suitable research instruments specifically designed to investigate the specific objectives of the study. Consequently, the researcher designed a semi-structured interview schedule to explore the perceptions of participants of income generating projects. A copy of the schedule is set out in Appendix A.

The interview schedule was divided into four sections. The first section focused on the demographic details of participants. The second section considered participants' perceptions regarding income generating projects. The third section explored the perceived impact of income generating projects on the quality of life of the beneficiaries. In the last section, the participants' recommendations were elicited on how poverty alleviation strategies could be implemented.

Table 3.1 Rationale for Inclusion of Items in the Interview Schedule

Item	Rationale for Inclusion
Demographic Information (Section A – Items 1-4)	Landman (2003) states that demographic information is crucial in understanding participants' perceptions. The only demographic factors that were elicited were age and highest standard passed.
Skill Capacity (Section B – Item 5 and Section C – Item 2)	Poverty is often manifested in a lack of skill and knowledge to address needs. Skill capacity was viewed as critical in this study. The researcher wanted to assess the level of skill prior to and after participation in the projects.
Income generating projects (Section B – Items 1-4 and Section D – Item 1-4)	Without sustainable income in a household, survival is impossible. Small Medium and Micro Enterprise (SMME) development through income generating projects is a core intervention of development centres. As a result it was deemed necessary to gain sight into whether beneficiaries at the centres had a full understanding of these projects.
Sustainable development (Section C – Items 2 and 4)	It was anticipated that items 2 and 4 of Section C in the interview schedule would elicit issues related to sustainable development for beneficiaries. This is crucial because empowerment of people is a prerequisite for their development being sustainable (Cook, 1997).
Poverty alleviation initiatives (Section C – Item 5 and Section D – Items 1-4)	These are government initiated strategies employed to reduce poverty and ensure active and effective participation and allocation of resources to communities. The initiatives must have an impact on the lives of the poor. The development centre model is one of the poverty eradication initiatives and the study sought to explore the perceptions of beneficiaries regarding such initiatives.

3.8.2. Format of questions

In order to determine whether or not a research instrument is well designed, one needs to consider the following aspects of question construction; namely question content, format of the question, closed or structured types of questions and the wording of questions. The question content for the research study was based on opinions and perceptions regarding poverty alleviation programmes. With these questions the researcher was trying to establish thoughts of participants on a specific subject.

The format of the questions was open-ended, which encouraged the participants to express themselves freely without confining themselves to any fixed response categories. The advantage of open-ended questions is that they imposed no restrictions on the participants' responses and showed exactly how participants interpreted the question. They were also useful because the researcher anticipated a wide range of responses. The disadvantage of open-ended questions was that it was time consuming to collect data. They elicited a broad variety of responses so that it was difficult to categorize and analyze the data (Maxwell & Satake, 2006).

3.8.3. Validity and reliability of the research instrument

Validity refers to the extent to which an empirical measure adequately reflects the real meaning of the research question under consideration (Babbie & Rubin, 2005). The validity of a measurement procedure is the degree to which measurement process measures the variable it claims to measure. Validity has two aspects, namely that it measures the concept in question and that the concept is measured accurately. Validity has five main categories namely; content, face, criterion, predictive and construct validity.

For the purpose of the study the researcher considered two categories, namely content and the face validity. Babbie and Rubin (2005) state that *content validity* is established on the basis of judgments about whether the measure covers the universe of facets that make up the concept. *Content validity* should be representative of the instrument and the adequacy of the topics in the instrument. *Face validity* refers to the instrument appearing to measure what it intended to measure (Babbie & Rubin, 2005). The researcher attempted to enhance content and face validity by referring the instrument to an expert in the field from the Department of Social Development who confirmed that the range of items included in the instrument appeared to demonstrate content and face validity. In order to further enhance validity of the instrument, the research tool was pre-tested on three individuals who were not included in the final study.

Reliability refers to the accuracy of an instrument and the extent to which measures can be reproduced. The reliability of a measurement procedure is the stability, consistency or dependability of the measurement (Murphy & Davidshofer, 2005). The researcher endeavored to enhance reliability by personally administering the same questions in the interview schedule to all the participants in the research study.

3.8.4. Pre-testing the research tool

Pre-tests are preliminary measures which are used prior to administration of the final version of the data collection tool. These are important for improving reliability (Neuman & Kreuger, 2003). The pre-test was conducted on three individuals who did not form part of the research study. The individuals were selected on a voluntary basis. The average time taken to complete the pre-test was approximately 45 minutes. All the participants indicated that they understood all the questions, hence no amendments were necessary.

3.9. THE SETTING OF THE STUDY

The study was conducted in two development centres based at Sedibeng region within Gauteng province. The interview schedule was administered individually to participants because the study endeavoured to consider individual perceptions of beneficiaries of income generating projects. Prior to commencing the study, potential participants were given information sheets and consent forms, copies of which are set out in Appendices B and C respectively. Data were collected by interviewing the participants using both English and various African languages so that they would be able to express themselves in the language of their choice. Participants consented to participate in the study but felt safer and more comfortable to be interviewed in the privacy of the boardroom. Names were not recorded so as to ensure confidentiality. The interviews took approximately 45 minutes per participant and the data collection period was carried out over a period of two weeks from 02 June 2008 to 14 June 2008, with an average of four participants per day.

3.10. THE DATA COLLECTION PROCESS

The researcher was introduced to the participants in their workshop rooms where the project participants engage in manufacturing goods. She explained her reason for being there as well as the aims of the research and the potential risks and benefits of such a study for other beneficiaries in similar projects to those of the respondents. The responses were written down by the researcher. After establishing rapport with participants, some were able to open up about the feelings that they had about being in unsatisfying relationships with the centres while others expressed the wish for these relationships to be improved for both parties. The researcher was compelled at some points to divert from her role as a researcher to that of a social worker by empathizing with the participants regarding the frustrations they faced at the centres. None of the respondents showed any discomfort or distress; hence counseling was not needed. After

completing the interview schedule, the researcher thanked them for participating in the study.

3.11. ANALYSIS AND PRESENTATION OF DATA

The data were analyzed via content analysis by grouping qualitative responses into themes Simple descriptive statistics were used for quantitative data so that trends could be easily identified and the implications thereof understood. Findings were displayed via tables and figures. Terreblanche, Durrheim and Painter (2006) describe content analysis as a technique for examining information or content in written or symbolic material. Content analysis can be described as a quantitative analysis of qualitative data. The basic technique involves counting the frequencies and sequencing of particular words, phrases or concepts in order to identify keywords or themes (Welman, Kruger & Mitchell, 2008). Content analysis is exploratory in that it aims to understand the data, which are read with the intention of looking for themes. Babbie (2004, p.314) explains that, “content analysis is essentially a coding operation. In content analysis, communications – oral, written, or other – are coded or classified according to some conceptual framework”. Specifically, semantic content analysis was used to convey what participants in the study had said thus enhancing credibility of the study.

According to Terreblanche, Durrheim and Painter (2006), in order to construct this thematic framework, however, the analyst must first gain an overview of the data covered and become thoroughly familiar with the data set. Thematic content analysis has advantages as well as disadvantages when analyzing research data. Some of the advantages are that it provides flexibility; is a relatively easy and quick methodology to learn; it summarizes key features of a larger body data and can generate unanticipated insights. Some of the disadvantages include the fact that it is time consuming; there may be difficulties involved in analyzing the data; mismatches may occur between the actual data and the analytical claims

that are made; and there may be overlap between the themes articulated (Terre Blanche, Durrheim & Painter, 2006).

Efforts were made to enhance trustworthiness of the data analysis. Elements considered in terms of trustworthiness included confirmability, dependability, credibility and transferability (Maxwell & Satake, 2006). *Confirmability* refers to the findings of the study being confirmed by other persons. Member checking was used to confirm the findings, whereby the researcher went back to the original participants and asked them to confirm that the issues and themes that she had identified were a true reflection of their responses. In addition, the researcher's supervisor used correspondence checking to check whether her categorization of themes corresponded with that of the researcher Neuman,2005).

Dependability is the qualitative equivalent of reliability in qualitative research. The researcher endeavored to enhance dependability by conducting all the interviews herself and posing the same open-ended questions to all participants. *Credibility* refers to the truthfulness, believability and value of the researcher's findings in representing participants' perceptions (Leininger in Maxwell & Satake, 2006). Credibility was enhanced by the researcher describing the setting, sample and theoretical framework of the study. *Transferability* refers to the generalizability or applicability of the findings to another setting. Although some of the results may have been applicable to other settings, the small, non-representative, sample precluded generalization of the findings to the broader population of beneficiaries participating in income generating projects (Maxwell & Satake, 2006).

3.12. ETHICAL CONSIDERATIONS

In light of the fact this research study involved human participants, the following ethical issues needed to be taken into consideration.

Ethics Review Process

As a university requirement, a study cannot be conducted without ethics clearance. The researcher therefore submitted an application form plus a proposal to the Non Medical Ethics Committee from which an ethics clearance certificate was obtained. In view of the fact that the research was undertaken at the Department of Social Development, permission also needed to be sought from this government department. An application was made to the Department of Social Development' (funders) research unit to conduct the study and permission was granted. The letter of permission is set out in Appendix D.

Informed Consent

According to Gravetter and Forzano (2003) the general concept of informed consent is that human participants should be given complete information about the research and their roles in it. Obtaining informed consent implies that all information on the purpose of the study, the research procedures, duration of participation, and the risks, benefits and financial costs be given to potential participants or their legal representatives so that they can make informed decisions about participation. Participants must be legally and psychologically competent to give consent and they must be aware that they may withdraw from the study at any time without any negative consequences. These requirements were adhered to in the present study.

Voluntary Participation

Participation should always be voluntary and refusal to participate should hold no negative consequences. As stated by Babbie (2001, p.28) "a basic rule in social research is that participation should be voluntary". It is also important that the researcher provide all the necessary information in clear, intelligible and user-friendly language. At the outset, the researcher informed participants about the study, then sought consent and arranged interviews at suitable times for the

participants. Participants were requested to sign a consent form, agreeing to participate in the study.

Avoidance of Deception

Neuman (2000, p.229) explains that “deception occurs when the researcher intentionally misleads participants by way of written or verbal instruction, the actions of other people, or certain aspects of the setting’. It is only permissible to withhold information about the study from participants or use deception if it is justified by the potential value of the research, the only feasible way of conducting the research or in cases where informing participants of the true purpose of the study might influence their behavior and adversely affect the results of the study. However, in such cases, participants must be debriefed in interviews immediately following the study.

The researcher was introduced to the participants by the centre manager to ensure credibility of the study; however, it is acknowledged that this procedure might have created a bias in terms of influencing participants to take part in the study. In order to reduce this potential source of bias the centre manager only introduced the researcher and the latter continued with the whole process of explaining the purpose and topic of research and addressed other ethical issues

Confidentiality

Confidentiality implies that only the researcher and possibly one or two staff members are aware of the identity of participants and have made a commitment to safeguarding all information provided by the participant. According to Babbie and Mouton (2001), in a survey the researcher can identify respondents but essentially promises not to do so publicly. The extent or limits of confidentiality also need to be explained. Names and other identifying details need to be replaced with codes. In order to meet these requirements, interviews were conducted under conditions of privacy, within private boardrooms at the two

centres. Confidentiality was emphasized and the opportunity for participants to ask questions and to clarify issues was made available to all of them.

Non Maleficence

It is an ethical obligation for the researcher to protect participants from any harm. The dignity of participants is particularly applicable to vulnerable persons and as such they need to be informed beforehand about the potential impact of the study so that they may refuse to participate if they so wish. In order to prevent coercion to participate, it was emphasized that no negative consequences would result for those respondents who did not wish to take part in the study. Babbie (2001, p. 38) explains that, “social researchers have many ways to guard against harming people and need to be careful to respect the privacy of participants”.

3.13. SUMMARY OF CHAPTER

This chapter provided a detailed explication of the research design and methodology used to realize the goals of the study. The purpose was to set the scene for the presentation and discussion of results that emerged from adopting these procedures.

CHAPTER FOUR

PRESENTATION AND DISCUSSION OF FINDINGS

4.1. INTRODUCTION

This study aimed to explore the perceptions of beneficiaries regarding income generating projects conducted under the auspices of the Gauteng Department of Social Development. In this chapter the findings from the study are presented and discussed in accordance with the study objectives. Findings are illustrated via verbatim quotations from participants.

4.2. PARTICIPANTS' PROFILE DATA

Table 4.1 Socio-demographic profile of participants (N=20)

Demographic Factors	Sub Category	Number of Participants
Gender of participants	Male	6
	Female	14
Race	African	20
	Other	0
Age distribution	20 – 30 years	8
	31- 40 years	5
	41 – 50 years	5
	51 – 60 years	2
Level of Education	Primary	3
	High School	14
	Tertiary	3
Beneficiaries having people depending on them financially	Yes	18
	No	2

Table 4.1 shows that the majority of the participants were female. This finding was not expected given the fact that often women are expected to be at home,

caring for their children. All of the participants were Black although it was never the researcher's intention to discriminate against other racial groups. The focus of the study was on beneficiaries at the Development Centres. The predominance of African people in the sample could possibly be explained by an article in Enviro Facts (2001) which argues that with the lifting of racial restrictions on where people could live and work, many unemployed people (predominantly Blacks) migrated to the major cities only to be faced with unemployment and all its hardships. Nevertheless, the implication for this finding is that community awareness programmes regarding Development Centres need to reach a wider audience so as to broaden access to these centres.

A total of 20 participants aged between 22 and 60 years were interviewed and among those, 8(40%) of the participants were between the ages of 22 and 30, 5(25%) of the participants were between the ages of 31 and 40, 5(25%) were between the ages of 41 and 50 and 2(10%) were between the ages of 51 and 60. Their mean age was 33.6 years with a range of ages from 22 and 60 years. The majority 14(70%) of the participants had a high school education, 3(15%) had primary education and 3(15%) had tertiary level education. This shows that beneficiaries at the development centres were not illiterate but unemployment could be the main reason for participation at the income generating projects. The majority 18(90%) of participants had people depending on them financially and only 2(10%) did not have people depending on them financially. This observation confirms that generation of income at the projects was a crucial factor for the survival of beneficiaries at the Development Centres and their dependants.

4.3. PERCEPTIONS REGARDING INCOME GENERATING PROJECTS

4.3.1. Participants' understanding of the purpose of income generating projects

Participants appeared to have a clear understanding of the projects and the government objectives for such initiatives. Analysis of responses revealed the following themes depicted in Figure 4.1.

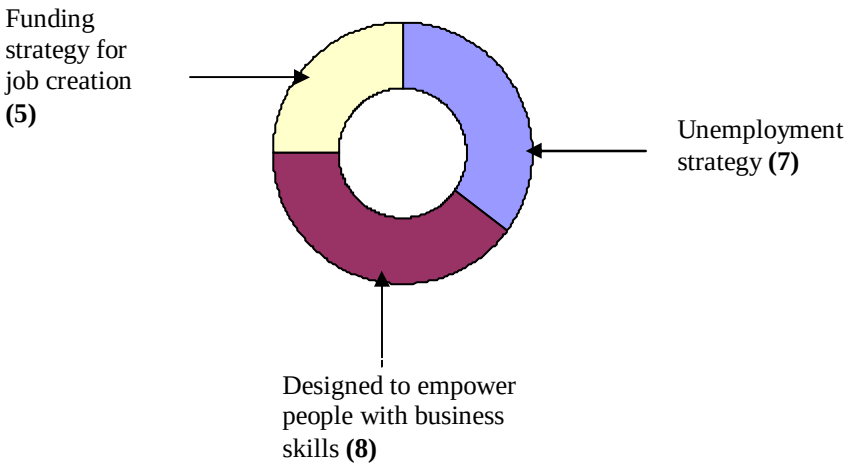


Figure 4.1 Themes related to the purpose of income generating (N=20)

Projects designed to empower people with business skills

Eight participants revealed that income generating projects were designed to empower people with business skills. One gentleman in his early thirties explained:

"They are projects to assist people with opening their own businesses in future".

Another participant stated:

"These projects are designed to empower people with business skills".

Income generating projects as an unemployment strategy

Seven out of the 20 participants described income generating projects as a strategy that government used to fight unemployment. They also seemed to have a good understanding of the projects.

Illustrative comments included:

"Department want to assist unemployed communities to have opportunities that assist them to have income".

"Purpose is to fight poverty and for self employment".

"I think they were created to create jobs and take away people away form crime".

Strategy of government to give funding for job creation and the upliftment of standard of living

Five of the participants felt that this was simply a government strategy to provide people with funding to improve the standard of living amongst the poor and at the same time create jobs.

Verbatim responses that captured this theme included:

"With this projects government was trying to come with a strategy to help people so that people can take care of their needs".

"It's efforts by the department for people to be able to support themselves".

"I think it's something that helps you to get training and light in life".

However, it was interesting to note that out of the 20 participants, two thought that the strategy was primarily meant for Black people. The following represent their comments:

“Projects to alleviate poverty by the department, skills development, income generation and the target group is for Black people”.

“Something that helps Black people through government to get business opportunities”.

The aforementioned responses were in line with government strategy for all the Department of Social Development’s programmes to address the priority needs identified by the Premier-in-Executive on 4 – 6 May 2004, namely “fighting poverty and building safe, secure and sustainable communities”. According to the Operations manual for Development Centres (2007), poverty programmes are partly a matter of improving income and partly a matter of restoring human dignity and achieving equality.

Even though some beneficiaries believed that the income generating projects were meant specifically for Black persons, the guiding principles underpinning the Development Centre programme are that programmes must target the most vulnerable groups and impact on the lives of the community as a whole (Department of Social Development, 2007).

4.3.2. Reasons that led beneficiaries to participate in income generating projects

When responses regarding reasons that led beneficiaries to participate in income generating projects were analyzed, three main themes emerged, namely, to gain skills and knowledge, to reduce unemployment, and because they were recruited by a community member and/or friend. These figures are depicted in Figure 4.2.

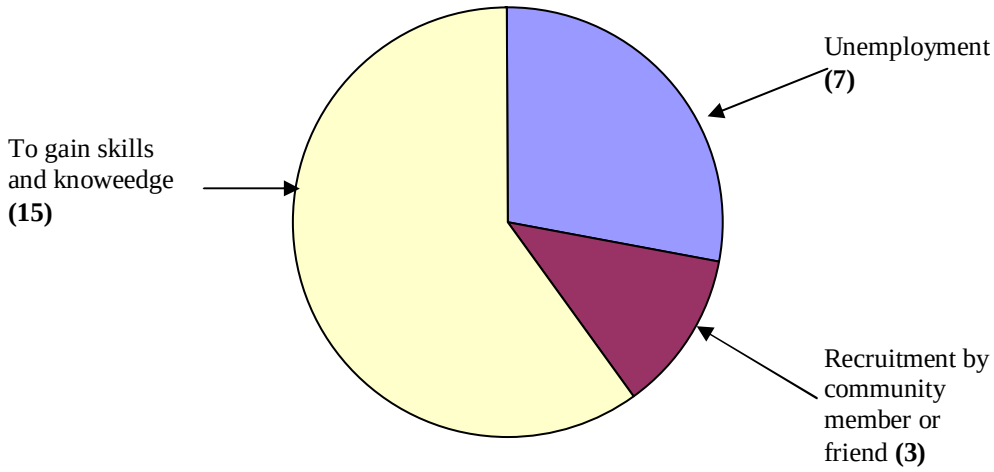


Figure 4.2 Themes related to reasons that led beneficiaries to participate in income generating projects (N=20)

To gain skills and knowledge

It was noted that the majority of the participants 15(75%) were recruited by community members and wanted to acquire skills and knowledge.

To reduce unemployment

Unemployment was also a reason that motivated some of the participants 6(30%) to participate in the income generating projects. For example, one individual informed the researcher that he was unemployed with no income to maintain his family.

"I was unemployed and just sitting at home without food on the table so I started volunteering my services at the centre".

Another participant gave the following reasons for participation:
"I was unemployed with matric and lack of money to further my studies".

Swanepoel (2007) argues that unemployment is both a cause and a result of poverty. It is a cause because without a job, a person has no income and cannot

afford to pay for proper housing, food, medical care and education for his/her family. The White Paper on Social Welfare (1997) acknowledges that individuals, families and communities become more vulnerable to poverty during times of unemployment. It is generally known that unemployment has devastating effects on the lives of people. Unemployment also exerts a negative psychological impact by making people think that they are redundant.

Recruitment by community member or friend

A few 3(15%) of the participants initially came just to assist and started to develop an interest in the projects. They articulated the following reasons for being at the centres:

"I like to work with my own hands. From the time I heard about the centre I became interested and started coming".

"Somebody from the community knew that I have since been involved in projects and she asked me to come and assist with projects. Since then I became one of the beneficiaries".

"I had a small business at the same time training other people. In the process I got divorced and left everything. A friend told me about the centre which I thought I will just keep myself busy".

In this respect community involvement in projects is crucial as it is stated in Allred's (1998) writings that sustainability of development projects can be achieved if the community is involved in the entire planning and implementation process. In this case implementation involves projects being discussed in communities for others to be recruited. The community as the beneficiary, argued Paul (1987), influences the direction and execution of development projects.

4.3.3 Perceptions regarding the advantages and limitations of income generating projects

Analysis of responses revealed the following advantages and limitations as set out in Table 4.2.

Table 4.2 Perceived advantages and limitations of income generating projects (N=20)

Advantages	No.	Limitations	No.
Development of skills and knowledge	16	Start up funding is very limited.	12
Alleviation of poverty	4	Lack of financial skills by beneficiaries.	9
		Expectations from the funders not clearly articulated.	8
		Projects are not fully accessible by all within communities.	7
		Lack of proper monitoring and planning from the Department.	7
		Types of businesses opened cannot compete in big business markets.	6
		Scope and target very limited.	5

Advantages

With respect to what they found particularly good or satisfying about income generating projects, the following themes emerged, namely development of skills and knowledge, and poverty alleviation. The themes indicated that beneficiaries had a clear understanding of the good intentions behind the income generating projects developed by government.

Development of skills and knowledge

Sixteen of the 20 participants, constituting the majority, stated that development of skills and knowledge was the most important feature of the income generating projects. The following verbatim responses encapsulate this theme:

"They give poor people skills to be able to support themselves".

"They assist illiterate people to have skills and be able to look for jobs like educated people".

"To remove people from townships, get skills and open own business and other people".

The aforementioned verbatim quotes from participants indicate that in terms of skills and development, the Development Centres were perceived to be achieving the set objectives from the operations manual for Development Centres which states that often poverty is manifested in a lack of skills and knowledge to address needs. However, the manual indicates that the training provided at the centres should be accredited as far as possible and provide beneficiaries with a certificate that would give them an opportunity to obtain formal employment (Operations Manual for Development Centres, 2007). Consequently, a limitation of this study was that no indication was made whether training that was provided was indeed accredited and whether certificates were

provided. In hindsight questions probing these aspects should have been included in the research tool.

Alleviation of poverty

Alleviation of poverty was described by four participants as the outstanding feature of the income generating projects. Furthermore, participants experienced income generating projects as a strategy. One of the participants made the following comment:

"They create jobs for the unemployed and lessen poverty".

According to Dimitrievska (2008), poverty alleviation/reduction is an essential part of sustainable development which includes quality of life. Poverty reduction cannot be accomplished without full and productive employment and decent work for all. Poverty is partly a matter of improving income and partly a matter of restoring human dignity and achieving equality. Poverty alleviation at the Development Centers includes restoring the sense of security that living in a particular context brings and provides choices that allow people to develop a better quality of life (Millennium Development Goals Report, 2008).

Limitations

When asked about the negative aspects of income generating project, the following themes emerged; start up funding being very limited, lack of financial skills on the part of beneficiaries, expectations from the funders not clearly articulated, projects not fully accessible by all within communities, lack of proper monitoring and planning from the department, types of businesses opened not being able to compete in big business markets, and scope of projects and target participants being very limited.

Start up funding is very limited

Twelve of the participants felt that the funding provided was not sufficient to assist projects compared to the needs of the specific projects. These participants felt that funding that was provided was very limited and did not cover certain basic needs of the projects. They further mentioned that restricted funding hindered the ability of the projects to grow from the ground. The following responses illustrated this theme:

"What is not good is not to get financial assistance at the right time".

"Leaders without same financial vision as beneficiaries about the projects".

Lack of financial skills on the part of beneficiaries

Nine beneficiaries mentioned that even through skills were provided, they did not have proper financial management skills to be able to take their small businesses from one level to that of making substantial profits. This meant that a great deal still needed to be done to take the projects to the level of profit making businesses.

Expectations from the funders not clearly articulated

Eight participants stated that they had expected that the Department was giving the participants jobs with remuneration through income generation projects. However, it subsequently emerged that beneficiaries were expected to only get training through skills development, develop their own businesses and create jobs for others.

"Communication is not open with funders, not everybody knows what the expectations from the funder are".

Projects not fully accessible by all within communities

Seven participants stated that what was not particularly good about the projects was that they targeted a small number of people from the communities. Each project had a number of beneficiaries ranging from 5 to a maximum of 8. The

total number of beneficiaries at each centre ranged from 30 to 50 as opposed to thousands of community members who were unemployed.

Lack of proper monitoring and planning from the Department

Seven of the participants stated that a limitation with income generating projects, was that social workers who were responsible for monitoring projects did not monitor appropriately, they did not visit regularly, they did not read monthly reports that outlined projects' challenges and they did not provide support to the projects. Instead, they tended to support the Development Centre and they regarded their partner as the centre only. This theme was captured in the following responses:

"I think that the Department does not plan and monitor the projects properly. There are a lot of problems that we raise through reports".

"There is no proper monitoring from the Department and the development centre to ensure sustainability".

Types of businesses not being able to compete in big business markets

Six of the participants stated that one thing that was not particularly good about projects was that the types of businesses that were encouraged were not suitable for competing in big markets and creating jobs for other people as was expected. This meant that beneficiaries were not given the freedom to choose the type of projects they want to explore. Instead, the Department was prescriptive in terms of the type of projects to be run. One of the verbatim responses that reflected this theme included the following:

"What I don't like about this is that they decide on type of projects and still those projects that they choose are unable to produce a lot of money, and the products that come from the projects cannot compete with products from big stores".

Scope of projects and target participants very limited

Five participants felt that targeted numbers were very low and consequently, if government was serious about poverty alleviation it needed to increase the uptake of people at Development Centres.

"Its frustrating for me to be no able to manage finances. I think the projects will die if no one has training on finances. End of the month what they want is reports with expenditures, they also don't give feedback whether things were done correctly or not".

4.3.4. Recommendations regarding changing of projects

When asked if there was anything they would like changed in the income generating projects,. a substantial number of participants i.e. 14(70%) stated that they would employ good managers at the centres and give support and leadership to beneficiaries. They also mentioned that they would train social workers in terms of skills and knowledge about monitoring of income generating projects. Six (30%) of the participants indicated that they would provide sufficient funding to start a business and train beneficiaries in financial management before allocating funding. On the draft International Federation of Social Workers (IFSW) policy paper on poverty alleviation and the role of social workers, Mbugua (2006) states that social workers in community development require skills in community analysis, social planning and social action. Social workers with these skills and experience can fill an important function within community development where professionals are needed to help rebuild poor communities. These findings highlighted a need for additional training of social workers responsible for monitoring of these projects. One of the participants stated the following:

"Social workers do not know what are the steps involved to have a completed product like bread in terms of baking or trouser in terms of sewing projects. All they are interested in is reports, expenditure and whether we making profit or not".

This finding was also consistent with findings obtained by Zungu (2006) on factors contributing to successes and failures of income generating projects. He found that social workers tended to focus on financial statements and proof of expenditures. The researcher concurs that there has to be close monitoring of how funding is spent; however, development is not only about income generated and expenditure incurred in the projects. Development of human capacity is also important and occurs through giving feedback about where the project members have done well and pointing out where they need to improve. This is an essential ingredient for successful functioning of community projects (Zungu, 2006).

4.3.5 Skill capacity improvement since participating in the income generating projects

When asked whether their skill capacity had improved since participating in the income generating projects, the majority i.e. 18(90%) of participants agreed that their skill capacity had improved dramatically. Twelve (60%) of the beneficiaries who were of the opinion that their skill capacity had improved, stated that much effort and time was invested in training at the respective projects. Fifteen (75%) beneficiaries who participated in bakery, toilet paper making and sewing at the two centres were most satisfied with the skills they acquired. According to Zungu (2006) the type of training is crucial in determining the success or failure of income generating projects. It focuses on the expressed and felt needs of the service users and the quality of products made by the income generating projects.

Fifteen participants stated that they were very thankful to the Department for their improved skill capacity as this enhanced their job performance. This finding is understandable if one considers that bakery, toilet paper making and sewing are projects that are relatively active in terms of production and income is generated from their projects. Few i.e. 2(10%) of the participants stated that their skill capacity did not improve since participating in income generating projects.

Participants explained that this lack of skill development was because they were provided with training that was irrelevant to their project and because they were not yet sure what to do with their projects as they were not very active. One participant reflected:

"I was provided with training on how to do canned fruits. Remember I'm involved in agricultural project. I was not trained on how to prepare the soil. Our project was not even give funding for water so that we can work on the land properly".

4.4. THE PERCEIVED IMPACT OF INCOME GENERATING PROJECTS ON THE LIVES OF THE BENEFICIARIES

4.4.1. Significant changes before and after participation in the income generating projects

When asked whether there was any significant change before and after participation in the income generating projects, 18(90%) of participants agreed that their participation in income generating projects did bring significant changes TO their lives. When asked to elaborate on this matter, 12 (60%) stated that their skill level had improved and that they now haD income for their basic needs and that their stress levels had decreased. Only a few i.e. 2(10%) were of the opinion that their participation in income generating projects did not bring any significant change in the quality of their lives. On being asked to elaborate, one participant stated that the project in question did not generate any income; hence no significant change could be seen since participating in the income generating projects. These findings underscore the need for the development of more market-driven projects that will fill a gap in the market and are likely to generate income for participants.

4.4.2. Ability to maintain dependants from income received

Thirteen persons (65%) indicated that they were able to maintain their dependants from the income generated from the projects. while seven (35%) were not able to do so. Those who answered in the affirmative explained that even though they had an income to maintain their dependants, the income was not sufficient for most of their needs, or to maintain the lifestyle that they would prefer. They further stated that there was nothing they could do to change their present circumstances as their businesses were still developing and the funding provided was limited.

4.4.3. Changes in quality of life since participating in the income generating projects

A limitation of the study was that despite the fact that the research tool was pre-tested, there were some questions that participants could not understand and the researcher had to continually provide clarity and where necessary, rephrase questions. The question on changes in quality of life was intended to ascertain if the participants' lives had changed since participating in the income generating projects. However, the participants tended to give more or less the same answers to this section, as they furnished in response to question two. The participants were asked if their lives did change since participating in income generating projects and fifteen (75%) stated that the quality of their lives did change and that at the time of the study they were more business minded, they took greater care of themselves in terms of the provision of basic needs and their personal financial management had improved.

This finding suggested that the learning acquired in respect of the financial management training that was provided to participants to be able to manage projects' finances, had been transferred to the participants' other life domains. This appeared to have brought personal fulfillment to 12 (60%) participants as

they also had an opportunity to meet new people and establish contacts and build relationships with strangers. Five (25%) felt that their lives had not yet changed. It was interesting to note that their response was not “no” but “not yet”, suggesting that participants were still hopeful that with future participation the quality of their lives might improve.

4.4.4. Beneficiaries’ views regarding reasons for future participation in other income generating initiatives

A total of thirteen (65%) participants indicated that they would participate for the following reasons set out in Figure 4.3.

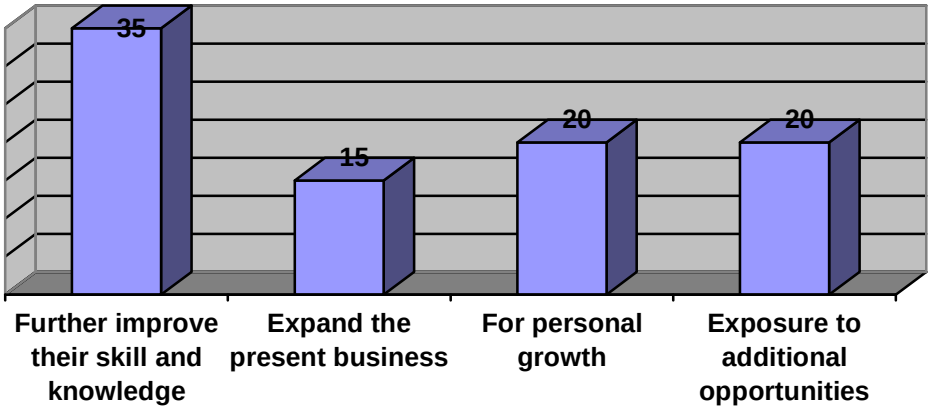


Figure 4.3 Beneficiaries’ views regarding reasons for future participation in other income generating initiatives (N=20)

To further improve skills and knowledge

As depicted in Figure 4.3, seven (35%) of the participants stated that they would participate in other initiatives mainly in order to improve their skill and knowledge. As one participant commented:

“Maybe it may be different to this and that will depend on its scope and whether it will further my knowledge and skill on what I have”.

For personal growth

Four (20%) of the participants stated that their desire for personal growth would be the main reason for participating in future poverty alleviation initiatives from other government departments. Verbatim responses that captured this theme included:

"Yes, I want more opportunities; I want growth as a person".

"I want learn more and benefit more".

"I love agriculture and I want to improve myself more and I want to implement what I have learnt".

Exposure to additional opportunities

Four (20%) of the participants felt that other poverty alleviation initiatives would be seen as additional opportunities not to be missed that could potentially yield positive outcomes. One participant commented:

"Yes, I want to be able to gain more knowledge and to have more skills that would expose me to more opportunities. When one learn a lot, one gets more opportunities"

To expand the present business

Three (15%) of the participants explained that they would participate in order to expand and benefit their present business. Verbatim responses that reflected this theme included:

"I am a hard worker. I want my business to expand"

"Yes, if it will benefit my project why not".

Seven (35%) participants explained that they would not participate in poverty alleviation initiatives from other government departments. The main reasons for this response were that participants were quite content with what they had and they felt that they had invested a lot of energy and time in what they were presently doing in their businesses. They also explained that instead of going for

other initiatives, they would rather focus on developing and expanding their current business ventures.

4.5. PARTICIPANTS' RECOMMENDATIONS REGARDING THE MANNER IN WHICH POVERTY ALLEVIATION STRATEGIES COULD BE IMPLEMENTED

4.5.1. Whether income generating projects were perceived as the best way to alleviate poverty

Nineteen (95%) of the participants thought that income generating projects were the best way of alleviating poverty while only one (5%) felt that this was not the ideal way to eradicate poverty. Of those that felt that the income generating projects were the best way of alleviating poverty, twelve (60%) elaborated by saying that this strategy was beneficial because people were given skills to generate their own income. Six participants explained that the strategy was helpful because the government was trying its best to lift people out of poverty. One participant gave the following response to illustrate the fact that the strategy was working:

"As a young person I have been empowered to take responsibility for my own life".

Another participant commented:

"The strategy is very good and if explored properly small projects can run to be massive production companies and more jobs can be created".

One participant who felt that this was not the best strategy explained that the process of income generating projects took too long to lift people out of poverty. Four participants further stated that people want jobs to survive and not to be involved in projects to create jobs for others.

4.5.2. Recommendations from participants on how to improve future interventions and service delivery

When responses were analyzed regarding participants' recommendations on how the present strategies could be improved, four main themes emerged:



Figure 4.4 Recommendations from participants on how to improve future interventions and service delivery (N=20)

Development centres

Seven participants recommended that the Development Centres' target population needed to increase to include more people if they were serious about poverty alleviation. Development centres were also requested to provide strategic leadership in terms of objective management of projects. There was a general concern about communication, support and openness from the development centres. The following were some illustrative comments from the beneficiaries:

"The centre does not respect us as beneficiaries in terms of our needs and demands. No support is received from the centre in terms of what we want to develop projects. Centre is not prepared to support us There's lack of commitment from the centre".

"Department must ensure that there's proper communication between the development centre and the projects especially on management of funds".
Four participants recommended that the centres give them monthly financial reports on how funding was spent. There was a general concern from the same participants that projects are made to be accountable to the centre on how they run the projects and participants were not happy with the requirement. It was also recommended that project personnel sign the service level agreement with the Department.

These findings also illustrate the importance of listening to the voices of the beneficiaries at the centres. It is envisaged that with proper guidance and active involvement of the beneficiaries in stating clear objectives, income generating projects can potentially generate positive results in the lives of the poor, as people are generally very eager to participate to any project that may meet their needs (Sunday Tribune News December, 4, 2005, p.487).

Department of Social Development

As the funder for both the projects and the development centres, it was recommended by five participants that the Department assess and evaluate projects continually to ensure that people were happy and progressing well. It was felt that the Department needed to create more Development Centres to target more people if they were serious about poverty alleviation. At the time of the study, in Sedibeng the centres could not accommodate even a quarter of the population within the surrounding communities. Sedibeng has a population of 796 754 inhabitants (South African Survey, 2007/08) and only about 100 beneficiaries participate each year. There was a general concern about funding: participants felt that the funding provided was insufficient and that money should be deposited in the projects' account rather than the centres exercising control over the funds. One beneficiary commented: *"Department must fund based on*

what we have requested not on what they have. We estimated R1.5 million and they only gave R450 000 of which R150 000 was for the truck, R250 000 was for the machine, R20 000 for office equipment and R10 000 for running costs. Basically there is no budget for raw material and there is no way that we can run a sustainable business on such an amount".

This finding on insufficient funding provided by the Department was similar to the findings from the study conducted by Zungu (2006, p. 24) with income generating projects in Nongoma, KwaZulu Natal. He stated, "The beneficiaries experienced serious problems in delivering their blocks to their customers and needed a tractor to reach people. In 1999 they were granted R42, 000.00 by the Department of Social Development and a further grant of R90, 000.00 by the Department and as a result they were unable to purchase a tractor".

Another general concern that was raised was around the relationship between the centres and the projects. Participants recommended that the service level agreements be signed with the project participants and not with the centres as projects are also important partners and those projects could be recognized by other stakeholders and financial institutions. Another recommendation was that the Department needed to assist participants to have their projects South African Bureau of Standards (SABS) approved to be able to compete in big markets. Participants felt that the ideas for projects and cooperatives were underestimated by the Department and that proper analysis was not conducted before implementation.

Screening of Beneficiaries

There was a general concern from four participants from the two centres regarding the manner in which beneficiaries were recruited to participate at the centres. From Section C of the interview schedule, it was noted that the majority of the participants 15(75%) were recruited by community members and wanted to acquire skills and knowledge. Unemployment was also a reason that

motivated some of the participants (6/30%) to participate in the income generating projects. Very few (3/15%) of the participants came simply to assist and subsequently started to develop an interest in the projects. However, a limitation of the study was that the researcher did not explore whether potential beneficiaries were screened prior to participation in the projects. In this respect, Zungu (2006) states that the services rendered by the projects should target the correct beneficiaries for successful implementation. If the project targets incorrect beneficiaries, the project is likely to fail.

Participants stated that identification of beneficiaries needed to be more efficient, and screening and interviews needed to be conducted to assess the level of interest and abilities from the beneficiaries so that proper placement into different projects could take place. The other recommendations put forward by participants were that beneficiaries should be told from the outset that the centre was simply an incubator and that beneficiaries would have to exit at the end. One participant stated: *"I was only taught on how to manufacture a toilet paper but I was never told at the beginning that an expectation will be to sell the same toilet paper to the market which involves a very difficult process".* This finding suggested the need for terms of references to be communicated clearly to beneficiaries during admission. Participants also emphasized that beneficiaries at the centres needed to be given a chance to bring their own ideas on projects to be run rather than having all projects prescribed by the centres.

Monitoring of projects

The level of skill for people assigned to monitor projects was a general concern to four participants. It was recommended that those people responsible for monitoring be trained in skills like sewing, working machinery, agricultural matters and so forth. For the participants this was an important factor in poverty alleviation because what was happening at the time of the study was that social workers responsible for monitoring did not appear to have the necessary soft skills. Consequently, during their monitoring they tended to focus more on

production and focus less on the process and correct products that needed to be manufactured for profits to be made.

4.6. SUMMARY OF CHAPTER

This chapter focused on findings in respect of participants' demographic profile; perceptions regarding income generating projects; the perceived impact of income generating projects on the quality of life of beneficiaries; and participants' recommendations on how poverty alleviation strategies could be implemented. The main findings that emerged in respect of these aspects are summarized in Chapter Five.

CHAPTER FIVE

SUMMARY, CONCLUSIONS AND RECOMMENDATIONS

5.1. SUMMARY OF THE MAIN FINDINGS

Based on the results and analysis of data in the preceding chapter, a summary of the main findings are outlined, conclusions are drawn and recommendations made.

- From the study it emerged that participants appeared to have a clear understanding of the projects and government objectives for such initiatives. There was a clear understanding that income generating projects represented a government strategy to fight poverty, create jobs and uplift the standard of living.
- Unemployment was the main reason for participation in income generating projects. It emerged that the majority of participants had a high school education. This finding suggests that beneficiaries at the development centres were not illiterate but nevertheless could not find jobs to support themselves and their dependants.
- Most of the participants' reasons for participating in income generating projects were unemployment, alleviation of poverty and to gain skills and knowledge. These reasons were also regarded by beneficiaries as the main advantages associated with participation. They expressed their gratitude to government for assisting communities to develop and thereby attain a better quality of life.
- It emerged from the study that most participants were dissatisfied with the lack of clearly articulated expectations for projects on the part of the Department. They also felt that planning and monitoring by the Department of Social Development was not conducted appropriately.
- Most participants felt that the social workers responsible for monitoring the projects did not visit regularly and did not take the time to thoroughly read

the monthly reports that outlined project challenges. As a result appropriate support was not provided.

- Generally, participants felt that the Department of Social Development considered the Development Centre as the main stakeholder and partner, and not the individual projects.
- With regard to the target group, participants were of the opinion that only a small number of people were targeted, which could not alleviate poverty to the extent where most people would benefit.
- Most participants were not empowered with financial management skills to be able to take their small businesses to the level of making substantial profits.
- It also emerged that the types of businesses encouraged by the Development Centres were not perceived to be suitable for competing in big markets and creating jobs for other people as was expected.
- Limited funding was perceived to be a major limitation hindering the abilities of projects to grow from the ground. Participants felt that the funding that was provided was not sufficient to assist projects as compared to the needs of the specific projects.
- Despite the fact that there were challenges and limitations encountered by beneficiaries during implementation of the projects, the development centre as a service delivery model was perceived to be effective in alleviating poverty.
- It was evident that most participants felt that their skill capacity had improved dramatically since participating in the income generating projects.
- From the study it emerged that income generating projects did bring significant changes to the lives of the beneficiaries and that these projects enabled some of the participants to maintain their dependants.
- Participants experienced mixed feelings in terms of future participation in other income generating initiatives. Some felt that they would participate to expand their personal knowledge to benefit their present businesses.

However, other participants were reluctant to participate in future poverty alleviation projects organized by other government departments as they were quite content with what they had achieved and also felt that they had invested a great deal in what they were presently doing in their businesses.

5.2. CONCLUSIONS

Income generating projects conducted at the two development centres seemed to be achieving their aims. However, there would appear to be room for improvement in terms of knowledge and skills imparted and participation of beneficiaries in decision-making.

5.3. RECOMMENDATIONS ARISING FROM THE CONCLUSIONS

Recommendations for Development Centres

- It is recommended that Development centres provide strategic leadership to the participants in income generating projects in terms of objective management of the projects. The potential benefit from this recommendation is that it would enable both the Development Centre and the project participants to make joint strategic decisions such as decisions on the type of projects to compete in big markets.
- Development centres need to improve on their communication, support and openness to new ideas in respect of projects. This would enhance the relationship between the two parties and provide opportunities to discuss challenges experienced by both parties in implementing the service delivery model prescribed by the Department of Social Development. It is recommended that consultation occurs in order to understand the views and opinions of the poor at grass root levels (Zungu, 2006). It is also recommended that project members be engaged in decision-making to gain skills that will help participants to be self-reliant.

- A further recommendation is that Development Centres provide regular feedback on a monthly basis regarding financial spending of funding provided to projects. In this regard project participants would know exactly how funding was spent and for what purpose, thereby facilitating transparency and accountability on the part of the Development Centre and on the other hand, project participants would be enlightened in terms of budget issues.
- Potential beneficiaries should be thoroughly screened prior to their participation in projects. It is therefore recommended that criteria for selecting or targeting the correct beneficiaries should be determined. Mchunu (2002) indicated that the goal of targeting is to direct resources to those who need them most. It is therefore recommended that proper screening be a priority for the success and sustainability of community projects.
- As a preventive measure, the Centres can encourage beneficiaries to plan for their projects and, at this level, encourage proper testing of ideas before beneficiaries engage in full-scale activities with the aim of making profits.
- It is recommended that a well-established market be identified for products produced from the project. The reason is that the findings have shown that a well-established market is a critical factor in determining the success of poverty alleviation projects. It is clear that without a proper marketing strategy, projects struggle to move beyond the survival stages to reach a point where they generate enough profit to benefit project members (Zungu, 2006).

Recommendations for the Department of Social Development

- The Department needs to create more Development Centres to target more people and thereby alleviate poverty more effectively. They also need to broaden their community awareness programmes in order to recruit a more diverse range of participants.

- Funding provided to projects should be increased to enable projects to get off the ground.
- Service level agreements should be signed with projects instead of Development Centres for improved accountability on the part of the project participants. Projects must have legal agreements with the Department to spend appropriately in line with Public Finance Management Act (PFMA).
- With respect to quality of products produced by projects, it recommended that the Department assist beneficiaries to have their projects South African Bureau of Standards (SABS) approved to be able to compete in big markets.
- Social workers responsible for monitoring of projects need to spend time with project participants, read reports in order to understand the dynamics within projects and provide the necessary support for the development of the projects.
- Finally, the Department of Social Development and social workers responsible for monitoring the projects should discuss with potential participants the advantages and the disadvantages of participating in the income generating projects and clarify the expectations from both sides, so that the implications thereof are clearly understood.

Recommendations for Practice

- In order to improve service delivery, it is recommended that project participants be seen as partners who are treated with respect. Moreover, communication needs to be as open as possible so that participants are involved in making joint decisions in terms of spending of the allocated budget.

- A further recommendation is the need for social workers to understand the fears or concerns of the beneficiaries at the centres, so that appropriate support and encouragement is given for sustainability of the projects. With the agreement and active involvement of the beneficiaries, financial

reports and regular communication could be encouraged within the development centres in order to facilitate the smooth running of the income generating projects.

Recommendations for Future Research

The findings of this study are not conclusive due to the very small non probability sample which precluded the generalisation of findings to the broader population of persons living below the poverty line and participating in income generating projects at Development Centres.

- It is therefore, recommended that this study be replicated with a larger and more representative sample. It is also recommended that research be conducted to determine the long-term impact of income generating projects on the beneficiaries and the effectiveness of the present poverty alleviation strategies in achieving sustainable development.
- A further avenue for research would be to conduct a workshop with the beneficiaries on the present strategies and measure beneficiaries' level of knowledge and understanding before and after the workshop. In this way, one could assess the effectiveness of workshops in disseminating important information.

5.4. CONCLUDING COMMENT

In conclusion, income generating projects represent only one strategy for alleviating poverty and enhancing community development. A holistic, multi-pronged approach needs to include income generation and job creation; attention to basic needs such as physical and social infrastructure such as school and clinics; social exclusion such as institutionalized racism and sexism; promoting sustainable livelihoods; and human development via knowledge and skills (Davids, Theron & Maphunye, 2009).

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APPENDIX A

INTERVIEW SCHEDULE

SECTION A

DEMOGRAPHIC INFORMATION

A.1. What is your age?
A.2. What is the highest standard you passed?
A.3. Do you have people depending on you?
A.4. If yes, how many?

SECTION B

PERCEPTIONS REGARDING INCOME GENERATING PROJECTS

B.1. How would you describe the income generating projects?
B.2. What is particularly good about them?
B.3. What is not good about them?
B.4. If there could be anything you could change about them, what would it be? Please elaborate
B.5. Did your skill capacity improve since participating in the income generating projects? If so, in what way?

SECTION C

PERCEIVED IMPACT OF INCOME GENERATING PROJECTS ON THE 'QUALITY OFLIFE' OF THE BENEFICIARIES

C1. What are the reasons that led you to participate in the income generating projects?
C.2. Was there any significant change in your quality of life before and after your participation in the income generating projects? If so, please elaborate.
C.3. Are you able to maintain your dependants from the income you receive from the projects?
C.4. Did your life change in any way since participating in the income generating projects? If so, in what way?
C.5. Would you participate in the other poverty alleviation initiatives from other government departments if another opportunity arose?
If yes, please give reasons for participating.

SECTION D

PARTICIPANTS' RECOMMENDATIONS ON HOW POVERTY ALLEVIATION STRATEGIES COULD BE IMPLEMENTED

D.1. In your opinion do you think income generating projects are the best way in which poverty can be alleviated?
D.2. If yes, elaborate.
D.3. If no, elaborate.
D.4. What do you think can be done differently to improve the present strategies?

Thank you

APPENDIX B

PERCEPTIONS OF BENEFICIARIES REGARDING INCOME GENERATING PROJECTS AT GAUTENG DEPARTMENT OF SOCIAL DEVELOPMENT: SEDIBENG REGION

PARTICIPANT INFORMATION SHEET

Good Day

My name is Minky Kaeane, I am undertaking a study as a course requirement for the Masters of Arts in Social Development at the University of the Witwatersrand. The study aims to investigate beneficiaries' perceptions of income generating projects at Gauteng Department of Social Development. It is hoped that this information may enhance the Department's and social workers' understanding of the experiences of beneficiaries participating in the income generating projects at the Development Centers.

On the basis of the findings from this study, I hope to make recommendations for the future interventions and service delivery improvement. The results of the study will be written up in the form of a research report and will be made available for your reading at the Development Centres.

I therefore wish to invite you to participate in my study. Your participation is entirely voluntary and refusal to participate will not be held against you in any way. If you agree to take part, I shall arrange to interview you at a time and place that is suitable for you. The interview will last approximately forty five minutes. You may withdraw from the study at any time and you may refuse to answer any questions that you feel uncomfortable with answering.

Please be assured that your name and personal details will be kept confidential and they will not be used in the final research report. No person other than my supervisor will have access to the information obtained during the interview. Two to five years after completion of the study all the raw data will be destroyed.

If you have any questions regarding the study I shall try to answer them to the best of my ability. I may be contacted at 082 737 7017.

Thank you for taking the time to consider participating in my study.

Ms Minky Kaeane

MA Student

APPENDIX C

PERCEPTIONS OF THE BENEFICIARIES REGARDING INCOME GENERATING PROJECTS AT GAUTENG DEPARTMENT OF SOCIAL DEVELOPMENT: SEDIBENG REGION

CONSENT FORM FOR PARTICIPATING IN THE STUDY

I hereby consent to participate in the research study. The purpose and procedures of the study have been explained to me. I understand that my participation is voluntary and that I may refuse to answer any particular question or may withdraw from the study at any time without any negative consequences. I understand that my responses will be kept confidential.

Name of participant: ----------

Date: ----------

Signature: _____

I_____ have explained the procedures, purpose and conditions of the study to my participants. I have explained to them their rights in taking part in the study as well as given an assurance on confidentiality. I have also offered to give feedback of the results to the participants at their request. I agree with the above mentioned conditions and I will adhere to them.

Name of researcher: _____

Date: _____

Signature: _____