

ACKNOWLEDGEMENTS

I owe a debt of gratitude to several individuals and institutions that supported this work and made it a reality.

I am most grateful and especially indebted to Dr Edmarié Pretorius, my research supervisor, for being an ever-present help and support from the beginning until the completion of this study.

I also convey my heartfelt gratitude to the organisations that granted me audience to do my research with them. Thank you all. It was a great learning experience for me.

Thanks also to my lecturers, who helped to provide me with the necessary information for my work – Mr Victor Chikadzi, Mrs Nontembeko Bila and Prof. Edwell Kaseke. I am so grateful.

How can I forget my lovely husband who stood by me when the going got tougher? Thanks for your help, love and prayers that made this work a reality. My little angel – Osinachi Tula charisma ubah – you are God-sent. Thanks for waiting long hours at the crèche for me to work. You turned out well despite my absence when attending to my studies.

To God Almighty, I bow before your throne. You were and still are the reason I came this far. My ever-present helper, strength and comforter, I thank thee Lord.

DECLARATION

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

.....
Obiageri Comfort Ozigbo

.....
24 February, 2011

ABSTRACT

This research was aimed at establishing the contributions of developmental non-governmental organisations (NGOs) to social welfare service delivery in Gauteng, South Africa, and to examine the challenges they have faced since the transition from Apartheid social welfare to a developmental welfare paradigm. This study revealed how developmental NGOs function to meet the needs of citizens, especially the marginalised and vulnerable class of the society. It also examined the contributions of developmental NGOs in terms of capacity building, physical infrastructure development and their sustainability.

The research was qualitative and exploratory in nature, and a multiple case study design was applied. The research sample of 15 participants was drawn from three developmental NGOs registered with the Department of Social Development, Gauteng, South Africa. Five employees from each developmental NGO were interviewed using a semi-structured interview schedule. A face to face interview was the method of data collection. The data collected was analysed. The main findings showed that there is evidence of positive contributions to capacity building and infrastructural development at the grassroots level. However, funding remains the biggest challenge, which then affects the sustainability of development.

Keywords: developmental non-governmental organisations, capacity development, infrastructural development, sustainability

TABLE OF CONTENTS

Acknowledgments.....	i
Declaration.....	ii
Abstract.....	iii
Table of Contents.....	iv-v

CHAPTER ONE: INTRODUCTION

1.1 Brief overview of the study.....	1
1.2 Statement of the problem and rationale for the study.....	1
1.3 Research design and methodology.....	3
1.4 Significance of the study.....	3
1.5 Organisation of the report.....	4

CHAPTER TWO: LITERATURE REVIEW AND THEORETICAL FRAMEWORK

2.1 Introduction.....	5
2.2 The historical role of NGOs in welfare service delivery.....	6
2.2.1. An international view on NGOs.....	8
2.2.2. History of NGOs in Africa.....	9
2.2.3. History of NGOs in South Africa.....	10
2.3 The transformed role of NGOs in South Africa.....	11
2.4 Developmental NGOs in South Africa.....	13
2.5 The challenges of developmental NGOs in South Africa.....	15
2.6 Summary of the chapter.....	17

CHAPTER THREE: RESEARCH DESIGN AND METHODOLOGY

3.1 Introduction.....	18
3.2 Purpose of the study.....	18
3.3 Aim and objectives of the study.....	18
3.4 Research design.....	19
3.5 Sampling procedures.....	19
3.6 Research instrumentation.....	20
3.7 Pre-testing of the research tool.....	20

3.8 Method of data collection.....	20
3.9 Data analysis.....	21
3.10 Ethical considerations.....	22
3.11 Limitations of the research.....	23
3.12 Summary.....	24

CHAPTER FOUR: PRESENTATION AND DISCUSSION OF FINDINGS

4.1 Introduction.....	25
4.2 Profile of participants and their organisations.....	25
4.3 Presentation of results.....	29
4.3.1 Contributions of developmental NGOs to capacity building in welfare service Delivery in Gauteng.....	29
4.3.2 Sustainability of developmental programmes.....	34
4.3.3 Contributions in terms of physical infrastructure.....	35
4.3.4 Challenges experienced by developmental NGOs	37
4.4 Summary.....	43

CHAPTER FIVE: MAIN FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction.....	44
5.2 Main findings.....	44
5.3 Conclusions.....	46
5.4 Recommendations.....	47
5.4.1 Recommendations for policy-makers and government.....	47
5.4.2 Recommendations for developmental NGOs.....	48
5.4.3 Recommendations for further research.....	49

REFERENCES.....	50
------------------------	-----------

APPENDICES

Appendix A: Participant Information Sheet.....	55
Appendix B: Consent Form for Participation in the Study.....	56
Appendix C: Semi-Structured Interview Schedule.....	57
Appendix D: Ethics Clearance Certificate.....	58