Perceptions of informal settlement residents on water supply and sanitation: the case of Boiketlong in Emfuleni Local Municipality

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ABSTRACT

Informal settlements in South Africa face common challenges of inadequate services delivery or none. The basic services which most informal settlement residents need for survival are water supply and sanitation. The state of affairs in informal settlements with regard to water supply and sanitation is that the infrastructure for such services is of poor quality, and requires urgent improvement in order to meet international standards. In many informal settlements people still travel long distances to collect water, while the majority still use pit latrines.

The objective of the study is to establish the perceptions of informal settlement residents on water supply and sanitation in their area of residence. The study also aims at investigating survival strategies utilised by such residents with regard to water supply and sanitation. The focus is on the Boiketlong informal settlement, situated in the Emfuleni Local Municipality area of jurisdiction in Gauteng, South Africa.

The role of the municipality, operating within the existing framework of legislation relevant to water supply and sanitation, forms part of the aims of the study. The recommendations made at the end of the study are intended to add value to the development of strategies aimed at improving service delivery in informal settlements.
ACKNOWLEDGEMENTS

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# Table of Contents

ABSTRACT ................................................................................................................................. 2

ACKNOWLEDGEMENTS ............................................................................................................... 3

DECLARATION OF AUTHENTICITY .............................................................................................. 8

LIST OF TABLES, ILLUSTRATIONS AND FIGURES ................................................................... 9

ACRONYMS .................................................................................................................................... 11

CHAPTER 1 .................................................................................................................................... 12

CONTEXT AND BACKGROUND .................................................................................................... 12

1.1 Orientation and territorial demarcation ................................................................................. 12

1.2 Problem statement ............................................................................................................... 14

1.3 Hypothesis ........................................................................................................................ 16

1.4 Research questions ............................................................................................................. 16

1.5 Research objectives ............................................................................................................ 17

1.6 Research methodology ....................................................................................................... 17

1.6.1 Literature review ............................................................................................................ 17

1.6.2 Empirical study .............................................................................................................. 18

1.6.3 Interviews ...................................................................................................................... 18

1.6.4 Structured questionnaires ............................................................................................ 19

1.7 Definitions of key concepts used in this study .................................................................... 19

1.7.1 Perception ...................................................................................................................... 19

1.7.2 Informal settlements ...................................................................................................... 19

1.7.3 Sanitation ...................................................................................................................... 19

1.7.4 Water supply ................................................................................................................ 19

1.8 Outline of chapters ............................................................................................................. 20

CHAPTER 2 ................................................................................................................................... 21

LEGAL REQUIREMENTS FOR THE PROVISION OF SERVICE DELIVERY ..................... 21

2.1 Introduction ........................................................................................................................ 21

2.2 Constitution of the Republic of South Africa, 1996 ............................................................. 22

2.2.1 Status of local government .......................................................................................... 22

2.2.2 Objectives of local government ................................................................................... 23

2.2.3 Developmental duties of municipalities ....................................................................... 23


2.3.1 Current reality .............................................................................................................. 24

2.3.2 Developmental local government ............................................................................... 25

2.3.3 Co-operative government ............................................................................................ 25
3.9.7 Redress .................................................................................................................. 59
3.9.8 Value for money ...................................................................................................... 59

3.10 Conclusion ............................................................................................................. 59

CHAPTER 4 .................................................................................................................. 60

LOCAL RESIDENTS’ PERCEPTIONS ON WATER SUPPLY AND SANITATION AND
HOW DELIVERY CAN BE IMPROVED ........................................................................ 60

4.1 Introduction ........................................................................................................... 60
4.2 Qualitative research ............................................................................................... 60
  4.2.1 Sample size .......................................................................................................... 61
  4.2.2 Research population ............................................................................................ 61
  4.2.3 Research instrument .......................................................................................... 62
  4.2.4 Structured questionnaire ..................................................................................... 62
  4.2.5 Musa Oral Archive ............................................................................................. 62
  4.2.6 Data analysis and interpretation .......................................................................... 62
4.3 Demographics ......................................................................................................... 63
  4.3.1 Gender of the respondents .................................................................................. 63
  4.3.2 Marital Status ..................................................................................................... 64
  4.3.3 Age of respondents ............................................................................................. 65
  4.3.4 Size of the household .......................................................................................... 66
  4.3.5 Employment status of respondents ..................................................................... 67
  4.3.6 In-migration to the area ...................................................................................... 68
4.5 Similarities in water supply between rural areas and Boiketlong ......................... 70
4.6 Similarities in sanitation between rural areas and Boiketlong ............................... 70
4.7 Community representatives ..................................................................................... 71
4.8 Expectations of residents on water supply and sanitation ..................................... 71
4.9 Interviews with respondents .................................................................................... 72
  4.9.1 Interview with a girl learner ................................................................................ 72
  4.9.2 Interview with a boy learner .............................................................................. 73
  4.9.3 Interview with a group of seven learners ......................................................... 74
  4.9.5 Focus group views on service provision .......................................................... 77
  4.9.6 Services protest march in Boiketlong ............................................................... 78
  4.9.7 Interview with water vendor ............................................................................. 80
4.10 Improvement strategies for water and sanitation .................................................. 80
  4.10.1 Revival of ward committees ............................................................................. 81
  4.10.2 Water committee ............................................................................................. 81
4.10.3 Construction supply of VIP latrines

4.11 Conclusion

CHAPTER 5

SUMMARY, FINDINGS AND RECOMMENDATIONS

5.1 Introduction

5.2 Summary

5.2.1 Orientation and problem statement

5.2.2 Legal framework

5.2.3 Strategies and procedures for water supply and sanitation

5.2.4 Residents' perceptions on water supply, sanitation and improvement of service delivery.

5.3 Findings

5.4 Recommendations

5.4.1 The need for partnership between stakeholders

5.4.2 Health and water management education

5.4.3 Ward committees revival

5.4.4 Community partnership

5.4.5 Capacitating the employees

5.4.6 Community participation

5.4.7 The installation of movable chemical toilets

BIBLIOGRAPHY

ANNEXURE A

ANNEXURE B

ANNEXURE C

ANNEXURE D
DECLARATION OF AUTHENTICITY

I hereby declare that Perceptions of informal settlement residents on water supply and sanitation: the case of Boiketlong in Emfuleni Local Municipality is my own work. It has been submitted for the MAGISTER ARTIUM degree to North West University (Vaal Campus). All the sources I have used or quoted have been indicated and acknowledged by means of complete references.

Signed at Vanderbijlpark on ________________

______________________
Cornelius Tsotang Musa
LIST OF MAPS, TABLES, ILLUSTRATIONS AND FIGURES

Chapter 3

Map 1: A map of Boiketlong informal settlement Phase 1 38
Map 2: A map of Boiketlong informal settlement Phase 2 40
Map 3: A map of Boiketlong informal settlement Phase 3 41
Illustration 1: A manhole where local residents of Boiketlong made water connections 42
Illustration 2: The standpipe installed by residents in Boiketlong 43
Illustration 3: Residents of Boiketlong informal settlement coming to fetch water 45
Illustration 4: On-site pit latrine constructed with salvaged material 47
Illustration 5: A prepaid meter box and a tap installed by ELM 50
Illustration 6: Functional water taps at Boiketlong Christian Primary School 54
Illustration 7: Conventional flush toilets at Boiketlong Christian Primary School 54
Table 1: Source of water supply 55
Illustration 8 Example of a slab toilet local residents rejected in 1999 56
Table 2: Types of sanitation systems 56

Chapter 4

Table 1: Gender of respondents 63
Figure 1: Gender of respondents 63
Table 2: Marital status of respondents 64
Figure 2: Marital status of respondents 64
Table 3: Age of respondents 65
Figure 3: Age of respondents 65
Table 4: Size of household 66
Figure 4: Size of household 66
Table 5: Employment status of respondents 67
Figure 5: Employment status of respondents 67
Table 6: Rural – urban migration 68
Figure 6: Rural – urban migration 68
Illustration 1: A picture of a learner flushing a toilet at Boiketlong Christian Primary School
Illustration 2: The cover page of Sedibeng Ster in aftermath of protest march for service delivery
Illustration 3: A locked tap (installed by residents)

Chapter 5
Illustration 1: The front view of a chemical portable toilet at Zone 20 Extension 2
Illustration 2: The back view of a chemical portable toilet at Zone 20 Extension 2
Illustration 3: The author showing the height of the chemical portable toilet
Illustration 4: The interior of the chemical portable toilet used at Zone 20 Extension 2
<table>
<thead>
<tr>
<th>ACRONYMS</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>ANC</td>
<td>African National Congress</td>
</tr>
<tr>
<td>CBO</td>
<td>Community Based Organisation</td>
</tr>
<tr>
<td>COGTA</td>
<td>Cooperative Government and Traditional Affairs</td>
</tr>
<tr>
<td>DA</td>
<td>Democratic Alliance</td>
</tr>
<tr>
<td>DPLG</td>
<td>Department of Provincial and Local Government</td>
</tr>
<tr>
<td>DWAF</td>
<td>Department of Water Affairs and Forestry</td>
</tr>
<tr>
<td>ELM</td>
<td>Emfuleni Local Municipality</td>
</tr>
<tr>
<td>EHP</td>
<td>Environmental Health Practitioner</td>
</tr>
<tr>
<td>IDP</td>
<td>Integrated Development Plan</td>
</tr>
<tr>
<td>MOA</td>
<td>Musa Oral Archive</td>
</tr>
<tr>
<td>PAC</td>
<td>Pan Africanist Congress</td>
</tr>
<tr>
<td>PMS</td>
<td>Performance Management System</td>
</tr>
<tr>
<td>RDP</td>
<td>Reconstruction and Development Programme</td>
</tr>
<tr>
<td>SA</td>
<td>South Africa</td>
</tr>
<tr>
<td>SERI</td>
<td>Socio-Economic Rights Institute of <em>South Africa</em></td>
</tr>
<tr>
<td>WSP</td>
<td>Water and Sanitation Program</td>
</tr>
<tr>
<td>WSSD</td>
<td>Water Supply and Sanitation Development</td>
</tr>
<tr>
<td>VIP</td>
<td>Ventilated Improved Pit</td>
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