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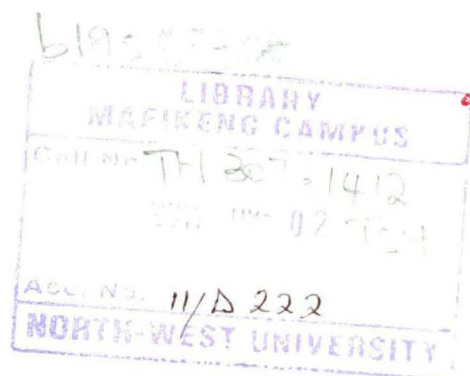
# EFFECTS OF THE THUSONG SERVICE CENTRES PROJECT: AN INTEGRATED APPROACH IN ADDRESSING NEEDS OF RURAL COMMUNITIES IN THE NORTH WEST PROVINCE



M.A. COMMUNICATION (APPLIED COMMUNICATION)

K J TSHITE

2011



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COMMUNITIES IN THE NORTH WEST PROVINCE**

by

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**B.A. COMMUNICATION, B.A. HONOURS (COMMUNICATION)**

A dissertation submitted in partial fulfilment of  
the requirements for the degree of

**MASTER OF ARTS IN COMMUNICATION (APPLIED COMMUNICATION)  
IN THE FACULTY OF HUMAN AND SOCIAL SCIENCES**

at the

**NORTH WEST UNIVERSITY  
(MAFIKENG CAMPUS)**

2011

**SUPERVISOR: PROF. DAMIAN GARSIDE**

## DECLARATION

I, Keakantse Jeanette Tshite declare that the dissertation for the Degree of Masters in Applied Communication at the North West University hereby submitted, has not previously been submitted by me for a degree at this or any other university, that it is my own work in design and execution and that all material contained herein has been duly acknowledged.

.....  
**KEAKANTSE JEANETTE TSHITE**

**Place:**.....  
POTCHEFSTROOM.....

**Date:**.....  
29/04/11.....

## ACKNOWLEDGEMENTS

I would like to thank the Creator of life, the Almighty God, for making it possible for me to eventually finish my studies.

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They tried their level best helping me to get my footing right when there seemed to be no more strength and direction in my life due to the illness and passing on of my beloved mother. My full year studies lagged drastically behind. That was the most difficult era in my life.

My special regards to Lefa Dikane, Gaopalelwe Phashe, Malentswe and David Tshabalala, Khuduga Sepotokele, Tebogo Magome, Osborne Nyikana, Busisiwe Nkosi and the late Joel Nicodemus for their prayers and unwavering support during my studies.



Here I am today, through the grace and love of the Lord God Almighty, who stood by me always as my source of strength and courage. Finally, I have made it through to the end...

## DEDICATION

This study is dedicated to my dear father who tried everything in his power for me to be educated and be a professional as I am at this point in time. *Even today in his old age, he is still the wind beneath my wings*, he kept on encouraging me to work very hard to ensure that I ultimately finish and obtain my Masters Degree in Applied Communication.

My father taught me that; *Education is the key to Success and Power.*

I also dedicate this study to both my late mother Kebogile Mabel Moitse-Tshite and my younger sister Pulane Doreen Tshite, who passed away on the 15<sup>th</sup> November 2006 and 29<sup>th</sup> September 1997 respectively. They were very humorous; they encouraged and advised me well every time I was in their company.

They always wished to see me graduating all my programmes; they were looking forward to be present at my Masters Degree graduation, now they've left me.

*“May the souls of my beloved ones rest in the everlasting peace; I will forever cherish, love and remember them wherever I am”.*



## **ABSTRACT**

Aspects such as poverty, unemployment, illiteracy, poor service delivery, are some of the greatest challenges experienced by most of the people of South Africa.

The main objective for the establishment of the Thusong Service Centre is for it to serve as a base from which a wide range of information products and relevant services can be made closer and hence more accessible to the poor members of communities.

Thusong Service Centre is therefore, amongst others, identified as a platform for the communities in the surrounding areas to interact directly with their national, provincial, or local government leadership. The interaction takes place in the form of the izimbizos (unmediated public meetings), ward community meetings, mass meetings, and so forth.

Members of community have got access to services and information at the Thusong Service Centre. They do that, so as to empower themselves with more information on government programmes and projects such as; the local economic development projects. By getting involved in such projects, the community end up as part of small, medium and micro

enterprises and other economic development projects that ultimately better their quality of life.

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# CHAPTER 1

## 1 AN OVERVIEW

### 1.1 INTRODUCTION

The majority of black people, particularly those from rural communities in South Africa, were previously sent from pillar to post if they wanted to access what they rightfully deserved, i.e. government information and services.

It is against this background that the Thusong Service Centre (formerly known as Multipurpose Community Centres – MPCC's) programme of government was initiated in 1999 as one of the primary vehicles for the implementation of development communication and information, and for the integration government services into primarily rural communities.

According to Government Communication and Information System (GCIS) (2009: 10), “the establishment of the Thusong Service Centre was done to address historical, social and economic factors, which limited

access to information, services and participation by citizens, as they had to travel long distances to access these services”.

“Thusong Service Centres are One-Stop, Integrated Community Development Centres, with community participation and services relevant to people’s needs. They aim to empower the poor and disadvantaged through access to information, services and resources from government, non-governmental organization (NGO’s), parastatals, business, etc. enabling them to engage in government programmes for the improvement of their lives” (GCIS, 2009: 10).

“Government’s vision for Thusong Service Centres is to provide every South African citizen with access to information and services within their place of residence and in each local municipality by 2014 with the purpose of improving the quality of their lives through integrated service delivery”, (GCIS, 2009: 10).

According to Lesame (2005: 159), “Multipurpose Community Centre is a centre in a rural or urban area (township), which offers a variety of services. Rural MPCC’s tend to offer a wider range of services than their urban counterparts. MPCC’s in rural areas are the principle development resource for communities”.





“MPCC’s in rural areas serve as advice centres for the benefit of the people around there, they pay visit to the centres seeking information on legal matters, health issues, government (local, provincial and national) matters, education and social welfare services, among others. They are therefore structures that provide their communities with access to information and communication (Lesame, 2005: 159)”.

Lesame (2005: 159) further indicated that, “Rural MPCC’s used ICT’s to empower their service delivery long before telecentres were established. Some MPCC’s in South Africa are established by the GCIS mainly for community development and electronic government. Such telecentres include the successful Tombo telecentre in the Eastern Cape province”.

“The purpose of a telecentre is to provide rural areas with access to ICT’s. Although there is general agreement on the need for telecentres in these areas, it is important to provide further evidence. Perhaps research projects conducted by Mosoma (2001) and Maepa (2000), in addition to the IDRC projects, will serve as concrete evidence of this fact, as the projects involved field studies that were recently conducted at several villages in the Northern Province (now Limpopo Province) (Lesame , 2005: 162)”.

According to Thioune (2003: 74); “The findings from these research projects revealed that mass media (television, radio, and newspapers) have played a major role in the provision of information on ICTs to the rural populations. In Senegal, radio is the main source of information on new ICTs (for 72. 3% of the population) followed by television (71. 6%) and newspapers (56. 3%). These media are used because they are appropriate and provide easy access to information”.

Thioune (2003: 74) further said that, “In the context of inadequate technical infrastructure, high illiteracy rates, and relatively low income, these media can be combined with ICTs to collect, process, and disseminate information to local communities, especially in local languages.

“In the current context in African countries, community access points to ICTs and telecentres seem to offer the most appropriate ways to provide broad access to ICTs. Telecentre operators can serve as important information relays to potential users by finding, processing, and storing useful information on media that can be used by local populations to help achieve their development goals. Unfortunately, such media are not always available (Thioune, 2003: 74)”.

Lesame (2005: 163), further said that, “although the purpose of those studies was not to conduct a needs analysis per se, we use them here to fulfil the aims of this section, which is to highlight the reality of ICT needs in just a few of the communities in the study, to show how desperate the situation is.

Thusong Service Centres have been identified as a primary approach for the implementation of development communication and information as they can offer a wide range of services that communities can make use of for their own empowerment (Communication Strategy for Government’s Multipurpose Community Centre Initiative).

## **1.2 BACKGROUND OF THE STUDY**

Numerous attempts have been in place with an objective to formulate an approach and implementation of government communication in South Africa. Amongst those attempts was the formation of a Task Group on Government Communications (COMTASK) that was mandated to deal with the same challenge as indicated above.

In 1996, the COMTASK came up with 83 recommendations on how government can shape up its methods of communication with members of community.

COMTASK recommendation 65 dealt particularly with preparations for the birth and development of the Thusong Service Centre project with the objective to provide people with government information and services.

Due to COMTASK recommendation 65, government through the assistance and coordination of Government Communications (GCIS) department, gave birth to the baby called Thusong Service Centres in 1999.

The centre was utilized as a primary vehicle to implement development communication and information, and also to introduce government services into primarily rural communities.

The establishment of a Thusong Service Centre came about in order to address the historical, social and economic factors that created problems for the people to access information and services, as they had to travel or walk long distances to access those services.

The long distance that people had to travel in order to access information made it difficult for them to participate in the programme. In contrast, the Thusong Service Centre, being a one-stop, integrated community development centre, encourages community participation and offers services relevant to the needs of the people. The centre is very helpful to the members of community.

One of the main reasons that led to the establishment of the Thusong Service Centres is to provide access to integrated and cost-effective government services all in one building, saving people from travelling long distance going from one place to another in order to access government services and information.

The main objective for the availability of the Thusong Service Centre in the midst of communities is to empower the poor and the previously disadvantaged or marginalized through access to information, services and resources.

The government of South Africa had a dream and a long-term plan with the Thusong Service Centres; that is, to provide every citizen with access to information and services within their vicinities.

Thusong Service Centres project is a method of bringing government closer to the people and empowering them by allowing the direct, unmediated interaction between the two, i.e. (government and the people) through events such as the Izimbizo (mass meetings), ward community meetings, and roving EXCO's.

During those meetings, communities are able to make government aware of their challenges, concerns, aspirations, difficulties and this also enables government to inform the people about its policies and programme of action.

Each of the 283 local municipalities should have established a Thusong Service Centre that is fully operational and strategically positioned for the benefit of all the communities by 2014, with an intention to better or improve quality of their lives through the integrated service delivery.

The key emphasis for the success of the programme was through partnerships within government and other sectors.

“Presently, South Africa sets the pace of global commitment to reducing the difference between the underdeveloped and developing worlds. Its positive economic and social indicators can only be sustained in

partnerships that are fundamental to the effective implementation of Local Economic Development (Thusong Service Centres - Government Communications - Business Plan 2006- 2014: 02)".

### **1.3 STATEMENT OF THE PROBLEM**

Prior to 1994, the majority of people, more especially blacks, constituted the disadvantaged category of development and empowerment. Amongst other things, they were marginalized from accessing government information that they could use to develop their lives socially and economically.

There were no pamphlets, leaflets, newsletters or Z-cards that could be distributed to inform people about what was going on in government, and the opportunities that were available to them to improve their lives on a daily basis.

There were no centres or institutions where people could go and successfully access or acquire information or government services that they needed.

After 1994, lots of improvements came into place, which benefited a large number of people. Access to information, most importantly government information, is one of the main issues that changed for the better.

The establishment of Thusong Service Centres is one of the progressive strategies identified by government to provide more people with information that they can use to change their socio-economic lives for the better.

Government services are also provided at the Thusong Service Centre for the convenience of relevant people such as the previously disadvantaged and the poor in the rural areas.

In the investigation that is going to be conducted, the main question that one should ask is whether the Thusong Service Centres are effectively reaching the objective of government, i.e. taking government information and services closer to the people. Are the 4 (four) out of 11 (eleven) Thusong Service Centres in the North West Province, Victor Tong, Leretlhabetse, Tshidilamolomo and Tshedimosetso effectively providing people with services and information as it is supposed to be? The study aims to discover the effect of the Thusong Service Centre project as an integrated approach in addressing the needs of rural communities.



In other words, this study aims to ascertain the frequency and effective utilization of the Thusong Service Centres as well as factors that may affect the operation of such a mechanism of services and information in the North West Province.

#### **1.4 RESEARCH QUESTIONS**

The following are some of the key questions regarded as important in determining as to whether the four Thusong Service Centres Project in the North West are actually addressing the needs of the rural communities.

- (i) Are the four Thusong Service Centres in the North West really assisting in addressing the needs of the rural communities?
  
- (ii) Are there visible changes and progress registered by the establishment of the Thusong Service Centres as the one-stop service and information centres where they are available in the rural areas of the North West?

- (iii) Is there any indication of commitment by all the service providers in the Thusong Service Centres to provide people in the rural areas with relevant information and services?
  
- (iv) Is there a necessity to keep on establishing more Thusong Service Centres around the country, with special emphasis on the 2<sup>nd</sup> Generation Phase where each of the 283 local municipalities in South Africa is supposed to have at least one established Thusong Service Centre by 2014?

## **1.5 PURPOSE OF THE STUDY**

The purpose of the establishment of the Thusong Service Centres throughout the country is to provide all the South African citizens with access to information and services that will better the quality of their lives through integrated service delivery.

The main purpose of this study is very crucial as it investigates the effect of the Thusong Service Centre project as an integrated approach in addressing the needs of rural communities (with specific focus on the four Thusong Service Centres amongst the twelve that have been established in

the North West Province, i.e. Leretlhabetse, Tshedimosetso, Tshidilamolomo and Victor Tong).

- Leretlhabetse Thusong Service Centre – Lebotlwane Village – Moretele Local Municipality – Bojanala District
- Tshedimosetso Thusong Service Centre – Boikhutso Village – Ventersdorp Local Municipality – Dr Kenneth Kaunda District
- Tshidilamolomo Thusong Service Centre – Tshidilamolomo village – Ratlou Local Municipality – Ngaka Modiri Molema District
- Victor Tong Thusong Service Centre – Morokweng Village – Kagisano Local Municipality – Dr Ruth Segomotsi Mompati District

According to the COMTASK Report (1996: Recommendation 65), a community participation process and needs analysis indicated that people do not only need information, but also government services. Hence GCIS's mandate to provide information services was extended to mobilising government departments not only to provide their information but also to provide other services at the Thusong Service Centres.

The purpose of this study will, amongst other things, be to evaluate whether or not there has been good community participation or

involvement in the establishment process of the abovementioned Thusong Service Centres.

This study will also verify whether or not the community needs analysis was conducted in the beginning, and whether or not the feedback thereof was taken into consideration.

## **1.6 ASSUMPTION OF THE STUDY**

### **The study was guided by the assumption that:**

Government's approach of establishing the Thusong Service Centres was a pertinent solution to a challenge of lack of access to information and services, which was experienced by the majority of citizens of South Africa, particularly those from previously marginalized areas. In subsequent years this enterprise has registered progress and has been very successful.

Members of communities are now able to successfully access the information and services that they need from the Thusong Service Centres.

## **1.7 RATIONALE FOR THE STUDY**

It is very much evident that in the history of South Africa, the previously disadvantaged people have always experienced serious problems, such as no access to basic services and to the information that they have deserved.

This study is going to assist a great deal in this regard as it is going to explore whether or not the abovementioned Thusong Service Centres around the North West Province are reaching the objectives of their establishment as per the vision of Government.

Issues such as buy-in or support by various stakeholders from government, academic institutions, non-governmental organisations (NGO's), community-based organisations (CBO's), private sectors, and civil societies will have to be looked into with a very critical eye.

Ownership and acceptance of the Thusong Service Centres project by community structures, such as the traditional leaders, ward community leaders, and communal property associations (CPA's) will be considered to be of primary importance when investigating the effect and the effectiveness of those centres in different areas.

According to the Policy Statements by the President of South Africa (1999 June), “the rural areas of our country represent the worst concentrations of poverty. No progress can be made towards a life of human dignity for our people as a whole unless we guarantee development of those areas”.

This study will also establish whether or not the four Thusong Service Centres are really improving and empowering the lives of the poor people, in a way that brings about developments in their areas as per the plea of the President of South Africa in his above mentioned policy statement.

## **1.8 SIGNIFICANCE OF THE STUDY**

This study is going to assist government to measure whether or not the approach of establishing the Thusong Service Centres, all over the nine provinces, was a good idea; checking on the extent to which the centres have been helpful to the communities.

The study is also going to reveal the loopholes that existed in the 1<sup>st</sup> generation since the instigation of the Thusong Service Centres, which have caused the centres not to operate successfully and attain to the objective of government as per COMTASK recommendation 65.

The identification of such loopholes will be very helpful as it will be easier to avoid them in the 2<sup>nd</sup> generation, provided the approach of the establishment of the Thusong Service Centres persists.

Ultimately, the study is going to assist government through monitoring and evaluating reports submitted concerning the state of operation and service delivery. There is a need to establish whether or not government should carry on with the establishment of the Thusong Service Centres to the third generation or phase, as we are presently on the 2<sup>nd</sup> generation.

The recommendation of the 2<sup>nd</sup> Generation is that there should at least be one Thusong Service Centre in each and every local municipality by 2014, in a way that brings services and information closer to the people, especially the rural communities.

## **1.9 RESEARCH DESIGN**

This study aims at getting as much data as possible from the questionnaires distributed to the participants that would have been randomly selected around the targeted areas.



Data should basically be responding to the question as to whether or not there is a need to establish more Thusong Service Centres, particularly in the rural areas.

Analysis of data will be conducted as soon as all the questionnaires have been collected from the participants (sample).

#### **1.10 DELIMITATION OF THE STUDY**

The researcher is going to concentrate on the four operational Thusong Service Centres, i.e. Victor Tong, Tshedimosetso, Tshidilamolomo and Leretlhabetse centres, situated in the four districts of the North West Province.

The four districts are, Dr Ruth Segomotsi Mompati, Dr Kenneth Kaunda, Ngaka Modiri Molema and Bojanala Platinum.



## **1.11 DEFINITION OF TERMS**

### **CDP**

Community Development Project

### **Thusong Service Centre**

A one-stop information centre provides services and information from government to communities, close to where they live, as part of a comprehensive strategy to better their lives. This service is rendered through the development communication approach, in an integrated manner.

Thusong Service Centres are also established as hubs of development communication based on Batho Pele values and principles, which put people first.

### **M.P.C.C.**

Multipurpose Community Centres (currently known as, Thusong Service Centres).

## **G.C.I.S.**

Government Communication and Information System. It is a national department of communication that is based at the Presidency. Government Communication and Information System oversees the development, coordination and implementation of communication issues such as the communication strategies and policies, throughout all government departments in the country.

## **GCCN**

Government Common Core Network

## **COMTASK**

A Communication Task Group Report that was published in 1996; it included in its recommendations the need to overhaul government's communication system.

## **Telecentre**

A centre that is in most cases part of the Thusong Service Centre where people access computer training, services on internet, e-mail, typing, fax, telephone, and so forth. Services such as these are brought closer for the benefit of the people.

Telecentres are also known as computer centres.

Recommendation 65 concerns the development of Thusong Service Centres, that can expand access to information and services, particularly government services. A task group that compiled that report was entrusted with the task of developing a vision for government communication in South Africa. The survey that was conducted by the task group indicated that the South African media, especially the press, lacks experienced journalists who will be able to cover stories in depth and context.

“Simplicity of language and easy access is needed – new technology can overcome barriers of illiteracy and the cost of distribution, and Thusong Service Centres are a good way to facilitate access (Communications 2000: A vision for Government Communications in South Africa).”

### **Imbizo**

An interactive meeting between members of community and leaders in government without any mediation. During that meeting, community members are afforded an opportunity to interact with government by way of raising questions and, passing comments on government related matters, and challenges that they come across on a daily basis - mainly regarding service delivery in their areas of residence.

**EXCO**

Executive Committee

**NMA**

National Members Assembly

**SALGA**

The South African Local Government Association.

**IDP**

Integrated Development Plan.

**SCO**

Senior Communication Officer

**ICT**

Information, Communication and Technology

**DISSC**

District Intersectoral Steering Committee

**LISSC**

Local Intersectoral Steering Committee

**NISSC**

National Intersectoral Steering Committee

**NT**

National Treasury

**PGDS**

Provincial Growth and Development Strategy

**PSDF**

Provincial Spatial Development Framework

**SDF**

Spatial Development Framework

**Sita**

State Information Technology Agency

## **SLA**

### Service Level Agreement

## **1.12 ORGANIZATION OF THE DISSERTATION**

The chapters and major headings of this dissertation were organized as follows:

### Chapter 1                    **Introduction to the study**

In this introductory chapter, the research discussed the background of the study and defined the statement of the problem. Research questions on the field of the study have been outlined together with the purpose of the study and definition of terms that were used in the research.

### Chapter 2                    **Review of related literature**

In the second chapter the researcher broadly presented literature that told us more about the effects of the Thusong Service Centres Project as an Integrated Approach in Addressing the Needs of the Rural

Communities, with specific focus to the four Thusong Service Centres in the North West Province.

The role of the Thusong Service Centres and whether they have reached the objective they were intended to or not, i.e. to address the needs of the rural communities, has also been clearly outlined.

### Chapter 3

#### **Research Methodology**

The method that was used to collect data has been discussed in this chapter. The sampling method and instrumentation has also been highlighted.

### Chapter 4

#### **Data Analysis**

Chapter 4 dealt with analysis of the collected data.

### Chapter 5

#### **Discussion and recommendations**

Chapter 5 dealt with discussions around the findings based on the problem statement of research and the recommendations thereof.

## **CHAPTER TWO**

### **2 REVIEW OF LITERATURE**

#### **2.1 INTRODUCTION**

When dealing with the effects of the Thusong Service Centres Project as an integrated approach in addressing the needs of the rural communities, the researcher will be doing so with a clear knowledge that, the Thusong Service Centres concept is being regarded as a powerful tool in enabling the two-way, unmediated communication between the people and government. That directly impacts on improving the quality of life of the citizens.

The technical conditions for the extension of ICT use in the communities can be met through the Thusong Service Centres. The increasing demand for new equipment confirms that there is a capacity to absorb new electronic equipment.

Facsimile is widely accepted because it is easy to access, use and it is of low cost, which implies that if new ICTs become very common, available, and ultimately accessible and affordable, they might be used on a larger



scale. The use of new ICT largely depends on their accessibility. Although a telecentre operator at the Thusong Service Centre can assist with the use of a facsimile machine, the use of email requires some skills. This implies that a good command of new ICTs is a prerequisite for their extensive use.

The technologies that have been introduced to date, particularly at the telecentres have been generally based on fixed telephone lines. Some studies have looked at technology adaptability as internet access problems continue to be very common in many areas including the rural areas.

“The Mobile Thusong Service Centre services are critical to ensuring improved access to government information and services, particularly in outlying/rural areas where there is no infrastructure for such a centre (Thusong Service Centres Business Plan 2006-2014: 25).”

The role of the Thusong Service Centres and whether they have reached the objective they were intended to reach or not, will be clearly outlined.

According to Blakely (1979: 18), “Community development is oriented toward the design of socioeconomic institutions such as the Thusong

Service Centres that will close gaps between human aspirations and currently available resources.

Even though community developers use the tools of economists and are concerned with economic disparity, community development is not a predictive or deterministic science.”

According to Lombard (1991:77), “Community work is managed by a social work institution or organisation and should therefore attempt to pursue and attain certain aims in order to achieve task and process goals. Task goals are concerned with concrete tasks which are undertaken to satisfy specific needs and to solve specific problems.”

“In this regard task goals embody the completion of a concrete task or the solving of a defined problem as far as the functioning of a social system in the community is concerned – for instance providing a service, the establishment of new services and the passing of laws. Task goals do not merely help people to mobilise resources and to make available existing services but also to execute any task for the community (Lombard, 1991:77).”

Lombard (1991: 78) states that, “Decisions which are made are directly involved with the task goal and very little room is left for the development

of people's abilities. Although people can be informed and mobilised to change a law for instance, or to set up a clinic or sanitation project, the focus is on executing the task and there is limited scope for mobilising the community."

"It is, however, not only the situation in practice which influences the choice of goals but also the practical models selected for community work. Much emphasis has been placed on process goals in the social community development model. The community's ability to integrate functionally, to become involved in joint problem solving on a self-help basis and to utilise democratic processes, is of cardinal importance (Lombard, 1991: 84)."

## **2.2 TRAINING AND CAPACITY BUILDING**

African countries, including South Africa do not have all the technical skills required for the efficient development of ICTs, more especially because technologies are imported and are fast-changing. Training and information awareness campaigns appeared to be the Thusong Service Centre's first activities: training in computer use, office software applications, use of email, and internet navigation.

However, the people trained were generally those directly involved in telecentre and Thusong Service Centre management, many community members obviously lacked appropriate training to use ICTs for their needs.

### **2.3 REASONS FOR SETTING UP THE CENTRE**

According to Lees and Smith (1975: 91), “It is known that certain sections of the population are reluctant to approach formal agencies direct for help or advice. For example, in a 1 in 6 survey carried out by the CDP project in Hillfields in the summer of 1971, 22 percent of the households in the sample said that some member of their family suffered a handicap or disability which prevented them from leading a normal life or restricted their activities.”

Lees and Smith (1975: 91), further said that “nearly half of those people, when asked if their names could be passed on to the Social Services Department to see if there was any help they could be given, declined this offer.”

Many statutory agencies effectively separate their services, as a result under-estimate the numbers of those in need of such services by poor advertising, putting off reception and waiting arrangements in inaccessible buildings; by filtering out many applicants at the reception counter and by

offering their help through formal interviews where the worker maintains a detached professional role relationship which is bewildering to the deprived client with pressing practical problems.

Reasons for the establishment of the Information and Opinion Centre at Hillfields (a centre similar to the Thusong Service Centre) amongst others, was to discover the kind of information and needs not known to the existing structures of national and local government operating within the area, to devise ways of responding to whatever needs that came to light either directly or by encouraging members of communities to seek solutions through collective action.

Additional practical reasons for establishing the Thusong Service Centres were to provide a demonstration of concern by establishing a physical presence for the project in a disheartened neighbourhood faced with imminent redevelopment; to advertise CDP and the fact that it was concerned to hear residents' point of view and that it had access to resources; and because no strong community groups reflecting need existed at that time in the neighbourhood.

From the beginning it was realised that to attract as many callers as possible, the Thusong Service Centre should be as accessible as possible both geographically and psychologically.

In an initial attempt to reach out to potential consumers and to advertise the opening of the centre posters and leaflets should be distributed in pubs, launderettes, surgeries and other local meeting places and short articles be placed in the local newspapers.

Specific strategies for attaining the aims of the Thusong Service Centre in addition to the general style described above as, to offer basic information as a resource to residents to increase marginally their power to bargain for the protection of their interests in the city. In one sense information is power; in this sense to be deprived of information is, to some extent, to be deprived of power.

The Thusong Service Centre might to a certain extent serve as an open-ended informal centre to which residents are attracted to express their grievances, concerns, problems and ideas, as a preliminary to stimulating them to consider ways of solving these problems by their own actions; to place a highly-qualified, high status worker in the reception area in an

attempt to take the 'presenting problems and referrals' seriously in the exact terms and form in which they are presented.

The emphasis towards the establishment of the Thusong Service Centres forms part of the deliberate attempt to break through the stereotype of some residents as 'problem people' in need of special help or advice. It was also the recognition that, ignorance about matters such as redevelopment and the low take-up rate of certain services and welfare benefits were as likely to be related to deficiencies in the manner in which information and services were offered as to any deficiencies in the potential beneficiaries themselves.

According to Francis and Henderson (1992: 21), "Many rural communities have changed out of all recognition from what they were, and the people within them, whether locals or newcomers, may also be different. But this does not undermine the need to make efforts to develop the community into something worthwhile, to be concerned with those with 'those principles so crucial for communal life – justice, corporate responsibility, protection of the disadvantaged' based upon neighbourliness, love, compassion and mutual care."

With the spread of influences such as television and mass education, and with improved mobility and accessibility, it is sometimes argued that,

beyond the obvious geographical factor of location, there is no longer any such a thing as a rural culture or way of life. Rural communities are felt to be a cross-section of national society who just happened to live in villages and hamlets. Traditional rural society may still exist at the geographical margins, but the people and networks in most villages are not so very different from their counterparts in towns.

The tradition of self-help among people in rural communities is undoubtedly still strong. It relates in part to the sense of neglect by public authorities that more remote communities have experienced the feeling that very little will happen unless you do it yourselves. Hence, the introduction of an integrated approach in addressing the needs of rural communities by establishing the Thusong Service Centres.

Those centres are crucial to the community's survival: people need information and services at different times of the year. They might need information around lending of money to buy land, tools or equipment and cattle for instance to start farming.

There is a similar project as the Thusong Service Centre in the United States of America called; the Social Welfare Subsystem.



## **2.4 CHARACTERISTIC FUNCTIONS OF THE SOCIAL WELFARE SUBSYSTEM**

According to Edwards and Jones (1976: 84), “The Social Welfare Subsystem private sector delivers professional social work, health care, and recreation services; to pioneer new or experimental programs that are eventually taken over by the public sector; and to supplement the efforts of the public sector by providing amenities, supplementary financial aid, direct services, informational and referral services.”

Similar to the Thusong Service Centre, the Social Welfare Subsystem’s Public Sector tends to support a floor of minimal services and income as a right of all citizens. Specialized types of services that are viewed as beneficial to the nation as a whole are on the increase.

Services may be offered as social utilities available free to all persons regardless of income, on an ability-to-pay basis, on an ungraduated fee basis, free to certain categories of individuals regardless of financial need, and to certain categories of persons who are in a proven state of financial need.

## **2.5 SERVICES OFFERED THROUGH THE SOCIAL WELFARE SUBSYSTEM**

“Three main types of services – social work, health care, and recreation – are offered through the social welfare subsystem. While the three types could be viewed as belonging to separate subsystems, they are treated here as belonging to the one subsystem of social welfare in which at the community level they are closely interrelated, are being increasingly offered out of the same multifunctional centres, and are being increasingly brought together by community organizers and social planners to provide a comprehensive type of service that is responsive to consumer needs and wishes (Edwards and Jones, 1976: 86).”

According to Edwards and Jones (1976: 86), “The specific kinds of services provided through the social welfare subsystem vary considerably by the community’s level of modernization and its demographic composition as well as by the adequacy of its financial resources.”

Family planning services; health care services designed to treat and prevent physical and mental illnesses; recreation activities for all age groups, including both participating and spectator types of activities; information and referral services that help to link individuals with needs to resources for meeting those needs; advocacy services that provide intervention on

behalf of clients to enable them to secure resources to which they are entitled: all these are taking place at the Thusong Service Centre as they are at the Social Welfare Subsystem's Public Sector.

With regard to specific kinds of services provided through the Social Welfare Subsystem that, services focused on changing the Social Welfare Subsystem in the direction of making it more responsive to individuals and community needs, of getting its delivery of human services more accessible to the people needing the services, and of increasing the scope and adequacy of services; and services provided through organized self-help groups, such as Alcoholics Anonymous, Synanon (for drug addicts), and AFDC mothers' clubs.



## **2.6 INSTITUTIONS FOR COMMUNITY DEVELOPMENT**

Centres responsible for community development, especially rural communities, as well as rendering services the same way as the Thusong Service Centre have always been a crucial point in governments such as Malawi and the then Rhodesia. Such centres, known as Institutions for Community Development were popular in Third World countries in the 1950's and 1960's.

Kotze and Swanepoel (1983: 33) stated that, "After several years of resistance to the implementation of the community development policy in Rhodesia, the Prime Minister issued a circular letter in 1965 to all civil servants explaining the basic principles of community development and requiring them to comply with the policy."

"It seems as if an interdepartmental committee such as the Interdepartmental National Development and Planning Co-ordinating Committee in Malawi is used to formulate policy on development in general, including community development, advises government on rural/community development, reviews progress and makes specific recommendations for improvement, provides liaison between related ministries, the private sector and other national agencies involved in rural/community development (Kotze and Swanepoel,1983: 33)."

Committees attached to community development projects are only one form of participation. Participation also means that people should have the opportunity to express in an ad hoc and informal way their views on all government activities which affect their lives.

On the formal level, participation means formulation of needs and priorities, planning on the basis of experience and local resources, making

decisions in order to carry out the plans, the implementation of the decisions, and the evaluation progress. It also means that all should participate in the resulting benefits.

Participation can be through community development project committees, local government, district development committees, and planning committees for major government projects (e.g irrigation schemes, adult education projects, agricultural extension work).

## **2.7 CO-ORDINATING STRUCTURES OF THE THUSONG SERVICE CENTRES**

### **2.7.1 National Intersectoral Steering Committee (NISSC)**

“The NISSC, comprising national departments, parastatals, NGO’s, business and academia, and Provincial Intersectoral Steering Committee (PISSC) chairpersons co-ordinate and drive the programme at national level. To secure the effective roll-out of second generation Thusong Service Centres, the NISSC’s executive committee will take leadership regarding Infrastructure, Institutional Co-ordination, Funding, Capacity-building and human resources, oversight and co-ordination of monitoring and evaluation (Thusong Service Centres - Government Communications - Business Plan 2006- 2014: 28).”

“To ensure that the NISSC becomes a nimble structure capable of strategically guiding implementation and being able to make rapid decisions regarding the programme, it is proposed that the structure be led by an executive committee comprising of stakeholders such as Government Communications, Departments of Home Affairs, Labour, National Treasury, Public Works, Social Development, Communication, as well as the nine provincial PISSC chairpersons. (Thusong Service Centres - Government Communications - Business Plan 2006- 2014: 28-29).”

The National Intersectoral Steering Committee meets monthly to address technical and strategic operational issues. Decision-making should be facilitated by the presence of senior managers with the appropriate authority delegated through memoranda of understanding (MoUs) signed with the directors-general of relevant departments.

### **2.7.2 Provincial Intersectoral Steering Committee (PISSC)**

According to the Thusong Service Centres - Government Communications - Business Plan (2006- 2014: 29), “PISSC comprise provincial departments involved in the delivery of services, as well as stakeholders involved in the roll-out, including representatives of provincial treasury and departments responsible for planning and communication.

The PISSC should also make provision for including District Intersectoral Steering Committee (DISSC) representatives, but could mirror the NISSC in forming a nimble executive committee (ideally chaired by a unit within the Office of the Premier). The executive committee could be established to focus on elements such as funding, service co-ordination, strategic alignment of the roll-out with provincial policy, technical matters, co-ordination of monitoring and evaluation at provincial level.

### **2.7.3 District Intersectoral Steering Committee (DISSC)**

Stating from the Thusong Service Centres - Government Communications - Business Plan (2006- 2014: 29), “The establishment of second generation Thusong Service Centres will require the strengthening of DISSC structures as the expanded Thusong Service Centre roll-out will reflect Thusong Service Centre services in all local municipalities. DISSCs should comprise key service providers at district level, but focus on the inclusion of units responsible for the preparation of the IDP and/or Spatial Development Framework (SDF).”

### **2.7.4 Local Intersectoral Steering Committee (LISSC) / IDP Forum**

Based on the Thusong Service Centres - Government Communications - Business Plan (2006- 2014: 29), “Each local and metropolitan municipality should have a LISSC. In this regard, the IDP Forum could form an ideal

structure to drive the programme at this level. The LISSC should have representatives from the municipality and identified service providers. It is desirable that a dedicated programme manager be responsible for roll-out at municipal level (this could also be a member of staff from the district municipality).”

The LISSC would be responsible for implementing the programme at local level, co-ordinating service delivery, and co-ordinating, monitoring and evaluation at municipal level and feeding reports to the DISSC.

#### **2.7.5 Thusong service centre management committee**

The Thusong Service Centre Management Committee is supposed to drive the establishment and operations of individual centres. The management committee will comprise of representatives from the municipality and/or centre management, community structures, traditional authorities and ward representatives.

It is possible and allowed for some members of the LISSC to be co-opted to assist at various points in the establishment/operations of the Thusong Service Centres (e.g. a representative from municipal finance may be involved in assisting with the sound financial operations of an individual centre).



Key roles for those members who would be co-opted from the LISSC to assist at various points in the establishment of the Thusong Service Centre will be amongst others; to facilitate the establishment of the Thusong Service Centres, address operational issues, monitor and evaluate at centre level and feedback reports to the LISSC.

Besides having the abovementioned structures, there are a number of fora (forum) that could facilitate an efficient role for Thusong Service Centres, specifically in terms of co-ordinating action between various spheres of government.

The Intergovernmental Relations Framework Bill (IGRF) makes provision for the establishment of intergovernmental fora (forum) to promote the aims of co-operative government and the implementation of policy, which includes the effective provision of services.

## **2.8 THUSONG SERVICE CENTRE ESTABLISHMENT PROCESS**

From the point of view of the Thusong Service Centres - Government Communications - Business Plan (2006- 2014: 30), “The most significant and important co-ordinating process for the efficient roll-out of Thusong Service Centres is the establishment process. This process reflects how a

Thusong Service Centre will come to be in a specific location at a specific point in time.”

The establishment process focuses procedurally, on providing for the co-ordination of a range of stakeholder interests, including the alignment of community needs with provision, policy objectives with infrastructural development and funding allocation, infrastructure roll-out at macro level, with service-provider needs and capacity.

The establishment process furthermore, focuses on a strong consultative approach as well as incorporating a broader regional perspective of the roll-out, which is aimed at ensuring alignment with government policies (municipal IDPs and SDFs as well as PGDS/PSDFs).

Amongst others, procedural elements that are part of the Thusong Service Centre establishment process are: needs assessment and site identification, consultation with service-providers, strategic regional perspective, governance structures, and business planning.

### **2.8.1 Bottom-up needs assessment and site identification**

According to the Thusong Service Centres - Government Communications - Business Plan (2006- 2014: 30-31), “This aspect, which has been

conducted in a thorough manner for many first-generation Thusong Service Centres involves a process of consultation at local level to identify service needs, auditing existing facilities and service provision, identifying areas of need in terms of access to developmental information and government services, preliminary identification of appropriate sites, once reviewed in terms of the establishment model, proceeding with detailed local area planning.”

### **2.8.2 Consultation with service-providers**

Consultation with service providers takes place to inform the infrastructural roll-out of the centre, it is necessary to obtain an understanding of the nature and needs of core service-providers. This could involve confirming existing service providers, identifying technical needs and resources available.

This consultation process would ideally be undertaken and co-ordinated at provincial level in conjunction with district municipalities. It should target the core public sector. At local level, municipalities should perform an internal review of service-providers that may provide services as part of the Thusong Service Centre roll-out.

### **2.8.3 Development and review proposals within regional settlement**

#### **Context**

“This should occur by means of a series of ‘strategy checks’ at local (or metropolitan), district municipality and provincial levels. Municipalities should identify the planned Thusong Service Centre(s), including the desired infrastructural model and location within the context of an approved (local) municipal SDF as well as the district SDF. These frameworks should provide ‘clues’ to the order and location of Thusong Service Centres at the broader municipal level (Thusong Service Centres - Government Communications - Business Plan 2006- 2014: 31).”

The district municipalities have a key role to play as they represent a key spatial scale in the Thusong Service Centre infrastructural roll-out. They are close enough to the ground to understand local issues, while reflecting wide enough regions to understand broad-level concerns and issues.

As such, district municipalities should assist local municipalities in determining an appropriate infrastructural roll-out in their areas. Provinces should also be consulted during this process to ensure that the infrastructural proposals are in line with the provinces’ PSDF (and PGDS).

#### **2.8.4 Business plans**

According to the Thusong Service Centres – Government Communications - Business Plan (2006 – 2014: 32), “Local municipalities should compile business plans based on assessments in their areas. These business plans should reflect the appropriate location(s) of (the) Thusong Service Centre(s) to be developed in the municipality, contain proposals regarding infrastructural models, reflect service level agreements (SLA’s) and commitments from service-providers and reflect funding/costing as well as sources.”

Local business plans including the establishment of the Thusong Service Centre should be submitted to the district municipality. District municipalities should review local municipal business plans. This should be viewed as an interactive process and, where necessary, revisions should be proposed specifically to ensure alignment across local municipal boundaries. This should culminate in a co-ordinated district-wide business plan for Thusong Service Centre roll-out which should be submitted to the province.

Based on the district business plans, the PISSC in each province should develop a business plan. The province should review the district business



plans, ensuring co-ordination between district municipal areas as well as alignment with the PGDS/PSDF.

Revisions could be made in conjunction with municipalities. Once finalised, the provincial business plans will ensure that detailed funding implications enable the updating of this second-generation business plan.

### **2.8.5 Formation of appropriate LISSC structures and management committee**

According to the Thusong Service Centres – Government Communications - Business Plan (2006 – 2014: 32), “It is critical that a management committee/LISSC is established before a Thusong Service Centre becomes operational. The management committee should ideally be established out of a technical team which would pilot the establishment process from inception to operationalisation.”

### **2.8.6 Inclusion in municipal IDPs**

“During the process, potentially once a business plan is drafted and approved, funding aspects should be included in the municipal IDP. The Thusong Service Centre roll-out should also be informed by the strategic components of the IDP, including the municipal SDF. The Thusong Service Centre should also be included as part of the monitoring and

evaluation framework of the municipal IDP (Thusong Service Centres - Government Communications - Business Plan 2006- 2014: 32).”

### **2.8.7 Detailed planning and design**

Detailed planning and design should occur with secured funding for construction of Thusong Service Centres. This should be done in line with the service-providers’ requirements as indicated in the Thusong Service Centre business plan. Obtaining land-use rights, environmental authorisations and the required impact studies (which could occur in the process) should be dealt with prior to detailed design.

## **2.9 THUSONG SERVICE CENTRE OPERATIONS**

While the establishment process should have laid a sound basis for the operationalisation of the Thusong Service Centre, several checks should occur as part of the starting process.

In this regard, a number of requirements should be in place and that includes a fully functional management committee, an appointed centre manager, a developed promotional plan, signed service level agreements with heads of departments, signed lease agreements between owners and service providers, and all minimum service requirements should be met.

Improved co-ordination and alignment achieved as part of the establishment process is a beginning rather than an end. Ongoing alignment and co-ordination in the daily provision of services is critical to achieving the ideal of integrated service delivery implicit in the Thusong Service Centre model. A key factor which will contribute to this is the co-ordination and management staff.

Areas where co-ordination will be required include amongst others; ensuring that provision of service level agreement with service-providers is adhered to, co-ordination of research, monitoring and evaluation at the centres, mediating the needs of community and service-providers and forging networks with and lobbying stakeholders to promote the ongoing development of Thusong Service Centres and to achieve greater levels of service delivery and sustainability.

### **2.9.1 Funding: Alignment of budgets**

“In order to support efficient establishment process, greater alignment in budgeting processes or cycles between spheres of government should be promoted. This will assist in ensuring that funding from government spheres come on line at the appropriate time in the process of establishing individual centres. The second generation business plan identified municipalities as critical funders of individual Thusong Service Centres



(Thusong Service Centres – Government Communications – Business Plan 2006 – 2014: 34).”

“This is even more significant as much of the funding for the programme will rely not on internal municipal funds, but not external funding sources. The National Treasury (NT), as part of the NISSC, should pursue mechanisms to promote greater alignment in budgeting cycles to gain greater efficiency in the funding of the Thusong Service Centre infrastructure and operations (Thusong Service Centres - Government Communications - Business Plan 2006- 2014: 34).”

### **2.9.2 Promoting second-generation strategy: Implanting the establishment process**

The business plan should be implanted throughout all government spheres. Communication initiatives are required to develop an understanding of key roles and responsibilities. Specifically, critical aspects of the second-generation strategy, including a focus on guiding infrastructural roll-out at regional level and ‘new’ funding arrangements, are critical for the future successes of the programme.

The NISSC, through GCIS, should play a leading role in thoroughly communicating the strategy in the provinces. The PISSC will support this

process by engaging municipalities, through DISSC and LISSC structures, around the second-generation business plan.

### **2.9.3 Promoting the adoption of appropriate management models:**

#### **Municipal focus**

Part of the establishment process will be to lay the groundwork for the effective management of an operational Thusong Service Centre. This process will involve making choices regarding the appropriate management model for the Thusong Service Centre. The second-generation business plan promotes municipalities being ideally placed to take on the direct management of Thusong Service Centre.

The municipality will take responsibility for the maintenance of facility. Dedicated staff should be employed by the municipality to manage the centre, with these positions being filled as the Thusong Service Centre becomes operational. To promote the adoption of Thusong Service Centre management by municipalities, a greater awareness of the programme and its benefits among municipalities is needed. This programme should be driven by PISSC and NISSC.

#### **2.9.4 Forging partnerships**

“While the Thusong Service Centre initiative is driven by government, it is not purely a government programme. The involvement of a variety of partners is needed to support all aspects of the programme from funding to enhancing the service offerings at Thusong Service Centres. Centre management committees and even LISSCs or DISSCs may find it difficult to lobby role-players such as Telkom and large corporates (Thusong Service Centres - Government Communications - Business Plan 2006-2014: 35).”

It has always been proposed that the NISSC and PISSC along with political champions from within the different spheres, engage with a variety of non-governmental role-players to rally support for the programme. It is important that this engagement occurs at a high enough level to ensure that firm commitments can be made.

#### **2.9.5 Information and communications technology infrastructure support**

According to the Thusong Service Centres – Government Communications - Business Plan (2006 – 2014: 35), “Connectivity at the centres is critical and it is crucial that high levels of co-ordination are achieved to facilitate the effective functioning of ICT systems at centre level. Departments

delivering services at the Thusong Service Centre and requiring connectivity to the Government Common Core Network (GCCN) must be responsible for providing the necessary links to the GCCN through their Sita service agreements.”

“The connectivity infrastructure equipment and local area network points can be budgeted for as part of the infrastructure costs. The desktop computer equipment and ongoing support and maintenance, must become part of a service-provider department’s normal operation and the appropriate ICT costs must be budgeted for in their ICT budget.

It is critical that an ICT strategy for the Thusong Service Centre roll-out be developed by relevant role-players (Thusong Service Centres - Government Communications - Business Plan 2006- 2014: 35-36).”

## **CHAPTER THREE**

### **3 RESEARCH METHODOLOGY**

#### **3.1 INTRODUCTION**

This section provides a description of the research method used in the investigation. Data collection techniques and measurement tools will be discussed. Issues related to measurement, population sampling, reliability and validity have also been included.

Simple random sampling, one of the examples of a probability sampling, was used for the purpose of this study. Simple random sampling is much more advantageous because each and every member of the population has the same opportunity of being included in the sample of a particular size, irrespective of their race, sex, region, age, religion, and so forth.

#### **3.2 SAMPLING**

The participants on this study were drawn from the beneficiaries of various services rendered at the four Thusong Service Centres in the North West Province, namely, Tshedimosetso at Boikhutso village,

Tshidilamolomo at Tshidilamolomo village, Lerethabetse at Lebotlwane village and Victor Tong at Morokweng village.

The study made use of the data collection methods that were demanding in terms of time and human resource, namely semi-structured interviews and survey questionnaires.

The selected Thusong Service Centres represent the typical centres in the North West Province in terms of size and character. Four of them are found in the environments that form part of the geographical setting in the province, namely a rural setting. The total number of Thusong Service Centres presently in the province is 11.

**TABLE 1: CHOICE OF THUSONG SERVICE CENTRES AND RESPONDENTS THAT PARTICIPATED IN THE STUDY:**

<b>THUSONG SERVICE CENTRE</b>	<b>NO. OF CENTRE MANAGERS</b>	<b>SERVICE PROVIDER</b>	<b>BENEFICIARY</b>	<b>GCIS SCO</b>
1.TSHEDIMOSETSO (BOIKHUTSO VILLAGE)	1	09	14	1
2.LERETLHABETSE (LEBOTLWANE VILLAGE)	1	11	14	1
3. VICTOR TONG (MOROKWENG VILLAGE)	1	08	14	1
4. TSHIDILAMOLOMO (TSHIDILAMOLOMO VILLAGE)	1	8	14	1
<b>TOTAL</b>	<b>4</b>	<b>36</b>	<b>56</b>	<b>4</b>

Out of the 12 Thusong Service Centres in the North West province, only 4 were used for the investigation. (See Table 1) These centres are (1) Tshedimosetso, (2) Leretlhabetse, (3) Victor Tong and (4) Tshidilamolomo.

The researcher conveniently selected the 4 (four) Thusong Service Centres equipped with all the necessary requirements for the study. From each of the selected centres, service providers who are empowering the people with information and skills were selected to participate in the project. Fifty six beneficiaries of services that are being rendered at the Thusong Service Centres were randomly selected from various areas where the centres are located.

Fourteen were selected from each of the four, i.e. Tshedimosetso, Tshidilamolomo, Leretlhabetse and Victor Tong centres. In terms of their contribution towards this study, twenty eight beneficiaries were randomly selected, irrespective of the areas they come from, to respond to the semi-structured interview, and another twenty eight were selected in a similar manner to respond to the survey questionnaires.

Four centre managers of the selected Thusong Service Centres individually responded to both semi-structured interviews and survey questionnaires.

Both centre managers from Leretlhabetse and Tshedimosetso responded to the survey questionnaires, while those from Tshidilamolomo and Victor Tong responded to the semi-structured interview.



Thirty six service providers were also randomly selected to participate in the study. They were divided into two groups; the first eighteen responded to the survey questionnaires, while the remaining eighteen responded to the semi-structured interview. This brought the total population of beneficiaries to fifty six, centre managers to four, service providers to thirty six and Government Communication and Information Systems (GCIS) senior communication officers to four. The brought the total number of respondents to 100 (See table 1).

### **3.3 INSTRUMENTATION**

A number of considerations were borne in mind in working out the size of the sample. In research, the size and representativeness of the sample are two major factors that have to be considered for validity and reliability. The sample must be large enough to draw a reliable generalization on the population from which it is taken.

If the size of the sample is large, it provides better estimate for generalizing results. However, the unique circumstances of each study, the resources available, and the measurement tools, ultimately determine the number of participants that can be used.

For the purpose of this investigation, Group Contacts as a method of collecting data was used to test the hypothesis as to whether or not the targeted Thusong Service Centres are rendering good services to the rural communities. The Group Contacts method of collecting data was applied by means of the survey questionnaires and the semi-structured interview. Each of the two methods is explained below.

### **3.3.1 Survey Questionnaires**

For data collection, the survey questionnaire method of investigation was used. Fifty survey questionnaires were distributed to each of the four selected Thusong Service Centres, (twenty five questions written in English and twenty five in Setswana). They were all given at the discretion of the centre managers.

A total number of twenty eight beneficiaries, two centre managers, i.e from Victor Tong and Tshidilamolomo Thusong Service Centres, eighteen service providers and two GCIS senior communication officers, also from Tshidilamolomo and Victor Tong Thusong Service Centres respectively, participated as respondents of the survey questionnaires.

Survey questionnaires were collected by the researcher personally. All survey questionnaires were retrieved with 100% return rate because the

researcher waited for questionnaires while respondents filled them in. The advantage of this method is that all aspects of the survey questionnaires were covered.

This method (survey questionnaire) was used because of the advantages found in it. Amongst others, advantages of a survey questionnaire are the ability to reach respondents who live at widely dispersed places, the ability to avoid of interviewer bias, the low cost of processing and the low cost of data collection.

According to Welman & Kruger (1988:145), “the researcher is actually in charge, urging for some honesty from each and every respondent when completing questionnaires. A session to complete questionnaires will be arranged with appropriate authorities such as schools, universities, and so forth”.

Welman & Kruger (1988: 145) further indicated that, “no respondent will have any excuse for not completing the questionnaire. Consequently, the response rate of close to 100% in terms of questionnaires handed back or returned becomes the general rule. The fact that the researcher and his assistants tend to be present during the completion of survey



questionnaires, clarity-seeking questions raised during that period may be answered immediately”.

“The group contact way of administering questionnaires corresponds to the personal interview as far as the presence of the interviewer is concerned, but it allows for the same degree of anonymity as the typical postal survey”, Welman & Kruger, 1988; 147.

Welman & Kruger (1988: 147) further said that, “as a matter of fact, in most cases the questionnaire may be returned without any indication of the person who has completed it. As a result, there are good chances for questionnaires to be completed with honesty; even though socially acceptable responses may be given at times.” However, such questionnaires still pose disadvantages because; at times the wording or phrasing of a question might be understood differently by respondents, thereby coming up with an unwanted answer to the question.

Welman & Kruger (1988: 147) indicated that, “the researcher’s lack of control over the completion of survey questionnaires may result not only in poorly completed questionnaires, but also a poor response rate posted back”.



### **3.3.2 Benefits of Thusong Service Centres**

According to the GCIS (2009: 10), “communities get services which they were unable to obtain in the past, and participate in activities that allow for two-way communication between government and the people. A Thusong Service Centre is also a base from where information products and services are sent out to all parts of the district”.

GCIS (2009: 10) also highlighted that, similarly, Thusong Service Centre link communities to the government’s distribution network of publications and products about government programmes and activities. Community participation events, campaigns, exhibitions and roadshows at Thusong Service Centres provide communities with information they can use to improve their lives and develop the community.

### **3.3.3 Thusong Service Centres Advancing Local Government’s**

#### **Developmental Agenda**

The 2009 South African Local Government Association (SALGA) National Members Assembly (NMA) that was held on 10 – 11 June at Buffalo City, Eastern Cape Province, came at a critical time as the nation has just successfully had its fourth General Election. The newly elected

President Mr Jacob Zuma had been sworn into office and outlined the Government's Programme of Action for the year.

A central strategy in the overall implementation of these programmes is the Thusong Service Centres. Thusong Service Centres offer government, at different levels, the opportunity to render services in an integrated manner under one roof. The programme now in its tenth year, is coordinated by Government Communications (GCIS) and has proven to be critical in accelerating service delivery, especially at local government level" (GCIS, 2009: 10).

From the GCIS (2009: 10)'s point of view, "municipalities are the starting points for establishing a Thusong Service Centre. Communities that lack access to services and information should approach their local municipalities. Once a community is consulted, identified services and infrastructure are aligned to Municipal IDP, Provincial Growth and Development Strategies (PGDS), National Spatial Development Programme (NSDP) and the provision of services and infrastructure".

### **3.3.4 Questionnaire Format**

The questionnaire was divided into three sections.

Section A – the purpose of this section was to gather biographical information about the respondents.

Section B – the purpose of this section was to gather information about the four Thusong Service Centres that are specifically based in some of the rural areas of the North West Province, as well as providers of services for the rural communities there.

Section C – the questions in this section were designed to gather information about problems experienced by service providers during their daily schedules of rendering skills, information and services to the beneficiaries who, in this case, are communities from those rural areas. The questions were also designed to gather information about problems experienced by beneficiaries of various services rendered, as per schedule, at each of the Thusong Service Centres.

Problems of all kinds experienced by the role-players during the course of this study, and their responses, assisted a great deal in testing the hypothesis, i.e whether the Thusong Service Centres project as an integrated approach is addressing the needs of the rural communities, with

specific focus on the four centres in the North West Province. The questionnaires were administered well after permission was granted by both the centre managers and the GCIS senior communication officers.

### **3.3.5 Semi-Structured Interview**

The semi-structured interview was chosen in the study as a data-collection method because of its flexibility and also to complement the survey questionnaire.

A total number of twenty eight beneficiaries, two centre managers, i.e from Leretlhabetse and Tshedimosetso Thusong Service Centres, eighteen service providers and two GCIS senior communication officers, also from Tshedimosetso and Leretlhabetse Thusong Service Centres respectively, participated as respondents of the semi-structured interviews.

All in all, fifty respondents were interviewed from each of the four Thusong Service Centres. The centre managers, GCIS senior communication officers and service providers were interviewed for an estimated time of fifteen minutes per person, and ten minutes per beneficiary. This enabled all questions to be carefully explained, hence reducing the possibility of respondents misunderstanding the questions.



There was room for negotiation, discussion and expansion of the interviewee's responses.

Between the completely structured interview on the one hand, and the completely unstructured interview on the other hand, various degrees of structuredness are possible. Interviews between these two extremes are usually called semi-structured interviews. We may consider semi-structured interviews when:

- The topics are of a very sensitive nature;
- The respondents come from divergent backgrounds; and
- Experienced and expert interviewers are available for conducting the interviews" (Welman & Kruger, 1988; 161).

"Semi-structured interviews offer a versatile way of collecting data. We can use them with all age groups (for example, with young workers participating in ABET who are still unable to read, as well as with elderly people with poor eyesight). This method may often be used when no other one is available or appropriate" (Welman & Kruger, 1988; 161).

Welman & Kruger (1988: 161) further indicated that, "unlike completely structured interviews, unstructured and semi-structured interviews allow the interviewer to use probes, with a view to clearing up vague responses, or facilitating the elaboration of incomplete answers".

## **CHAPTER FOUR**

### **4 DATA PRESENTATION AND ANALYSIS**

#### **4.1 INTRODUCTION**

Based on data collected on the study of four sampled Thusong Service Centres, this study focused on whether or not the Thusong Service Centres project, as an integrated approach, is addressing the needs of the rural communities, with specific focus to the four centres in the North West Province.

In this chapter the researcher reports on the results or findings of the empirical investigation conducted on the four Thusong Service Centres in the North West Province, to determine whether or not they address the needs of the people in the rural areas, in terms of information, skills and services.

## 4.2 DATA ANALYSIS

### 4.2.1 Demographic Characteristics of Respondents

The study sample was drawn from the four Thusong Service Centres based at Morokweng, Tshidilamolomo, Lebotlwane and Boikhutso areas in the North West Province (See Table 1). The tables below give the demographic details of thirty-six service providers rendering services at the four Thusong Service Centres that are involved in the study.

**TABLE 2: AGE DISTRIBUTION OF THE SERVICE PROVIDERS**

<b>TOTAL SAMPLE : 36</b>		
	<b>SAMPLE</b>	<b>PERCENTAGE</b>
30 and below	09	25%
31 – 40	07	15%
41 – 50	12	40%
51 and above	08	20%
<b>TOTAL</b>	<b>36</b>	<b>100</b>

From Table 2 above, the analysis of age respondents shows that 09 service providers (i.e. 25%) were either 30 or below the age of thirty, 07 service providers (i.e. 15%) were between thirty-one and forty years of age. The 12 service providers (i.e. 40%) were between forty-one and fifty years of

age, while 08 service providers (i.e. 20%) were either 51 or above fifty one of age.

**TABLE 3: GENDER DISTRIBUTION**

<b>GENDER DISTRIBUTION</b>			
	<b>MALE</b>	<b>FEMALE</b>	<b>TOTAL</b>
VICTOR TONG	01 (5%)	09 (20%)	10 (30%)
LERETLHABETSE	01 (15%)	09 (20%)	10 (30%)
TSHEDIMOSETSO	01 (05%)	09 (20%)	10 (30%)
TSHIDILAMOLOMO	01 (07%)	05 (08%)	06 (10%)
<b>TOTAL</b>	<b>04 (32%)</b>	<b>32 (68%)</b>	<b>36 (100%)</b>

Table 3 above illustrates that there is 1 male service provider and 9 female service providers at Victor Tong Thusong Service Centre, 1 male service provider and 9 female service providers at Leretlhabetse Thusong Service Centre, 1 male service provider and 9 female service providers at Tshedimosetso Thusong Service Centre, with 1 male service provider and 5 female service providers at Tshidilamolomo Thusong Service Centre.

In total, 32% of the sample are males while 68% are females.

This gender distribution shows that coincidentally so, there are more female service providers than male service providers rendering services at the four Thusong Service Centres investigated.

**TABLE 4 : WORK EXPERIENCE OF RESPONDENTS**

<b>WORK EXPERIENCE</b>	<b>FREQUENCY</b>	<b>PERCENTAGE</b>
0 – 5 years	0	0%
6 – 10 years	20	60%
11 – 15 years	10	27%
15 – 20 years	5	10%
Above 20 years	1	3%
<b>TOTAL</b>	<b>36</b>	<b>100%</b>

An analysis of the years of service of the respondents revealed that 27% have between eleven and fifteen years of working experience rendering relevant services and empowering the members of community with the best information at their various departments.

60% have between six and ten years of experience. One could safely say that about seventy percent (70%) of the respondents have up to ten years working experience.

Twenty three (23) service providers, that is, approximately twenty-eight percent (28%), are service providers with over ten years of working experience. In total therefore, 77% of the service providers sampled have been in the field for over five years. This seems to be significant in terms of experience needed to be effective in addressing the needs of the rural communities through the Thusong Service Centre as an integrated approach.

#### **4.2.2 Findings from Semi-structured Interview**

Information gathered regarding the profile of the fifty respondents from both Tshedimosetso and Leretlhabetse Thusong Service Centres on the services and information provided by the service and information providers.

#### **4.2.3 Section A : Profile of Respondents**

**Question 1 :** Respondents were asked to specify their gender. 25% polled were males and 25% were females.

**Question 2 :** Respondents were asked to select their age range. The data revealed that there was / were:

- Five respondents within the age range of 18 to 24 years.
- Ten respondents within the age range of 25 to 31 years.

- Seven respondents within the age range of 38 – 44 years.
- Twelve respondents within the age range of 45 – 52 years.
- Six respondents within the age range of 53 – 58 years.
- Ten respondents within the age range of 59 – 65 years.
- No respondents within the age range of 66 and above.

**Question 3 :** Respondents were asked to mention the name of the service provider / department they are working at or for.

The fifty respondents work for the following service providers:

- Three respondents work for the South African Social Security Agency (SASSA) in Ventersdorp,
- Four respondents work for the Department of Social Development in Ventersdorp,
- Five respondents work for the Department of Home Affairs in Lebotlwane,
- Two respondents work for the Department of Health in Lebotlwane,
- Two respondents work for the Non-Governmental Organization in Ventersdorp (Tshireletsego), rendering services at Tshedimosetso Thusong Service Centre,
- Four respondents work for the Department of Home Affairs in Potchefstroom,
- Five respondents work for the Madibeng local municipality rendering services at Leretlhabetse Thusong Service Centre,
- Three respondents work for the Ventersdorp local municipality rendering services at Tshedimosetso Thusong Service Centre,

- Two respondents work for the South African Social Security Agency in Lebotlwane,
- One respondent works for the Dental Mobile Clinic at Tshedimosetso Thusong Service Centre,
- Four respondents work for the Department of Agriculture, Conservation and Environment at Tshedimosetso Thusong Service Centre,
- Three respondents work for the Office of the Public Protector at Leretlhabetse Thusong Service Centre,
- One respondent works for the Small Enterprise Development Agency at Tshedimosetso Thusong Service Centre,
- Four respondents work for the Department of Labour in Lebotlwane,
- Three respondents work for the Department of Local Economic Development (LED) in Ventersdorp local municipality,
- Four respondents work for the Department of Labour in Potchefstroom.

**Question 4 :** Respondents were asked to name their employers.

Institutions such as Ventersdorp Local Municipality, Madibeng Local Municipality, Non-Governmental Organizations, Local Economic Development, Small Enterprise Development Agency (SEDA), were identified amongst the fifty respondents.

**Question 5 :** Respondents were asked to mention how long have they been working for their employers / departments. Years varied from one respondent to another. The lowest was 10 months and the highest was 12 years. 90% of the respondents worked for their service provider for more than one year six months.



**Question 6 :** Respondents were asked to indicate their highest level of education. The level of education for 70% of the respondents is tertiary qualification and 30% are lower than this level.

#### 4.2.4 Section B : The Services and Information Provided

**Question 2:** Respondents were asked to mention what services and information were provided by the service and information provider they are working for. Services and information provided by the service providers for whom the fifty respondents are working are indicated within the table below:

**TABLE 5: SERVICES AND INFORMATION PROVIDED BY SERVICE PROVIDERS**

<b>Department, service, information provider</b>	<b>Services and / information</b>
Department of Health & Social Services (Lebotlwane Thusong Service Centre)	➤ Provision of primary health care, social work and welfare services.
South African Social Security Agency (SASSA) (Tshedimosetso and Lebotlwane	➤ Provision of social security and development services such as application and

Thusong Service Centres)	payment of social security grants.
Department of Home Affairs (Lebotlwane and Tshedimosetso Thusong Service Centres)	<ul style="list-style-type: none"> <li>➤ Application and issuing of identity and travelling documents,</li> <li>➤ Migration and immigration services,</li> <li>➤ Registration of births, deaths and marriages that have taken place,</li> <li>➤ Application and issuing of birth, death and marriage certificates (including both civil and customary marriages).</li> </ul>
Dental Mobile Clinic (Tshedimosetso Thusong Service Centre)	<ul style="list-style-type: none"> <li>➤ Provision of dental services including dental health care, extraction, filling, and so forth.</li> </ul>
Public Protector (Lebotlwane Thusong Service	<ul style="list-style-type: none"> <li>➤ Provision of informative and relevant advisory service,</li> </ul>

Centre)	<ul style="list-style-type: none"> <li>➤ Referral for a way-forward on issues reported to the public protector officials,</li> <li>➤ Follow-up closure on issues reported during previous consultations.</li> </ul>
Department of Labour (Lebotlwane and Tshedimosetso Thusong Service Centres)	<ul style="list-style-type: none"> <li>➤ Addressing and registration of newly reported labour-related cases,</li> <li>➤ Follow-up and report-back on cases previously reported and dealt with,</li> <li>➤ Issuing of application forms and advisory service on application for the Unemployment Insurance Fund (UIF),</li> <li>➤ Schedule on the visit of Labour Inspectors at various areas of Ventersdorp and Lebotlwane.</li> </ul>

<p>Small Enterprise Development Agency (SEDA) (Tshedimosetso Thusong Service Centre)</p>	<ul style="list-style-type: none"> <li>➤ Provision of advisory service to those people who would like to establish their own small businesses,</li> <li>➤ Assistance in drawing up and compilation of a business plan,</li> <li>➤ Advisory service on maintenance and sustainability of both old and new businesses, all small, medium and micro businesses or enterprises.</li> </ul>
<p>Local Economic Development (LED)</p>	<ul style="list-style-type: none"> <li>➤ Promotion of small, medium and micro entrepreneurship of the area,</li> <li>➤ Empowerment and development of the local entrepreneurs,</li> <li>➤ Promotion and encouragement of</li> </ul>

	<p>participation on skills development information sessions,</p> <ul style="list-style-type: none"> <li>➤ Promotion of access to business skills development</li> </ul>
<p>Department of Agriculture, Conservation and Environment (Tshedimosetso Thusong Service Centre)</p>	<ul style="list-style-type: none"> <li>➤ Provision of advisory service to those people who have been on either crop or animal farming all along, and those who would like to do farming for the first time in their lives,</li> <li>➤ Attend and registration of issues being reported, particularly on animal farming, animal-theft, grazing areas, irrigation, animal camping, immunization, auctioning and so forth.</li> </ul>
<p>Ventersdorp Local Municipality</p>	<ul style="list-style-type: none"> <li>➤ Rendering of some of the municipal services to the community, e.g. payment of</li> </ul>

	<p>services; rental, electricity, water and sanitation, refuse removal,</p> <ul style="list-style-type: none"> <li>➤ Revisiting, maintaining and updating the indigent register,</li> <li>➤ Updating the community of the developments that are unfolding around their area of jurisdiction, and so forth.</li> </ul>
<p>Madibeng Local Municipality</p>	<ul style="list-style-type: none"> <li>➤ Rendering of some of the municipal services to the community, e.g. payment of services; rental, electricity, water and sanitation, refuse removal,</li> <li>➤ Revisiting, maintaining and updating the indigent register,</li> <li>➤ Updating the community of the developments that are unfolding around their area of jurisdiction, and so forth.</li> </ul>

<p>Tshireletsego Home-based care - Non Governmental Organization (NGO) (Tshedimosetso Thusong Service Centre)</p>	<ul style="list-style-type: none"> <li>➤ Provision of care-giver services to both the terminally-ill and patients who are not terminally ill at their respective homes,</li> <li>➤ Provision of both moral and psychological support to those who are either infected or affected by the life-threatening diseases such as cancer, HIV-Aids, stroke, etc.</li> </ul>
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**Question 1:** Respondents were asked to mention how the services and / or information helps them and leads them towards the improvement of their quality of life. (Their responses should at the same time indicate as to whether the Thusong Service Centres are responding to the needs of the rural communities that they are serving)

The services and / or information of the service providers from the two Thusong Service Centres, from which the fifty respondents derived, lead

towards the improvement of life of members of the rural communities because of the reasons stated within the table below:

**TABLE 6: REASONS WHY THE SERVICES AND / OR INFORMATION OF THE SERVICE PROVIDERS LEAD TOWARDS THE IMPROVEMENT OF THE QUALITY OF COMMUNITY LIFE**

<b>Department, service, information provider</b>	<b>Reasons</b>
Department of Health & Social Services (Lebotlwane Thusong Service Centre)	➤ A healthy, sustainable environment is maintained
South African Social Security Agency (SASSA) (Tshedimosetso and Lebotlwane Thusong Service Centres)	➤ Access to money from the payment of the social grants leads towards the improvement of the standard of living for people within the community.
Department of Home Affairs (Lebotlwane and Tshedimosetso)	➤ Services provided by this department enables people to



Thusong Service Centres)	interact with other departments. For instance, the application and issuing of both identity documents and birth certificates make it possible for a person to get access to the basic social grants. This ultimately leads towards the development and improvement of the quality of life of members of the community. Some of the people who are unemployed depend on the basic social grants for a living.
Dental Mobile Clinic (Tshedimosetso Thusong Service Centre)	➤ People do not need to walk long distances any longer if they need any dental care. They now have services close to wherever they are.
Public Protector	➤ People have got access to any

<p>(Lebotlwane Thusong Service Centre)</p>	<p>information and service they require very close to them.</p> <ul style="list-style-type: none"> <li>➤ The cases they reported get addressed effectively, efficiently and timeously.</li> </ul>
<p>Department of Labour (Lebotlwane and Tshedimosetso Thusong Service Centres)</p>	<ul style="list-style-type: none"> <li>➤ People are kept updated with regard to the cases they have reported,</li> <li>➤ People have a clear understanding of the UIF, how to apply for it, and its importance for them,</li> <li>➤ The visit of Labour Inspectors' at Ventersdorp, Lebotlwane, and the nearby areas made it possible for the number of cases of ill-treatment of people, particularly farm-workers, to drop.</li> </ul>
<p>Small Enterprise Development</p>	<ul style="list-style-type: none"> <li>➤ Members of community get</li> </ul>

<p>Agency (SEDA) (Tshedimosetso Thusong Service Centre)</p>	<p>all the information they need with regard to entrepreneurship.</p> <ul style="list-style-type: none"> <li>➤ They know where to go whenever they need a service or information regarding issues such as business plans, the do's and dont's of a business, its sustainability, marketing, and so forth.</li> </ul>
<p>Local Economic Development (LED)</p>	<ul style="list-style-type: none"> <li>➤ The local small, medium and micro entrepreneurs of the area get empowered,</li> <li>➤ There are more information-sharing sessions organised to disseminate information and impart skills on local economic development,</li> <li>➤ There is an improved access to business and marketing skills development</li> </ul>

	<p>programmes,</p> <ul style="list-style-type: none"> <li>➤ The level of participation of community members on local economic development and entrepreneurship is rising.</li> </ul>
<p>Department of Agriculture, Conservation and Environment (Tshedimosetso Thusong Service Centre)</p>	<ul style="list-style-type: none"> <li>➤ People have got more information on both crop or animal farming.</li> <li>➤ Issues such as animal farming, animal-theft, grazing areas, irrigation, animal camping, immunization, auctioning form part of the agenda every time there is a meeting between the department and the community.</li> </ul>
<p>Ventersdorp Local Municipality</p>	<ul style="list-style-type: none"> <li>➤ Instead of walking long distances to town to access the municipal services, the Tshedimosetso Thusong</li> </ul>



	<p>Service Centre is closer for the benefit of the community, e.g. for the payment of services; rental, water and sanitation, electricity and refuse removal.</p>
<p>Madibeng Local Municipality</p>	<p>➤ Instead of walking long distances to town to access the municipal services, the Lebotlwane Thusong Service Centre is closer for the benefit of the community, e.g. for the payment of services; rental, water and sanitation, electricity and refuse removal.</p>
<p>Saint NGO , (Home-based care services)  Tshireletsego Home-based care and sewing - Non Governmental Organization (NGO)</p>	<p>➤ The services and information are of vital importance to both patients and healthy individuals as it revives and boosts their morale</p>

(Tshedimosetso Thusong Service Centre)	irrespective of what is taking place in their lives. They give them hope in the hopeless situation. All these are therefore indications that the Thusong Service Centres are addressing the needs of the people in the rural areas.
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**Question 3: Respondents were requested to come up with the needs of the service or information provider they work for, so that the maximum potential towards providing services and information to the community may be used.**

Needs of service providers for which the respondents are working for are as follows:

- The need to increase the number of staff members is rated at 60% of the 50 respondents.
- The need for a higher level of community participation was rated at 70% of the 50 respondents.

- The need for funds to market the services of the centre is rated at 50% of the 50 respondents.
- The need for a good working relationship amongst various departments was rated at 20% of the 50 respondents.
- The need to brand the centre with corporate colours was rated at 20% of the 50 respondents.
- The need for more space to render services in the centre was rated at 10% of the 50 respondents.
- The need for resources to maintain clean, attractive surroundings for the centre and refuse removal was rated at 65% of the 50 respondents.
- The need for operational funding of the centre was rated at 70% of the 50 respondents.

## **CHAPTER FIVE**

### **5. DISCUSSION AND RECOMMENDATIONS**

#### **5.1 INTRODUCTION**

The purpose of this study was to determine the effect of the Thusong Service Centres project as an integrated approach in addressing the needs of the rural communities with specific focus on the four Thusong Service Centres in the North West Province.

#### **5.2 DISCUSSION**

5.1.1 The effectiveness of services rendered to the rural communities of the North West, particularly where the four targeted centres are based have been scrutinized. The main objective in establishing and operationalizing the Thusong Service Centre as government's main vehicle to communicate its programmes, is to bring services and information closer to the people.

5.1.2 In the findings summarised in chapter 4, table 5 says more about the kind of services and information provided by service providers at the four targeted centres. Through services rendered at various centres (as



indicated on table 5), it shows very clearly that the approach of establishing the Thusong Service Centres as a one-stop-information and service centre is definitely one of the best ever, as they better the lives of the people in rural areas.

5.1.3 There is an indication that the Thusong Service Centres project, as an integrated approach, is doing well in addressing the needs of rural communities. More centres should therefore, be established and continue to improve the lives of rural people.

5.1.4 At least 99, 9% of respondents were very clear about the concept: Thusong Service Centre.

They have got experience basically as they are providers of services rendered at the four centres. Respondents therefore, knew exactly what they were referring to when they responded to the questions, be it from interviews or questionnaires. 90% of the respondents worked for their service providers for more than one year and six months.

**Evidence to that effect is as follows:**

- Three respondents work for the South African Social Security Agency (SASSA) in Ventersdorp,

- Four respondents work for the Department of Social Development in Ventersdorp,
- Five respondents work for the Department of Home Affairs in Lebotlwane,
- Two respondents work for the Department of Health in Lebotlwane,
- Two respondents work for the Non-Governmental Organization in Ventersdorp (Tshireletsego), rendering services at Tshedimosetso Thusong Service Centre,
- Four respondents work for the Department of Home Affairs in Potchefstroom,
- Five respondents work for the Madibeng local municipality rendering services at Leretlhabetse Thusong Service Centre,
- Three respondents work for the Ventersdorp local municipality rendering services at Tshedimosetso Thusong Service Centre,
- Two respondents work for the South African Social Security Agency in Lebotlwane,
- One respondent works for the Dental Mobile Clinic at Tshedimosetso Thusong Service Centre,
- Four respondents work for the Department of Agriculture, Conservation and Environment at Tshedimosetso Thusong Service Centre,
- Three respondents work for the Office of the Public Protector at Leretlhabetse Thusong Service Centre,
- One respondent works for the Small Enterprise Development Agency at Tshedimosetso Thusong Service Centre,
- Four respondents works for the Department of Labour in Lebotlwane,

- Three respondents works for the Department of Local Economic Development (LED) in Ventersdorp local municipality,
- Four respondents works for the Department of Labour in Potchefstroom.

### **5.3 CONCLUSION**

The interview and survey conducted revealed that the Thusong Service Centres project, as an integrated approach, is really addressing the needs of rural communities.

The main objective of bringing Thusong Service Centres into the picture was to bring services, information and skills closer to where people, are in order to save them from walking longer distances just to access what is due to them; services and information, particularly government information.

Government departments, private sectors, parastatals, NGOs and CBOs, all gather under one roof with the same purpose, i.e. to serve the people of South Africa in a more collaborative, cooperative and interactive manner, more especially people in the rural areas. The Thusong Service Centres are intended to be utilized for the interactive, unmediated, face-to-face sessions between government

leadership, including the President, Ministers, Premiers, MECs, Executive Mayors, Mayors, Councillors and the community members, in a way that puts the public participation and participatory democracy policies into action.

A lot of progress has been registered with regard to the Thusong Service Centre programme. Millions of people have been assisted all over the country through this integrated approach of taking government closer to the people – the Thusong Service Centre.

Information has been disseminated, information-sharing sessions that better the lives of people (Development Communication) have been conducted, services have been delivered, skills have been imparted, unmediated, face-to-face meetings have been held between government and the people, and information brochures have been distributed to the people in the languages that they understand best; all this is very crucial.

The four targeted Thusong Service Centres, i.e. Tshedimosetso, Tshidilamolomo, Lebotlwane and Victor Tong play a major role in improving the quality of life of community members.

This integrated approach in addressing the needs of the rural communities is therefore working successfully. The lives of many people have been touched, improved, bettered, developed and changed drastically through the services of the four targeted Thusong Service Centres for this study.

Mr Thabo Mbeki, the former President of the Republic of South Africa, was one of the people who were highly optimistic that, the Multi-Purpose Community Centres (currently know as Thusong Service Centres) would continue to play a very critical role in providing communities with services and information that are incredibly developmental in their lives; hence he ensured that he supported and encouraged the establishment of the centres.

During his speech on the State of the Nation Address in 2007, Mr Mbeki was quoted as saying, “further to improve its service to the people, government should optimise its capacity and organisational efficiency. To achieve these objectives, we will, during the course of this year: roll out the Batho Pele campaign at local government level, intensify outreach activities including izimbizo and set up more Multi-Purpose Community Centres beyond the 90 currently operational” (State of the Nation Address, 2007: 17).

## **5.4 RECOMMENDATIONS**

5.4.1 Members of community should always be more involved from the planning phase of the establishment of the Thusong Service Centre up to the time of operation and launch.

5.4.2 The spirit of ownership should be instilled in the community members as such structures are made available for their own benefit.

5.4.3 There should be a standard subsidy and an adequate budget that is reviewed annually, set aside for the daily and general operation of the Thusong Service Centre.

5.4.4 Various departments rendering services to the communities from the Thusong Service Centres must always strive to work collaboratively as most of the services rendered are interlinked with each other.

5.4.5 The municipalities should work hand in hand with the Thusong Service Centre Programme in order to maintain a good condition of the centre; this includes cleaning of both the internal and external part of the structure.

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## ANNEXURE A

### RESEARCH QUESTIONNAIRE

**Topic:** Effects of the Thusong Service Centres project: An integrated approach in addressing the needs of rural communities in the North West Province.

Researcher: Keakantse Jeanette Tshite  
Institution: North West University (Mafikeng Campus)

NB: All the information obtained from this will be treated with strict confidence

#### Instructions:

Kindly respond to the following questions by making a cross (X) on the appropriate block.

Please do not write your name down

#### SECTION A: BIOGRAPHICAL INFORMATION

1. Your gender category

1. Female	
2. Male	

2. Your age category

1.1 18 – 24	
1.2 25 – 31	
1.3 38 – 44	
1.4 45 – 52	
1.5 53 – 58	
1.6 59 – 65	
1.7 66 and above	

3. Work experience of respondents

1. 0 - 5 years	
2. 6 – 10 years	
3. 11 15 years	
4. 15 – 20 years	
5. Above 20 years	

4. Highest level of education

1. Tertiary (college, technikon, University)	
2. Adult basic education and Training (ABET)	
3. Matric	
4. Other	

5. Which service provider / department are you working for?

.....

**SECTION B: SERVICES AND INFORMATION PROVIDED**

1. What is your occupation?

.....

2. What services and information are provided by your service providers / department at the Thusong Service Centre?

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3. How does the services and information provided at the four targeted Thusong Service Centres address the needs of the rural communities?

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4. Are the four Thusong Service Centres in the North West really assisting in addressing the needs of the rural communities?

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5. Are there visible changes and progress registered by the establishment of the Thusong Service Centres as the one-stop service and information centres where they are available in the rural areas of the North West?

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6. Is there any indication of commitment by all the service providers in the Thusong Service Centres in providing people in the rural areas with relevant information and services?

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7. Is there a necessity to keep on establishing more Thusong Service Centres around the country, with special emphasis to the 2<sup>nd</sup> Generation Phase where each of the 283 local municipalities in South Africa is supposed to have established at least one Thusong Service Centre by 2014?

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**Thank you for your participation!!!**



LIST, SEPTEMBER 2009

EASTERN CAPE						
<b>PROVINCIAL DIRECTOR:</b> TELL: 043 722 4903 CELL: 082 6191057 NUMBER OF CENTRES: 7			<b>PISSC CHAIRPERSON: REV. MXOLISI MFAZWE</b> TEL: (040) 609 6009 FAX: 086 645 6376 CELL: 082 854 4545 / 072 891 1963 E-mail: <a href="mailto:mxolisi.mfazwe@otp.ecp.gov.za">mxolisi.mfazwe@otp.ecp.gov.za</a>			
Centre Name	Operational Date	District Municipality	Local Municipality	Address	Centre Manager	GCIS Officer
1. Cofimvaba	2002	Chris Hani	Intsika Yethu	Cnr High Street & Bellair Avenue, Cofimvaba	Vacant	Mr. Phumlani Libala Tel: 047 8740 444 Fax: 047 874 0553 Cell: 073 839 2993
2. Centane	2003	Amathole	Mnquma	Centane , 20 Bell Avenue Street	Ms Nombulelo Mgidi Tel: 047 498-1126 Fax: 082 091 7780 Cell: 047 498-1032	Mr Pumlani Gabazana Tel: 047 4981207 Fax: 047 498 1207 Cell: 073 321 0877
3. Sterkspruit	2001	Ukhahlamba	Senqu	No. 79 Main Street, Sterkspruit	Mr Mliindeli Sunduza Tel: 051 611-1335 Fax: 051 611-1335 Cell: 072 539 5499	Mr. Mbulelo Thethelwa Tel: 051 611-1004 Fax: 051 611-1004 Cell: 082 978 2475
4. Qunu	2006	OR Tambo	King Sabatha Dalindyebo	Qunu Village N2 Road from East London to Mthatha (Opposite Nelson Mandela House)	Mr Andiswa Mandela Tel: 047 538 7017 Fax: 047 538 7017 Cell 072 314 2593	Mr. Mzimasi Dyomfana Tel:047 538 7017 Fax: 047 538 7017 Cell: 073 092 9589
5. Viedgesville	2006	OR Tambo	King Sabatha Dalindyebo	N2 Road from East London to Mthatha Viedgesville location, Mthatha	Ms Nontle Saphepha Emp: Municipality Tel: 047 538-9011 Fax:047 538 0026 Cell: 078 2950 689	Mr. Mzimasi Dyomfana Tel:047 538-9011 Fax: 047 538-9011 Cell: 073 092 9589
6. Tombo	1999	OR Tambo	Port St Johns	Along R61 to Port St	Mr. Zolile Nongco	Mr. Andile Duka

				Johns, Tombo Village	Tel: 047 564-1152 Fax: 047 564-1145 Cell: 073 820 2649	Tel: 047 564-1129 Fax: 047 564 9154 Cell: 071 1545 619
7. Tsilithwa	2008	OR Tambo	Mhlontlo	Sulenkama Administrative area at Qumbu	Mr. Mzimkhulu Jikijela (Acting) Tel: Fax: 047 553 0189 Cell: 082 564 8890 /084 245 3485	Mr. Mzimasi Dyomfana Tel: 0475389011 Fax: 0475389011 Cell: 073 092 9589
<b>FREE STATE</b>						
<b>PROVINCIAL DIRECTOR: TREVOR MOKEYANE</b> TELL: 051 448-4504 CELL: 083 255- 0042 NUMBER OF CENTRES: 9				<b>PISSC CHAIRPERSON: Vacant</b> TELL: (051) 405 4468 FAX: (051) 405 5393 CELL: E-mail:		
Centre Name	Operational Date	District Municipality	Municipality	Address	Centre Manager	GCIS Officer
8. Botshabelo	2001	Motheo	Mangaung	1230 Section E , Botshabelo	Ms Julia Matsau Tel: 051 532 0855 Fax: 051 532 6791 Cell: 083 346 5451	Mr. Sello Msimanga Tel: 051 532-2648 Fax: 051 532-2648 Cell: 079 728 8654
9. Qalabotjha	2004	Fezile Dabi	Mafube	1279 Gamede Street, Qalabotjha, Villiers	Tel: 058 821-0688 Fax: 058 821-1127 Cell:	Mr. Webster Manoto Tel: 058 821-1127 Fax: 058 821-1127 Cell: 083 445-1799
10. Onalerona/ Sediba	2001	Motheo	Mangaung	188 Sediba Village (Next to Sediba Clinic) Thaba Nchu	Mr Anthony Thepe Emp: Premiers Office Tel: 051 532 2648 Fax: N/A Cell: 082 550 8512	Mr. Sello Msimanga Tel: 051 532-2648 Fax: 051 532-2648 Cell: 079 728 8654
11. Namahadi	2001	Thabo Mofutsanyane	Maluti-a-Phofung	Namhadi Centre, Mangaung Village , Charles Mopeli Stadium	Mr. Ishmael Dithebe Tel: 058 789-1147 Fax: 058 789-1147 Cell: 072 8491500	Cholo Mokonopi Tel: 058 789 3585 Fax: 058 789 3585 Cell: 082 957 2827

12. Kopanong	2006	Xhariep	Kopanong	398 Booyesen Street, Madikgetla, Trompsburg	Mr. Zenzelani Smock Emp: Premiers Office Tel: 051 713-019 Fax:051 713-0192 Cell: 083 392 4316	Mr. Albé Topkin Tel: 051 7130189 Tel: 051 713 0192 Cell: 082 591 1091
13. Zastron / Mohokare	2006	Xhariep	Mohokare	Cnr Vegkop & Pansegrouw Street, Zastron	Mr Dan Nzola Tel: 051 673-1671 Fax: 051 673-1761 Cell: 072 5259 159	Ms Merriam Dirane Tel: 051 673-1979 Fax: 051 673-1324 Cell: 072 928 6068
14. Phiritona/ Heillbron	2005	Fezile Dabi	Ngwathe	2264 Makoko Hlahane Street Phiritona Heillbron	Mr. Francis Moeketsi Tel: 058 852- 1411 Fax:058 852 – 1917 Cell: 078 669 6559	Ms. Leseli Tau Tel: 056 213-2795 Fax: 056 213-2795 Cell: 083 590-9889
15. Tokologo	2008	Lejweleputswa	Tokologo	Malebogo Community Hall, Malebofo Hertzogville	Mr Emmanuel Seretsi Tel: 053 421 9051 Fax: 053 421 9244 Cell:082 669	Mr. Solly Witwoet Tel:051 448 4504 Fax:051 430 7032
16. Tseki	2009 June	Thabo Mofutsanyane	Maluti-a-Phofung	Mangaung Village Namahadi Centre Charles Mopedi Stadium Witsishoek 9870	Mr Eshmael Dithebe Tel: 058 789 1147 Cell: 072 849 1500	Cholo Mokonopi Tel: 058 789 3585 Fax: 058 789 3585 Cell: 082 957 2827
<b>GAUTENG</b>						
PROVINCIAL DIRECTOR: EMMANUEL MATIDZE TELL: 011 834 3560 CELL: 082 574 5495 NUMBER OF CENTRES: 39				PISSC CHAIRPERSON: NIKELWA TENGIMFENE TEL: (011) 355 6034 FAX: (011) 355 6834 CELL: 082 574 5495 E-mail: <a href="mailto:nikelwa.tengimfene@gauteng.gov.za">nikelwa.tengimfene@gauteng.gov.za</a>		
Centre Name	Operational Date	District Municipality	Municipality	Address	Centre Manager	GCIS Officer
17. Alexandra	2004	City of Johannesburg	City of Johannesburg	8 <sup>th</sup> Avenue & Rooseveld Street,	Vacant	Mr. Robbie Senoelo Tel: 011 443 1358

				Alexandra		Fax: 011 443 1358 Cell: 083 621 9533
18. Diepsloot	2002	City of Johannesburg	City of Johannesburg	Stand 381 Diepsloot , West Diepsloot	Vacant	Mr. Robbie Senoelo Tel: N/A Fax: N/A Cell: 083 621 9533
19. Tembisa	2002	Ekurhuleni	Ekurhuleni Metro	238 Igqagqa Section, Cnr George Nyanga Drive & Andrew Mapheto Street, Tembisa	Mr. Arthur Zwane Tel: 011 921-2701 Fax: 011 924-4254 Cell: 082 838 5539	Mr. Itumeleng Bogatsu Tel: 011 926-7121 Fax: 011 926-7171 Cell: 071 450 6038
20. Daveyton	2003	Ekurhuleni	Ekurhuleni Metro	Daveyton Mall, Eiselen Street, Daveyton, Benoni	Acting: Ms Nompumelelo Phakathi Tel: 011 741 6006 Fax: 011 741 6634 Cell: 082 336 0819	Mr. Itumeleng Bogatsu Tel: 011 926-7121 Fax: 011 926-7171 Cell: 071 450 6038
21. Thokoza	2004	Ekurhuleni	Ekurhuleni Metro	8015 Khumalo Street, Thokoza	Amanda Van Zyl Emp: Municipality Tel: 011 820-4437 Fax: 011 905-0186 Cell: 083 417 8106	Mr. Thomas Huma Tel: 011 905 8803 Fax: 011 905 8803 Cell: 083 440 0476
22. Sebokeng	2000	Sedibeng	Emfuleni	88 Moshoeshoe Street, Sebokeng	Ms Kate Jacobs Te: 016 988-1520 Fax: 016 988-0586 Cell: 082 469 0586	Ms Thembi Matjokana Tel: 016 988-1960 Fax: N/A Cell: 073 190 2075
23. Orange Farm	2005	City of Johannesburg	City of Johannesburg	15747 Orange Farm, Extention 4 (Next to SAPS)	Vacant	Mr. Sbusiso Mkhize Tel: 011 935-6492n/a Fax: 011 935 6492 Cell: 072 242 5994
24. Ratanda	2004	Sedibeng	Lesedi	Cnr Heidelberg & Boshhoek Street Ratanda	Vacant	Mr. Thomas Huma Tel: 016 988-1960 Fax: 016 988-1962 Cell: 083 440 0476

25. Fararani	2001	Ekurhuleni	Ekurhuleni Metro	Modjadjie Street, Tsakane, Brakpan	Lidia Joubert Tel: 011 741 2482 Fax: 086 603 1429 Cell: 083 291 8863 E-mail: lidia@ekurhuleni.com	Mr. Jacob Molete Tel: 011 738-8516 Fax: 011 738-8516 Cell: 073 657 5680
26. Duduza		Ekurhuleni	Ekurhuleni Metro	No 1: Nala Street, Duduza, 1496	Ndoli Mosiane Tel: 011 741 2283/84 Fax: 011 810 1286 Cell: 082 888 4136  E-mail: ndoli@ekurhuleni.com	Mr. Jacob Molete Tel: 011 738-8516 Fax: 011 738-8516 Cell: 073 657 5680
27. Orlando East	2004	City of Johannesburg	City of Johannesburg	1425 Sofasonke Street, Orlando East, 1804	Vacant	Mr. Sbusiso Mkhize Tel: 011 935 6492 Fax: 011 935 6492 Cell: 072 242 5994
28. Ipelegeng	2002	City of Johannesburg	City of Johannesburg	1283 White City, Jabavu, Cnr Phera & Khumalo Street, Soweto	Mr Panka Modise Tel: 011 982-5810 Fax: 011 982-6400 Cell: N/A	Ms Palesa Beja Tel: 011 982-1200 Fax: 011 982-1200 Cell: 072 396 4446
29. Dobsonville	2002	City of Johannesburg	City of Johannesburg	2332 Luthili Street, Dobsonville	Vacant	Ms Palesa Beja Tel: N/A Fax: N/A Cell: 072 396 4446
30. Bekkersdal	2004	West Rand	Westonaria	Cnr Godlo and Panyapanya street, Bekkersdal	Ms Sbongile Mtjali Tel: 011 755-3496 Fax: N/A Cell: 073 361 0746	Ms. Tshidi Mokoka Tel: 011 414 1888 Fax: 011 414 1888 Cell: 083 961 9352
31. Brandvlei	2004	West Rand	Randfontein	Stand 64, Ventersdorp Road, Brandvlei	Mr Mia Mohamed Tel: 011 416-2107 Fax: N/A Cell: N/A	Ms. Tshidi Mokoka Tel: 011 414 1888 Fax: 011 414 1888 Cell: 083 961 9352
32. Mohlakeng	2003	West Rand	Randfontein	262 Ralerata Street, Mohlakeng , Westrand,	Ms Kedibone Kgaswana Tel: 011 414 1072 Fax: 011 414-1888	Ms. Tshidi Mokoka Tel: 011 414 1888 Fax: 011 414 1888

				Randfontein	Cell: N/A	Cell: 083 961 9352
33. Kagiso	2004	West Rand	Randfontein	8740 Kagiso Avenue , Extention 12 (Next to SAPS)	Mr. Velery Lekalakala Tel: 011 951-2304 Fax: N/A Cell: N/A	Ms Palesa Beja Tel: 011 982-1200 Fax: 011 982-1200 Cell: 072 396 4446
34. Soshanguve	2002	City of Tshwane	City of Tshwane	Shop 49 NAFCOC Shoping Centre, Soshanguve	Mr. David Mabotja Tel: 012 799-4456 Fax: 012 799-4456 Cell: 083 757 1246	Ms. Lebogang Ngakane Tel: 012 799-5005 Fax: 012 799-5005 Cell: 083 494 2522
35. Atteridgeville	2004	City of Tshwane	City of Tshwane	1770 Komane Street Mini-Munitoria, Atteridgeville	Mr. Ephraim Makofane Tel: (012) 3738856 Cell: 0822994794	Ms. Lebogang Ngakane Tel: N/A Fax: N/A Cell: 083 494 2522
36. Zithobeni	2001	Metsweding	Kungwini	2237 Mothibe Drive, Ziithobeni	Vacant	Ms. Esme Modisane Tel: N/A Fax: N/A Cell: 082 930 0267
37. Mamelodi	2002	City of Tshwane	City of Tshwane	19864 Makhubela Street, Mamelodi West	Mr. Kgomotso Mohlala (Executive Director: City of Tshwane)	Ms Esme Modisane Tel: 012 805-0117 Fax: 012 805-0121 Cell: 082 930 0267
38. Kwa Thema	2006	Ekurhuleni	Ekurhuleni Metro	54 Luthombo Street, Tornado Section, Kwa Thema	Ms. Tshidi Phalatse	Mr. Jacob Molete Tel: 011 738-8516 Fax: 011 738-8516 Cell: 073 657 5680
39. Boitshepville	2006	Emfuleni	Sedibeng	Stand 2013, Phase 2, Tshepiso	Vacant	Ms. Thembi Matjokana Tel: N/A Fax: N/A Cell: 083 393 7754
40. Lord Khanyile	2006	City of Johannesburg	City of Johannesburg	Cnr Freedom & Osizwe streets, Ivory Park	Vacant	Mr. Itumeleng Bogatsu Tel: N/A Fax: N/A Cell: 071 450 6038
41. Vosloorus	2003	Ekurhuleni Metro	Ekurhuleni Metro	No.1 Berry Maree, Road Vosloorus, (Next to SAPS	Mrl Hennie Botha Tel: 011 899 4208 Fax: 011 437 2122	Mr. Thomas Huma Tel: N/A Fax: N/A



					Cell: 082 490 1281	Cell: 083 440 0476
42. Ga-Rankuwa	2007	City of Tshwane	City of Tshwane	City of Tshwane Municipal Building Extention Library, Ga- Rankuwa	Mr. Dolf Seemise Tel: 012 358 9682 Fax: Cell	Mr. George Moeketsi Tel: Fax: Cell: 083 273 6559
43. Onverwacht	2007	Metsweding	Nokeng tsa Taemane	Onverwacht Municipal Library, Onverwacht  10 km from the Cullinan Mine	Mr. Fanie Qibi Tel: 012 732 0564 Fax: Cell: 083 761 4000	Mr. George Moeketsi Tel: Fax: Cell: 083 273 6559
44. Impumulelo	2007	Sedibeng	Lesedi	Impumulelo Municipal Building, Impumulelo, Devon	Vacant	Mr. Jacob Molete Tel: 011 738-8516 Fax: 011 738-8516 Cell: 073 657 5680
45. Ekangala	2008	Metsweding	Kungwini	Section F, Ekangala	Vacant	Ms Esme Modisane Tel: N/A Fax: N/A Cell: 082 930 0267
46. Hammanskraal	2008	City of Tshwane	City of Tshwane	Hammanskraal Skills Centre, 40 Oud Warmbath Road	Vacant	Mr. George Moeketsi Tel: 012 711 3160 Fax: 012 711 3160 Cell: 083 273 6559
47. Olievenhoutbosch	2008	City of Tshwane	City of Tshwane		Vacant	Ms Lebogang Ngakane Tel: Fax: Cell: 082 494 2522
48. Munsieville	2008	West Rand	Mogale City	Next to Munsieville Police Station	Vacant	Ms Palesa Beja Tel: 011 982-1200 Fax: 011 982-1200 Cell: 072 396 4446
49. Eldorado Park	2006	City of Johannesburg	City of Johannesburg	4064 Link Crescent, Extension 5, Eldorado Park	Vacant	Mr. Sbusiso Mkhize Tel: Fax:

						Cell: 072 242 5994
50. Evaton/Mafatsane	2008	Sedibeng	Emfuleni	1360 Bodean Road, Cnr Buffalo Road, Evaton		Thembi Matjokane Tel: 016 988 1960 Fax: 016 988 1962 Cell: 073 190 2075
51. Sicelo Shiceka	2008	Sedibeng	Midvaal	Sicelo Stadium, Cnr Sobuku Amakeia Street, Sicelo, Meyerton, 1951		Mr. Thomas Huma Tel: N/A Fax: N/A Cell: 083 440 0476
52. Hekpoort	2008	West Rand	Mogale City	Hekpoort Road, Hekpoort	Mr Katani Tel: Fax: Cell: 083 645 1893	Mr. Robbie Senoelo Tel: N/A Fax: N/A Cell: 083 621 9533
53. Bophelong	2009 February	Sedibeng	Emfuleni			Thembi Matjokane Tel: 016 988 1960 Fax: 016 988 1962 Cell: 073 190 2075
54. Rethabiseng / Eyethu	2009 February	Metsweding	Kungwini			Ms. Esme Modisane Tel: N/A Fax: N/A Cell: 082 930 0267
55. Refilwe	2009 June	Metsweding	Kungwini			Mr. George Moeketsi Tel: 012 711 3160 Fax: 012 711 3160 Cell: 083 273 6559

**LIMPOPO**

**PROVINCIAL DIRECTOR: THANYANI RAVHURA**  
**TEL: 015 291 4689**  
**CELL: 082 421 3461**  
**NUMBER OF CENTRES: 16**

**PISSC CHAIRPERSON: Mr Selaelo Makgato**  
**TEL: (015) 294 7751**  
**FAX: (015) 291 4080**  
**CELL: 072 157 7634**  
**E-mail: [makgatos@premier.limpopo.gov.za](mailto:makgatos@premier.limpopo.gov.za)**

Centre Name	Operational Date	District Municipality	Municipality	Address	Centre Manager	GCIS Officer
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56. Eldorado	2005	Capricorn	Blouberg	Eldorado Village	Ms Francinah Phalafala (Acting) Tel: 015 592-0170/9900 Fax: 015 592 8019 Cell: 082 784 4790	Mr Matome Mohlopi Tel: 015 291-4689 Fax: 015 295-6982 Cell: 083 742 6773
57. Festus Mothudi	2005	Capricorn	Molemole	Circuit Office , Department of Education, Ga- Ramokgopa	Mr Raselae Tel: 015 397 4333 Fax: Cell: 082 463 2221	Mr Matome Mohlopi Tel: 015 291-4689 Fax: 015 295-6982 Cell: 083 742 6773
58. Botlokwa	2005	Capricorn	Molemole	1154 Mphakane Village, Dwarsrivier, Botlokwa	Ms Maria Mogale Tel: 015 527-1596 Fax: N/A Cell: 082 766 7109	Mr Matone Mhlopi Tel; 015 291-4689 Fax: 015 295-6982 Cell: 083 742 6773
59. Makhuva	2002	Mopani	Greater Giyani	Makhuva Village Green Building (Opposite Tribal Office) Giyane	Mr Richard Mathebula Tel: 015 812-5602 Fax: 015 815-5602 Cell: 082 461 0994	Mr Collins Ndlovu Tel: 015 812-5602 Fax: 015 815-0425 Cell: 083 922 0640
60. Mokwakwaila	2005	Mopani	Greater Giyane	Makuya Village , Green Building (Near Tribal Office) Thohoyandou	Mer Sproenger Shiluvane Tel: 015 812-5602 Fax: 015 815-5602 Cell: 082 904 5903	Mr Collins Ndlovu Tel: 015 812-0425 Fax: 015 812-0425 Cell: 083 922 0640
61. Bulamahlo	2005	Mopani	Greater Tzaneen	No 30-32 Mahwibidung Section, Bulamahlo  Close to Dr C N Phatudi Hospital	Mr Paul Komane (Acting) Tel: N/A Fax: N/A Cell: 082 209 1945	Ms Mmaphuthi Mathatho Tel: 015 355 3137 Fax: N/A Cell: 072 126 1732
62. Kgautswane	2000	Sekhukhune	Grater Tubatse	Matshiretsane, Ohrigstad , Kgautswane Village	Ms Clara Masinga Tel: 013 231-7515 Fax: 013 238-0122 Cell: 082 533 7718/ 072 186 6370	Mr William Rasodi Tel: 015 291-4689 Fax: 015 295-6982 Cell: 073 416 0490
63. Leboeng	2001	Sekhukhune	Grater Tubatse	Leboeng Village , Safety Centre , Burgersfort	Insp: Moholane Tel: 013 769-9026 Fax: 013 769-9201	Mr William Rasodi Tel: 015 291-4689 Fax: 015 291-4689

					Cell: 082 5657135	Cell: 073 416 0490
64. Makuya	2004	Vhembe	Mutale	Makuya Village, Mtshikilili Village Next to Makuya SAPS), - Makomve Road Thohoyandou	Mr Makondelela Nemasetoni Tel: N/A Fax: N/A Cell: 072 570 3038	Ms Mpho Radzuma Tel: 015 962-5307 Fax: 015962-5307 Cell: 072 749 0127
65. Maruleng	2008	Mopani	Maruleng	Next to Sekororo Hospital , Maruleng Central, Metz Village	Mr. Josioas Ramajela Tel: 015 793 2409 Fax: 012 793 2341 Cell: 082 429 8408 /084 621 6658	Ms Eunice Nkuna Tel: 015 793 2409 Fax: 012 793 2341 Cell: 082 530 7193
66. Mabatlane	2003	Waterberg	Modimolle	Stand 268 Paul Kruger Street Vaalwater	Mr Stanley Tema Tel: 014 755 3751 Fax: 014 755 3534 Cell: 083 708 8595	Ms Maria Ramoshaba Tel: 014 755-3751 Fax: 014 755-3534 Cell: 072 225 8961
67. Babirwa	2004	Waterberg	Mogalakwena	Babirwa Village, Taueatswala Tribal Office	Ms Mokgadi Mokoko Tel: 015 505 5345 Fax: 015 571-5808 Cell: 072 391 6648	Mr Martin Madiba Tel: 015 413 0093 Fax: 015 413-0095 072 821 6108
68. Mapela	2003	Waterberg	Mogalakwena	Mesopotamia Village (Next to Mapela taxi rank)	Ms Andrina Matsemela Mabusela Tel: 015 413 0000/2 Fax: 015 413-0023 Cell: 082 884 1183	Mr Martin Madiba Tel: 015 413 0093 Fax: 015 591 9755 Cell: 072 821 6108
69. Zava	2005	Mopani	Greater Giyani	Zava Village (500m from Zava High School)	Ms Lorraine Baloi (Municipal Rep) Tel: 015 811 5500 Fax: 015 812-2068 Cell: 078 718 8397	Ms Collins Ndlovu Tel: 015 812 0425 Fax: 015 812 0425 Cell: 083 922 0640
70. Fetakgomo-Atok	2008	Greater Sekhukhune	Fetakgomo	Atok Bakgalatladi Village, Ga-Nkwana	Mr Sedikila Pheladi Tel: 015 622 8000 Fax: 015 622 8026 Cell: 072 244 1507	Mr-William Rasodi Tel: 015 291 4689 Fax: 015 622 8026 Cell: 073 416 0490
71. Madimbo	2008	Vhembe	Musina	Madimbo Village,	Vacant	Mr Matodzi Ralushai

				Ward 1 Musina , Next to Madimbo Primary School		Tel: Fax: Cell: 072 391 9965
<b>MPUMALANGA</b>						
<b>PROVINCIAL DIRECTOR: TISETSO RAMOTSE</b> TEL: 013 753 2397 CELL: 072 219 5136 NUMBER OF CENTRES: 15				<b>PISSC CHAIRPERSON: SFISO NXUMALO</b> TEL: (013) 766 6993 FAX: (013) 766 8430 CELL: 072 228 4624 E-mail: <a href="mailto:senxumalo@mpg.gov.za">senxumalo@mpg.gov.za</a>		
Centre Name	Operational Date	District Municipality	Municipality	Address	Centre Manager	GCIS Officer
72. Casteel	2000	Enhlanzeni	Bushbuckridge	R14 Main Road Casteel Thusong Centre Office building, KaMthakathi Station P.O.Box 2736 Acornhoek 1360	Mr Absalom Malope Tel: 013 777 6108 Fax: 013 777 6113 Cell: 072 144 7952	Ms Zandile Mabunda Tel: 013 777 6109 Fax: 013 777 6109 Cell: 082 402 1130
73. Mpuluzi	2001	Gert Sibande	Albert Luthuli	E 1340, Fernie B PO Box 1408 Fernie 2339	Mr Mduduzi Phiri Tel: Fax: Cell: 073 674 6888	Mr. Bogani Mazibuko Tel: 017 888 0300 Fax: 017 888 0300 Cell: 082 978 0366
74. Tholulwazi	2004	Gert Sibande	Govan Bheki	307 Shaka Maseko Main Road Leandra Leslie 2265	Mr. Sammy Forest Tel: Fax: Cell: 074 686 5326	Ms Boitumelo Lehobye Tel: Fax: Cell: 078 514 6142
75. Thuthukani	2005	Gert Sibande	Lekwa	New Denmark Building Hostel next to Information Desk Office, Thuthukani, Standerton	Ms Thuli Nyambi- Mashile Tel: N/A Fax: N/A Cell: 082 325 9825	Vacant
76. Mbangwane	2007	Ehlanzeni	Nkomazi	Mbangwane Road, Next to Mbangwane Clinic P.O.Box 101	Mr Mike Mabuza Tel: N/A Fax: N/A Cell: 082 546 4053	Ms Joy Themba Tel: 013 781 0659 Fax: 013 781 0659 Cell: 073 078 7866

				Malalane 1320		
77. Siyathemba	2008	Gert Sibande	Dipaleseng	5080 Oos Street, Siyathemba,Balfour, 2410	Mr Tsietsi Mokoena Tel: 017 683 1031 Fax: N/A Cell 082 828 1798 Email:tpmokoena@vod amail.co.za	Ms Boitumelo Lehobye Tel: Fax: Cell: 078 514 6142
78. Wonderfontein	2008	Nkangala	Emakhazeni	Portion 428 Belfast, (Behind Wonderfontein Total Garage)	Ms Jane Nkalane Tel: N/A Fax: N/A Cell: 078 298 4089	Ms Cynthia Mogola Tel: N/A Fax: N/A Cell: 082 491 8597
79. Marapyane	2007	Nkangala	JS Moroka	Marapyane Shopping Complex	Mr. Siphoh Mahlangu Tel: Fax: Cell: 072 152 6652 email:smahlangu@mpo. gov.za	Mr. Jerry Sehalahala Tel: Fax: Cell: 082 486 1397
80. Breyten	2007	Gert Sibande	Msukaligwa	Cnr of Ous Grobler Street and Breytenbech Street, Breyten	Ms Brenda Magudulela Tel: Fax: Cell: 082 495 1993	Mr. Bongani Mazibuko Tel: Fax: Cell: 082 978 0366
81. Matsamo	2000	Enhlazeni	Nkomazi	Matsamo Tribal Office, Schoemansdal, P.O.Box 743 Shongwe Mission 1331 Mpumalanga	Sergeant Nkosi Tel: Fax: Cell: 083 649 8796	Ms Joy Themba Tel: 013 781 0659 Fax: 013 781 0659 Cell: 073 078 7866
82. Louisville	2008	Ehlanzeni	Nkomazi	Old Kangwane Government Offices, Louisville	Ms Sibongile Gumbi- Mapalala Tel: Fax: Cell: 079 432 0452	Ms Joy Themba Tel: 013 781 0659 Fax: 013 781 0659 Cell: 073 078 7866
83. Daggakraal	2009	Gert Sibande	Pixley ka Seme	Stand 260, Sinqobile B, Municipal offices,	Mr Geoffrey Madonsela Cell: 082 684 4462	Vacant

				Daggakraal		
84. Moremela	2008	Ehlanzeni	Thaba Chweu	Opposite Beukes Luck potholes Moremela (Graskop)	Nxumalo Phakamile (Acting but not officially) Cell: 083 612 9992	Mr Reginald Kgoedi Tel: Fax: Cell: 083 353 2550
85. Driefontein	2008	Gert Sibande	Mkhondo	No 57, Cnr Store Street, Driefontein	Mr Fanie Ngwenyama Tel: Fax: Cell: 076 309 0003	Bongani Mazibuko Tel: Fax: Cell: 082 978 0366
86. Morgenzon	2009	Gert Sibande	Lekwa	166 Sivukile Mainstreet Morgenzon 2315	Ms Thuli Nyambi-Mashile Tel: Fax: Cell: 082 325 9825	Vacant

**KWA-ZULU NATAL**

**PROVINCIAL DIRECTOR: NONALA NDLOVU**  
**TEL: 031 301 6787**  
**CELL: 078 988 3175**  
**NUMBER OF CENTRES: 17**

**PISSC CHAIRPERSON: Mr Makenete Maduna**  
**TEL: (033) 355 6100**  
**FAX: 033) 355 6193**  
**CELL: 082 808 2579**  
**E-mail: [makenete.maduna@kznlqta.gov.za](mailto:makenete.maduna@kznlqta.gov.za)**

Centre Name	Operational Date	District Municipality	Municipality	Address	Centre Manager	GCIS Officer
87. Mbazwana	2002	Umkhayakude	KwaMhlabuyalinga	Sodwana Bay , Main Road, Mbazwana	Ms S Xulu Tel : 035 571-0970 Fax : 035 571-0232 Cell : 082 367 2727	Mr Jacob Mkhize Tel: 035 571-0914 Fax: 035 571-0138 Cell: 082 925 2873
88. Bamshela	2002	liembe	Ndwendwe	Bamshela, Nwodsberg Road, Ozwathini	Mr Nkanyiso Mkhwanazi Tel: 032 294 9076 Fax: 032 294 9075 Cell: 072 190 0970	Mr Bonginkosi Gumede Tel: 032 294-9076 Fax: 032 294-9075 Cell: 082 512 9135 /082 815 1825
89. Dukuza	2002	Uthukela	Okhahlamba	Dukuza Location, Emangwaneni (Next	Ms. A. Zikote Tel:	Mr Patrick Mchunu Tel: 036 438-6103

				to Magistrate Office) Bergville	Fax: Cell: 071 672 9905	Fax: 036 438-6139 Cell: 082 761 9341
90. Tugela Ferry	2002	Umzinyathi	Umsinga	Main Road , Tugela Ferry Village	Ms Dudu Molefe Tel: 033 493 0895 Fax: 033 493-0724 Cell: 079 645 6993	Mr. Sakhile Khumalo Tel: 033 493-0282 Fax: 033 493-0724 Cell: 082 688 7362
91. Imbabazane	2002	Uthukela	Imbabazane	Off White Mountain Road (Next to Ntabamhlophe Clinic ) Escourt	Mr S. M Dlamini Tel: 036 353-0681 Fax: 036 353-3212 Cell: 079 511 9605	Mr Jabulani Mkonza Tel: 036 353-3212 Fax: 036 353-3212 Cell: 082 688 7362
92. Dududu	2004	Ugu	Vulamehlo	Dududu (Near SAPS)	Vacant	Mr. Msawakhe Nyadi Tel: 039 974-0989 Fax: 039 974-0989 Cell: 082 064 5912
93. Bhomela	2005	Ugu	Hibiscus Coast	1106 Zazi Road, Clernaville	Mr Philane Khambule Tel: 039 688 2272 Fax: 039 688 2279 Cell: 083 298 8380	Mr. Msawakhe Nyadi Tel: 039 974 0989 Fax: 039 974 0989 Cell: 076 602 0149
94. Archie Gumede	2006	Ethekwini	Ethekwini	1106 Zazi Road Clermont	Mr Christ Hlatshwayo Tel: 031 311-2561/2 Fax: N/A Cell: 083 965 1103	Ms Bongwiwe Dlamini Tel : 031 707-5097 Fax : 031 707-5097 Cell : 076 859 6141
95. Inhlazuka	2006	Umngungu	Richmond	Inhlazuka Village , Mbuthisweni, Tribal Court , Richmond	Vacant	Vacant Tel: 031 781-1008 Fax: N/A Cell: N/A
96. Lindela	2006	Uthungulu	Nkandla	Ntolwana Village , (Next to Ntolwana Primary School)	Ms Sebenzile Shange Tel: 035 476-4241 Fax: 035 476-4241 Cell: 082 364 7363	Ms Nonhlanhla Sithole Tel: 035 476-4030 Fax: 035 474-4241 Cell: 082 950 8121
97. Kwamdakane	2008	Amajuba	Dannhauser	Remainder of Farm Nellie, No 8853, Kwamdakane,	Ms Thembi Ndwandwe Tel: Fax: 034 314 3785	Ms Sbonelo Cebekulu Tel: 031 301 6787 Fax: 031 305 9431



				Dannhauser, 3080	Cell: 082 864 4256	Cell; 083 755 6043
98. Malangeni	2008	Ugu	Umdoni	Malangeni Mission	Mr Pooven Pilly Emp: Municipality Tel: 039 974 1061 Fax 039 974 4148 Cell: 073 708 6225	Mr Msawakhe Nyadi Tel: 039 974 0989 Fax: 039 974 0989 Cell: 076 602 0149
99. KwaXolo	2008	Ugu	Hibiscus Coast	D 686 Road, before Mlangaswa High School, Port Shepstone	Mr. Philane Khambule Tel: 039 688 2272 Fax:039 688 2279 Cell: 083 298 8380	Ms Msawakhe Nyadi Tel: N/A Fax: N/A Cell: 076 602 0149
100. KwaNzimakwe	2008	Ugu	Hibiscus Coast	Road D 1095 near M'J's Bottle + - 400m after Nombuso High School	Mr Philane Khambule Tel: 039 688 2272 Fax:039 688 2279 Cell: 083 298 8380	Mr Msawakhe Nyadi Tel: N/A Fax: N/A Cell: 076 602 0149
101. Kwa Madlala	2008	Ugu	Hibiscus Coast	Next to Denvor Primary School, towards Tribal Office	Mr Philane Khambule Tel: 039 688 2272 Fax:039 688 2279 Cell: 083 298 8380	Mr Msawakhe Nyadi Tel: N/A Fax: N/A Cell: 076 602 0149
102. Driefontein	2008	Uthugela	Umkhahlamba	Near Magevu Store Next to the Tribal Court	Mr Solomon Sokhela Tel: Fax: Cell: 083 537 7845	Mr Patric Mchunu Tel: Fax: Cell: 082 761 9341
103. Impendle	March 2009	Umgungundlovu	Impendle	Umgungundlovu Nhlazuka Main Road	N/A Tel: 031 781 1008 Fax: N/A Cell: N/A	Ms Nomzamo Zondi Tel: 031 781 1008 Fax: N/A Cell: 078 674 2598

**NORTH WEST**

**PROVINCIAL DIRECTOR: MAREKA MOFOKENG**  
**TEL: 018 381 7071**  
**CELL: 083 382 5909**  
**NUMBER OF CENTRES: 11**

**PISSC CHAIRPERSON: Mr Cornelius Monama**  
**TEL: (018) 387 3456**  
**FAX: 086 622 1906**  
**CELL: 082 578 4063**  
**E-mail: cmonama@nwpg.gov.za**

Centre Name	Operational Date	District Municipality	Municipality	Address	Centre Manager	GCIS Officer
104. Victor Tong	2005	Bophirima	Kagisano	Morokweng (Next to Morokweng Tribal Office)	Ms Molefi Molefi Tel: 053 7611 002 Fax : 053 7611 002 Cell: 084 5499912	Mr Rapuleng Moshwang Tel: 053 761-0093 Fax: 053 761-0093 Cell:074 103 6817
105. Tshedimoseitso	2001	Southern	Ventersdorp	Boikhutso Village, Ventersdorp	Mr Ivor Kole Tel: 018 264-2332 Fax: 018 264-2332 Cell: 082 925 9255	Mr Xolani Mndweni Tel: 018 462-8519 Fax: 018 264-2332 Cell: 082 792 3575
106. Lerethabetse	2001	Bojanala	Moretele	Lebotlwane Village (Nxt to Thulare High School) Lebotlwane	Mr. Charles Motshegoa Tel: 012 716-1000 Fax: 012 716-1018 Cell: 083 594 6971	Ms Ephraim Mbara Tel: N/A Fax: N/A Cell: 082 635 7557
107. Tshidilamolomo	2004	Ngaka Modiri Molemo	Ratlou	Taung Forum , 1 <sup>st</sup> floor, Office No.3	Cpt Tebogo Bokaba Tel: 018 361-0152 Fax: 018 361-0149 Cell: 083 523 6647	Mr. Pius Batsile Tel: 018 683 0010 Fax: 018 361-0149 Cell: 072 297 5720
108. Manamela/ Vukuzenzele		Bojanala	Moses Kotane	Manamela Village (Next to community hall)	Ms Nuku Mokoka Tel: 014 555 1364 Fax.: 014 555-5240 Cell: 082 926 0488	Ms Karabo Diale Tel: 014 592-0126 Fax: 014 592-5441 Cell: 078 450 2008
109. Kgetleng / Swartruggens	2007	Bojanala	Kgetleng	Kgetleng Municipality Site Office , Erasmus Street , Swartruggens, ( Next to Saps )	Ms. Leniet Mullet Tel: 014 544-0011 Fax: 014 544-0011 Cell:	Ms Karabo Diale Tel: 014 592-0126 Fax: 014 592-5441 Cell: 078 450 2008
110. Khutsong	2004	Southern	Carletonville	Portion 1, Stand 1, Khutsong-South , Khutsong Township, Carltonville	Mr Albi Thompson Tel: 018 783 9032 Fax: 018 783 9033 Cell: 082 850 7981	Mr Ellen Lethake Tel: 011 414 1888 Fax: 011 414 1888 Cell: 083 797 3537
111. Monakato	2007	Bojanala	Rustenburg	Monakato Village next	Ms Beauty Diloane	Ms Karabo Diale

				to Post Office	Tel: 014 8815 Fax: 014 554 8593 Cell: 083 411 5988	Tel:014 592 0126 Fax:014 592 5441 Cell: 078 450 2015
112. Tlagameng	2007	Bophirima	Kagisano	Opposite to Sebetwane Secondary School	Ms Iva Leradile Tel: 053 998 7235/31 Fax: 053 998 7239 Cell: 079 895 8212	Mr Rapuleng Moshwang Tel: 053 761 0093 Fax; 053 761 0093 Cell: 076 563 7419
113. Bokamoso / Jerico	2008	Bojanala	Madibeng	Jerico Main road, Next to Bp Filling Station	Mr David Masike Tel: 012 318 9582 Cell: 082 710 2780 <a href="mailto:davidmasike@madibeng.gov.za">davidmasike@madibeng.gov.za</a>	Mr Ephriam Mbara Cell: 082 635 7557
114. Kgokgojane	2008	Dr Segomotsi Mompoti	Kagisano	Kgokgojane Village	Vacant	Rapuleng Moshwang Tel: 053 761 0093 Cell: 076 563 7419
<b>NOTHERN CAPE</b>						
<b>PROVINCIAL DIRECTOR: MARIUS NAGEL</b>				<b>PISSC CHAIRPERSON: Mr Joe Soois</b>		
TEL: 053 832 1378				TEL: (053) 838 2718		
CELL: 083 778 9179				FAX: (053) 838 2745		
NUMBER OF CENTRES: 15				CELL: 082 495 3733		
				E-mail: <a href="mailto:jsoois@ncpg.gov.za">jsoois@ncpg.gov.za</a>		
Centre Name	Operational Date	District Municipality	Municipality	Address	Centre Manager	GCIS Officer
115. Galeshewe/Rethusaneng	2000	Frances Baard	Sol Plaatjie	Cnr Matanzima & Letsolo Street Thlokomelo, Mankuwane, Kimberly	Ms Anastacia Ndebula Tel: 053 872 1197 Fax: 053 872 2647 Cell: 076 280 4859	Ms Galaletsang Bosman Tel: 053 872 2644 Fax: Cell:
116. Augrabies	1999	Siyanda	Kai Garib	199 Tin Singel , Augrabies	Mr Valerie Turner Tel: 054 451 0282 Fax: 054 451 0388 Cell: 083 363 7512	Esmarelda Fransman Cell: 0724103068
117. Manne Dipico/Pescodia	1998	Frances Baard	Sol Plaatjie	62 Sparrow Street , Pescodia, Kimberly	Mr Vernon Patrick Tel: 053 873 1072 Fax: 053 873 1298	Mr Willem Van Dalen Tel: 053 832 1378 Fax: 053 832 1377

					Cell: 073 191 2856	Cell: 082 331 1008
118. Colesberg	2002	Pixley Ka Seme	Umsobomvu	Cnr Chamberlain Square & Church Street , Colesberg	Vacant	Ms Thenjiwe Gonongo Tel (051) 753 2179 Fax (051) 753 2182 Cell: 073 397 3877
119. Van Zyls Rus/ Kgomotsego	2008	Kgalagadi	Kgalagadi	33 Short Street, Next to Municipal Building/Library Vanzylsrus	Tsoane Benson Mothibedi Tel: 053 781 0409 Fax: 053 781 0210 Email: vzrlib@mweb.co.za	Karen Foutie Tel: 053 712 1534 Cell: 079 501 1334
<b>WESTERN CAPE</b>						
<b>PROVINCIAL DIRECTOR: BRENT SIMON</b> TEL: 021 419 5070 CELL: 076 429 1330 NUMBER OF CENTRES: 20				<b>PISSC: GCOBANI NTSHINGANA</b> TEL: (021) 483 3839 FAX: (021) 483 8719 CELL: 083 679 5103 E-mail: <a href="mailto:gntshing@pqwc.gov.za">gntshing@pqwc.gov.za</a>		
Centre Name	Operational Date	District Municipality	Municipality	Address	Centre Manager	GCIS Officer
120. Langebaan	2004	Mooresburg	Saldanha Bay	No 7 Antonio Sieni, Street, Langebaan	Ms Marie Brand Tel: 022 772 2622 Fax: 022 772 2622 Cell: 073 685 2284	Jethro Grootboom Tel: 022 921 2620 Cell: 079 822 0914
121. Vredendal	2005	West Coast	Matzikama	Matzikama Local Municipality, West Coast District, Bultweg 1 Vredandal Noord, 8160, WESTERN CAPE	Mrs Mary Davids Tel: ( 027) 201 3420 Fax: ( 027) 21 310 31 Cell: 073 840 5779 <a href="mailto:citrusdaltsc@gcis.gov.za">citrusdaltsc@gcis.gov.za</a>	Mr J Grootboom Tel: (027) 921 2620 Fax: (027) 921 2620 Cell: 079 822 0914 <a href="mailto:citrusdaltsc@gcis.gov.za">citrusdaltsc@gcis.gov.za</a>
122. Beaufort West	2004	Central Karoo	Beaufort West	3 Devries Street Rustdene, Beaufort West Centre manager resigned on the 10 July 2008	Mr Colin Adonis Tel: 023 415 1008 Fax: 023 415 1008 Cell: 078 462 3372 Email: <a href="mailto:colinadonis@yahoo.com">colinadonis@yahoo.com</a>	Ms Marlene Hendricks Tel: 023 415-3144 Fax: 023 415-3144 Cell: 072 355 3936

123. Laingsburg	2005	Central Karoo	Laingsburg	Cnr Main & 3 <sup>rd</sup> Avenue, Goldenville Laingsburg	Mr Steven Schippers Tel: 023 551-1899 Fax: 023 551-1899 Cell: 083 701 4892	Ms Marlene Hendricks Tel: 023 415 3144 Fax: 023 315 3144 Cell: 072 355 3936
124. Unobuntu	2000	Cape Winelands	Breede Valley	Cnr Nksetza & Mtswazi Street, Zwelethemba, Worcester	Mr Mawethu Bikani Tel: 023 348-2739 Fax: 023 345-1031 Cell: 073 106 9298	Mr Peter Titus Tel: 023 345-2737 Fax: 023 345 -2737 Cell: 079 309 1374
125. Simunye	2000	Eden	Bitou	Xipula Street, Kwanokuthula	Mr Vusumzi Thomas Tel: 044 501-3134 Fax: 044 533-6993 Cell: 076 235 5376	Ms Deirdre Barends Tel: 044 880-1165 Fax: 044 880-1712 Cell: 082 598 0272
126. Riversdale	2004	Eden	Hassequa	Van Der Berg Street, Riversdale	Mr Raymond Heunis Tel: 028 713-3647 Fax: 028 713-3647 Cell: 073 160 1702	Ms Deirdre Barends Tel: 044 880-1174 Fax: 044 880-1165 Cell: 082 598 0272
127. Thembaletu	2002	Eden	George	Cnr Jeriko Street & Sandkraal road, Thembaletu	Mr Mzwandile Bam Tel: 044 880-1711 Fax: 044 880-1712 Cell: 082 592 1493	Ms Deirdre Barends Tel: 044 880-1174 Fax: 044 880-1165 Cell: 082 598 0272
128. Waboomskraal	2002	Eden	George	Main Road, Waboomskraal	Mr Samuel Jooste Tel: 044 886-0040 Fax: 044 886-0040 Cell: 078 348 5350	Ms Deirdre Barends Tel: 044 880 1174 Fax: 044 880-1165 Cell: 082 598 0272
129. Bonteheuwel	2003	Cape Metro Region	City of Cape Town	Cnr Jakkalsvlei & Elder Street, Bonteheuwel	Mr Rushine February Tel: 021 695-5425 Fax: 086 512-5237 Cell: 083 966 4816	Ms Candice Cerfontyne Tel: 021 695-5425 Fax: 021 695-5425 Cell: 083 243 3353
130. Atlantis / Hartebeeskraal	1996	Cape Town Metro	City of Cape Town	1 Nottingham Street, Atlas	Julie Mentor Tel: 021 572-1872 Fax: 021 572-1872 Cell: 082 881 7869	Ms Candice Cerfontyne Tel: 021 421-5070 Fax: 021 419 8846 Cell: 083 242 3353
131. Zolani	2000	Cape Town Metro	City of Cape Town	Sithandathu Avenue Nyanga East	Mr Mxolisi Gontsana Tel: 021 386-8656	Mr Sikelela Zokufa Tel: 021 421 5070

				Cape Town	Fax: 021 386-1032 Cell: 072 928 2886	Fax: 021 419 8846 Cell: 083 761 9599
132. Ilingeletu	2007	West Coast	Swart Land	Ilingeletu , Field, Malmesbury	Ms Manelisi Sogwagwa Tel : 022 486-4593 Fax: 022 486-4415 Cell: 082 741 7981	Jethro Grootboom Tel: 022 921 2620 Cell: 079 822 0914 <a href="mailto:citrusdaltsc@gcis.gov.za">citrusdaltsc@gcis.gov.za</a>
133. Vicky Zimi/ Citrusdal	2005	West Coast	Coderberg	Bohemia Street, Citrus Dal	Mr Joseph Strydom (Acting) Tel: 027 482 8047 Fax: 027 482 1933 Cell: 082 887 7286 Email: <a href="mailto:josephs@cederbergraad.co.za">josephs@cederbergraad.co.za</a>	Jethro Grootboom Tel: 022 921 2620 Cell: 079 822 0914 <a href="mailto:citrusdaltsc@gcis.gov.za">citrusdaltsc@gcis.gov.za</a>
134. Van Rhynsdorp (Masibambane)	2002	West Coast	Matzikama	Matzikama Local Municipality, West Coast District, 1 Nelson Mandela Street, Van Rhynsdorp, WESTERN CAPE Tel: 027 219 1917 Fax: 219 1574 Cell: 074 472 1271	Ms. Jolly Stuurman Tel: 027 201 3428 Fax: Cell: 076 318 3126	Mr Jeremy Maarman Tel: 022 921 2620 Fax: 022 921 2620 Cell: 079 822 0914 <a href="mailto:citrusdaltsc@gcis.gov.za">citrusdaltsc@gcis.gov.za</a>
135. Guga'sthembe	2004	Cape Metro Region	City of Cape Town	Guga'sthembe Washington Street, Langa	Mr Alber Webster Tel: 021 400 4573 Fax: 021 418 8221 Cell: 084 555 5730	Mr Sikkellela Zokufa Tel: 021 697 0145 Fax: 021 696 8424 Cell: 073 772 6574
136. Hawston	2007	Overburg	Overstrand	Church Street, Hawston 7202	Ms Ronnell Salies Emp: Municipality Tel: 028 315 2784 Fax: Cell: 072 659 9210	Ms. Charis Jenkins Tel: Fax: Cell: 083 432 2443 <a href="mailto:charis@gcis.gov.za">charis@gcis.gov.za</a>
137. Swellendam	2007	Overburg	Swallendam	01 Vollenhoven Street Railton, Swallendam	Mr Franses Peterson Tel: 028 514 3732	Ms. Charis Jenkins Tel: Fax:

					Fax: 028 514 3334 Cell: 079 394 8903	Cell: 083 432 2443 charis@gcis.gov.za
138. Khayelitsha	2008	City of Cape Town	City of Cape Town	Steve Biko Road Kayelitsha Mal	Mr Ntsikelelo Kamteni Tel: 021 361 6756 Fax: N/A Cell: 078 223 1155	Mr Mbuyiseli Boqwana Tel: 021 697 0145 Fax: 021 696 8424 Cell: 082 351 7690
139. Mitchell's Plain	2008	City of Cape Town	City of Cape Town	Cnr Kilimanjaro and AZ Bernam, Tafelsig, Mitchell's Plain	Mr Peter Tel: Fax: Cell: 072 0666 864	Mr Candice van Reenen Tel: 021 697 0145 Fax: 021 696 8424 Cell: 083 243 3353

## ANNEXURE C

### MONITORING AND EVALUATION REPORT FOR THUSONG SERVICE CENTRE

CENTRE:

MONTH:

#### OPERATIONS AND MAINTENANCE OF THE CENTRE SERVICES OFFERED AT THE CENTRE

##### 1. PUBLIC SERVICE

NATIONAL	PROVINCIAL	LOCAL

##### 2. ECONOMIC DEVELOPMENT SERVICES

NON-FINANCIAL	FINANCIAL	COMMENTS

##### 3. PRIVATE SECTOR AND COMMUNITY ACTIVITIES

COMMERCIAL ACTIVITIES	CIVIL SOCIETY ACTIVITIES	COMMENTS

##### 4. INFORMATION AND COMMUNICATION SERVICES

CONTENT CREATION AND DISTRIBUTION	CONNECTIVITY AND BROADCAST	COMMENTS

##### 5. OFFICE SERVICES

PHONE	FAX	SCAN	INTERNET	PRINTER	POSTAL	COMMENTS

##### 6. EDUCATION AND SKILLS DEVELOPMENT SERVICES

CONVENTIONAL LEARNING	COMPUTER ASSISTED LEARNING	COMMENTS

##### 7. NEW SERVICES FOR THIS MONTH

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##### 8. STATISTICS OF PEOPLE VISITING THE CENTRE PER MONTH

Capture Monthly

Service Provider	Service Rendered	No of People Serviced
Total		



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**General Comments on Service Providers**

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**9. PROMOTIONS AND MARKETING**

Promotional Activities conducted during the month under review

Activity	Target Group	Comments

**10. SUGGESTION BOX AT THE CENTRE**

Suggestion Box	Are people using it	How do you provide feedback	Key critical issues from suggestion box	Comments

**11. STATUS OF LISSC/DISSC**

Functionally	Date of the meeting	Date submission of minutes	Brief on stakeholder representation	Successes and Challenges

**12. BRANDING**

Road Signage	Door Signage	Stationary	Service Information	Bill Boards	Notice Boards

**13. THUSONG SERVICE CENTRE OFFICE SERVICES**

Date	Unavailable Office Services	Comments