

The Municipal Integrated Development Programme (MIDP) in Prioritising the Provision of Water Services to the Community

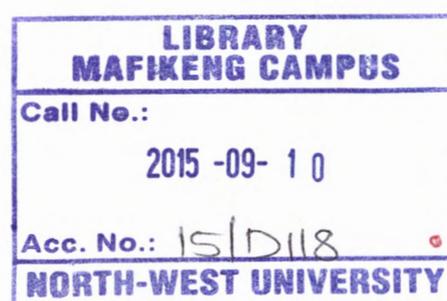
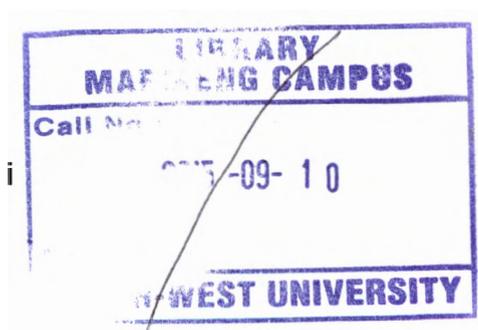
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July, 2014



Declaration

I, the undersigned, hereby declare that the work contained in this research project is my own original work and sources have been acknowledged. This paper has not been submitted in its entirety or in part for a degree or other qualification at any other university.

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Abstract

The purpose of this research is to investigate how the Municipal Integrated Development Programme (MIDP) assists in Prioritising the Provision of Water Services to the Community of Ratlou Local Municipality.

Literature review has been conducted in order to gather information regarding research that has been done around Municipal integrated development plan and water issues, more importantly to verify if the MIDP is facilitating and fast tracking service delivery particularly water as it is intended to in Ratlou Local Municipality. The study further looks at whether identified needed services in previous IDP are given priority. The researcher used quantitative method to collect information and a questionnaire was designed and distributed to relevant respondents

Data has been analysed using Statistical Package for Social Science (SPSS) software. Results are interpreted in graphs, percentages and tables for easier understanding. Findings are discussed and conclusion is based on information gathered from literature review and results of questionnaire. The results indicate that to some extent the MIDP processes are being followed however service delivery is poor in terms of water in Ratlou local municipality.

Acknowledgments

Firstly I would like to thank almighty God for the strength and determination I needed to conduct this study. I thank my academic supervisor on this study, Prof Theuns Pelsier, for the time he made to read my work and make suggestions. His knowledge and guidance have been a tremendous resource to me.

Throughout this research, a number of individuals have been of great assistance. I thank Ratlou Local Municipality management, to allow me to conduct study in their area, as well as RLM employees and community representative who took their time to respond to the research questionnaire. My manager, for the support and advice I received throughout the study.

I sincerely appreciate my family for the support and encouragement I received throughout the study.

Thank You.

Acronyms

COGTA: Department of Cooperative Governance & Traditional Affairs

DCoG: Departments of Corporate Governance

DHS: Department of Human Settlements ()

DWAF: Department of Water Affairs and Forestry

EPWP: Expanded Public Works Programme

IDP: Integrated development plan

MFMA : Municipal Finance Management Act

MIDP: Municipal intergated development programme

NWU: North West University

RLM:Ratlou Local Muniaplity

SANCO: South African National Civic Organisation

SPSS: Statistical Package for Social Sciences

WRC - Water Research Commission

WSA: Water Service Authority

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CHAPTER 1

CONCEPTUALISATION OF THE RESEARCH

1.1. Introduction

Since the 1994 democratic elections, the local government responsibilities have expanded enormously and emphasis has been placed on the developmental role of local government (Ngaka Modiri Molema District Municipality, 2007:2). Planning at a municipal level is achieved through the adoption of an Integrated Development Planning (IDP) which takes into account the priorities of the municipal constituency in terms of needs (Department of Cooperative Governance and Traditional Affairs, 2012).

According to the report by KPMG (2007), the IDP is developed in accordance with requirements set out in the Municipal Systems Act (Act 32 of 2000) and Local Government Municipal Planning and Performance Management Regulations (2001) as a pathway to sustainable development in South Africa. The report further indicates that the IDP is intended to integrate the economic, social, institutional and financial dimensions of government to provide sustainability, equity and the empowerment of the poor. The IDP is a process through which municipalities prepare a strategic plan containing short, medium and long-term development objectives, strategies and programmes for the municipal area (Department of Provincial and Local Government, 2013).

The funding instruments have to give practical implementation of the IDP. The Municipal Finance Management Act (MFMA) (Act 56 of 2003) is clear in respect to timeframes for the IDP and the budget. The MFMA requires the budget and IDP schedule or Process Planning to be adopted and to be tabled to the council (Municipal Finance Management Act (Act No 56 of 2003)).

Any reforms impacting on funding instruments should protect the rights of communities to express their priorities and for municipalities to fulfill these. Otherwise communities may regard municipalities as being insensitive to their needs. The IDP gives communities the opportunity to raise their development needs to the municipal council. IDP also gives communities the opportunity to determine the municipality's development direction and provides a mechanism through which to communicate with their Councilors and the governing body. IDP again provides a mechanism through which they can measure the performance of the Councilors and the municipality as a whole (Department of Provincial and Local Government, 2005:10).

1.2. Background

Ratlou Local Municipality (RLM) is classified as a rural municipality under the jurisdiction of Ngaka Modiri Molema District Municipality in the North-West Province. It shares the border with three other municipalities which are Ramotshere Moiloa local Municipality, Mahikeng local municipality and Dr Ruth Segomotso Mompoti District municipality and the Republic of Botswana (see Figure 1). The Municipality is divided into 14 wards and has 140 ward committee members. Some of the main villages making up the municipality are: Setlagole, Madibogo, Kraaipan, Madibogopan, Disaneng, Mareetsane, Makgobistadt, Tshidilamolomo and Logageng (Local government, 2012).

In 2007 the Ratlou Local Municipality had a total population of about 98 102 people, 90% of which are Africans, followed by other population groups. According to the local government handbook survey 2012, the current population is estimated at 107 339, households are estimated at 26 889 with population growth of 0.11% per annum and unemployment rate is estimated at 43.90% (Local Government, 2012).

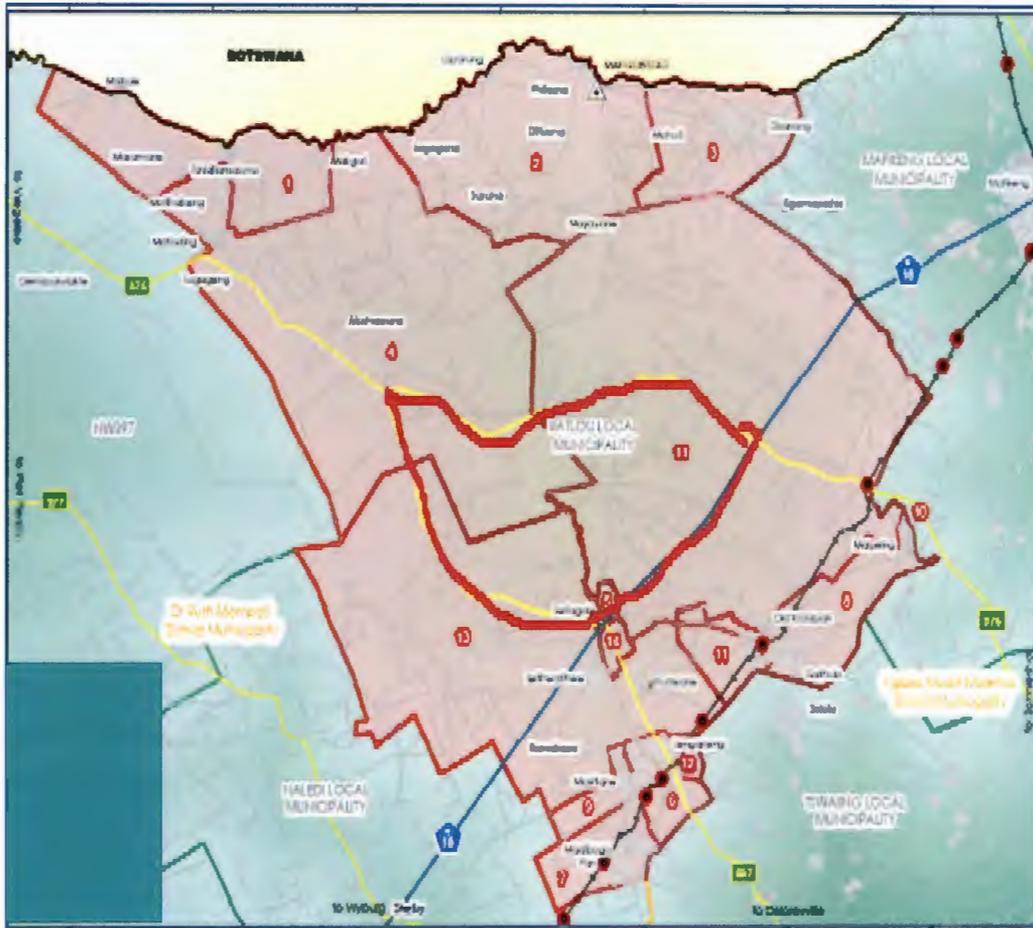


Figure 1: Ngaka Modiri Molema Municipality map (Source: Ratlou Local Municipality: 2013c).

The Ratlou Local Municipality (RLM) does not have large economic centres within its jurisdiction. It is predominantly rural in character whereby agriculture, mining and tourism form the dominant economic activity. The municipality is led by a Council of 28 elected councilors. The Mayor is the chairperson of the Executive Committee which is comprised of senior councilors who serve as chairpersons of the municipality's five portfolio committees. The RLM administration is led by the Municipal Manager and has the following departments: Office of the Municipal Manager; Corporate Support Services; Budget and Treasury Office, Planning and Development, and Technical Services (Ratlou Local Municipality, 2013a).

The Ratlou Local Municipality IDP 2012-2017 states that although 85% of the RLM population have access to water, the water source in this municipal area is unreliable due to the low underground water table. With regard to electricity, the number of households using electricity increased from 3.4% in 1996 to over 70% in 2007. Generally the Ratlou Local municipality still faces serious service backlogs related to the provision of water, sanitation, roads and refuse removal services (Ratlou Local Municipality, 2012b:1).

Ngaka Modiri Molema District Municipality has contracted Botshelo Water to supply bulk potable water services to Mahikeng Local Municipality, Ramotshere Moiloa Local Municipality, Ditsobotla Local Municipality and Ratlou Local Municipality (Botshelo Water, 2013a). Furthermore, Botshelo Water is also responsible for operating and maintaining water services infrastructure within the Ngaka Modiri Molema District Municipality and Dr. Ruth Segomotsi Mompati District Municipality.

The infrastructure maintained by Botshelo Water involves but not limited to water pipeline network, reservoirs, pump stations, water pressure systems and boreholes. The RLM offices are located in Setlagole Village that is 72 km west of Mafikeng town, 82 km East of Vryburg town and 54km North of Delareyville town (Ratlou Local Municipality, 2013a). Most of the services in the RLM government are rendered from various centres located mainly in Setlagole village.

1.3. Statement of the problem

The IDPs are intended to transform the top-down planning practices of the previous government by giving ordinary citizens a say in development issues affecting them (Bogopane, 2012:92). Alebiosu (2008:4) argues that there are people in South Africa who do not have access to basic services such as water, sanitation and electricity which contributes to vulnerability to poverty. The introduction of the IDP was based

on addressing the basic needs of communities and fast tracking provision of basic services. However according to the report by KPMG (2007), municipalities do not comply with IDP processes and their requirements. Therefore, the capacity of the local government to effectively carry out the IDP programme might be a challenge facing local government in South Africa.

According to the IDP document, the ward councilors are responsible for organising public consultation and participation. RLM IDP 2012-2017 document states that Council should report twice per annum to the community through mechanisms determined by it through its communication policy and community participation (Ratlou Local Municipality, 2012b:55). However, more often than not, the meetings to develop the IDP are poorly attended by the members of the community, partly because of poor notification and / or disgruntlement due to previous experience wherein community's inputs were not honoured.

Furthermore, the fulfillment of the IDP requires of the municipality to have its own revenue base over and above what the central government is providing to subsidise the municipality in the form of equitable shares and Municipal Infrastructure Grants. A very critical phase of the IDP process is to link planning to the municipal budget (i.e. allocation of internal or external funding to the identified projects) because this will ensure that the IDP directs the development and implementation of projects to address the key development priorities (Sol Plaatjie Municipality, 2013).

The lack of skilled personnel staff is one factor that impacts on the municipality not being able to meet its developmental objective. According to the National Planning Commission (NPC), the South African Local Government Association (SALGA) has identified several key factors affecting how well municipalities perform in the area of service delivery. These include the ability to attract and retain skilled staff; the existence of appropriate IT, financial and other systems; inculcating a culture of service delivery; and good working relationships between political and administrative leaderships with clear description of their respective roles.

The need for improved standards of living and access to better infrastructure, which is seen by a government as partial solution in addressing poverty, has necessitated the introduction of IDP into the works of local government. The RLM municipality has a poor environment characterized by limited basic amenities such as water, sanitation, medical and transport services.

According to the RLM IDP 2012-2017 document the community census conducted by the Department of Statistics South Africa in the year 2007 revealed that, a large percentage of the population of Ratlou Local Municipality approximately 85% have access to piped water. However, the same municipality views the problem facing the municipality as reliability of water sources. The IDP further states that the main source of water supply is the community stands including those which are over 200m away from the dwelling. In general, access to piped water has increased tremendously. However, attention has to be paid to the distance travelled to access water as it remains a challenge (Ratlou Local Municipality, 2012b:25).

This study therefore assessed how Ratlou Local Municipality, small as it is and mainly rural, fulfill the legislative requirements of developing the IDP and is able to deal with challenges which have been identified as factors impacting negatively on the municipalities' ability to deliver services to communities, as per the IDP, such as non-attendance by the communities, lack of revenue base and lack of skilled personnel. This study also assessed the impact of the IDP in RLM as a mechanism for delivering basic services, with more emphasis on water services as it has been one of the prioritized activities identified in the IDP for the past eight years.

1.4. Research Objectives

The study was guided by the following objectives:

- 1.4.1 To assess the effectiveness of the IDP in facilitating the provision of water services in Ratlou Local Municipality;
- 1.4.2 To assess if the RLM IDP addresses the basic needs and priorities that the members of Ratlou local municipality identified during the IDP process;
- 1.4.3 To determine if Ratlou Local Municipality delivers services that it sets out in the IDP;
- 1.4.4 To assess how limited financial resources impact on the implementation of the IDP in Ratlou; and
- 1.4.5 To assess how lack of skilled staff impact on the implementation of the IDP projects in Ratlou Local Municipality;

1.5. Research questions

The study answered the following questions:

- 1.5.1. Does the IDP assist in facilitating the provision of water services in Ratlou Local Municipality?
- 1.5.2. Does the IDP processes contribute to delivery of basic services in Ratlou Local municipality?
- 1.5.3. Does the IDP allow for public participation as intended to?

1.6. Justification and Limitation

The Study will assist Ratlou Local Municipality to:

- 1.6.1 Evaluate the municipal performance against the IDP targets in providing basic services to the community and prioritise the services that are identified as community.
- 1.6.2 address the issue of technical skills or capacity
- 1.6.3 Strengthen partnership with its key stakeholders in delivering services.
- 1.6.4 encourage the community of RLM to be involved in developing, implementing and monitoring the IDP priorities

1.7. Scope of the study

This study attempted to assess the effectiveness of IDP in facilitating the provision of basic services. The study also evaluate the Role of Municipal IDP in prioritising the provision of basic services to the community of RLM

The study is made up of five chapters:

Chapter one presents a conceptualisation of the research

Chapter two reviews Literature on the subject of the study.

Chapter 3 presents the research design and methodology followed by the study.

Chapter 4 presents and gives an analysis of the collected data

Chapter five presents the conclusions arrived at and recommendations

CHAPTER 2

LITERATURE REVIEW

2.1. Introduction

Rowley and Slack (2004:32) define a literature review as a summary of a subject field that supports the identification of specific research questions. A literature review evaluates a range of different types of sources including academic and professional journal articles, books, and web-based resources.

Sections 25 and 26 of the Municipal Systems Act (Act 32 of 2000) state that all municipalities are required to compile an Integrated Development Plan (IDP), which is an inclusive strategic plan for the development of the municipality. The IDP is meant to be a product of bottom-up planning processes, which include IDP forums where communities can make proposals for the development of the municipality.

According to Senyakoe (2011:7), a significant number of municipalities do not have adequate managerial, administrative, financial, technical and institutional capacity to meet the rising needs of local people. As a result, these municipalities cannot meet the required performance standards, and hence this impacts adversely on the service delivery.

2.1.1. Definition

In 1995 the Forum for Effective Planning and Development (FEPD) defined the Integrated Development Plan as: A participatory approach to integrate economic, sectoral, spatial, social, institutional, environmental and fiscal strategies in order to support the optimal allocation of scarce resources between sectors and geographical

areas and across the population in a manner that provides sustainable growth, equity and the empowerment of the poor and the marginalised.

Integrated development planning practical guide to municipalities (2006) defined IDP as a process through which municipalities prepare a strategic development plan which extends over a five-year period. The Integrated Development Plan (IDP) is a product of the IDP process. The IDP is the principal strategic planning instrument which guides and informs all planning, budgeting, management and decision-making processes in a municipality.

The Water Services Act (Act 108 of 1997) defines basic water supply as a minimum standard of water supply services necessary for the reliable supply of a sufficient quantity and quality of water to households, including informal households, to support life and personal hygiene. According to Alebiosu (2005:33), basic services include essential services provided by and for the community at large such as safe drinking water, sanitation, public transport, health, education and cultural facilities.

2.1.2. Formulation of IDP

According to the 1998 Local Government White Paper in South Africa (cited by Alebiosu, 2005:3), policies and programmes specifically aimed at alleviating poverty are initiated in ways that will have a maximum impact on social development and on meeting the basic needs of the poor. This has led to the passing of the mandate to the local level and as such has required and necessitated the introduction of IDP by municipalities which encompass all the activities of the local government and require the putting into place of necessary infrastructural projects to help address poverty at each local level.

According to Senyaoke (2011:23), the infrastructure programs have been implemented in South Africa after 1994 when an all-inclusive Government was formed. The overriding goal was to improve the living conditions of the poor by generating employment opportunities, providing access to basic services and employable skills.

According to a MLGI (2006:2), prior to 1994 the main concern of local government was with service provision and the implementation of regulations. With the introduction of the Constitution in 1996, new legislative and policy frameworks expanded the role of local government to a large extent. All the municipalities are now required to be advancing in their approach and activities. The approach was meant to assist with the reduction of wasteful expenditure and continuous past spending patterns. Furthermore the municipalities must ensure that all citizens have access to at least a minimum level of basic services, and must also take a leading role in addressing poverty and inherited inequities in promoting local economic and social development and democracy (MLGI, 2006:2).

Aigbavboa and Thwala (2010:237) state that the Minister of Housing in 2004 highlighted the need for government intervention to improve conditions in informal settlements. A lack of infrastructure and effective governance were two key areas identified as being in need of improvement. Senyaoke (2011:23) argues that even though the infrastructure programs were put in place in many instances projects either failed to achieve the intended objectives or to reach the targeted beneficiaries.

The Municipal Finance Management Act (Act 56 of 2003) provides for the manner in which municipal powers and functions are exercised and performed to provide for community participation. In terms of section 16A of the Municipal System Act (Act 32 of 2000) regulates that the municipality must encourage, and create conditions for the local community to participate in the affairs of the municipality, including in the preparation, implementation and review of its integrated development planning. A

municipality must establish appropriate mechanisms, processes and procedures to enable the local community to participate in the affairs of the municipality.

2.1.3. Legislative Requirements

The Constitution of the Republic Of South Africa (108 of 1996)

The legislative roots of the municipal Integrated Development Planning can be found in the Constitution of the Republic of South Africa. The Constitution is the basic law of the land and thus it guides and informs even legislation for integrated development planning in South Africa. Section 153 (a) (b) of the Constitution (1996) provides that: "A municipality must structure and manage its administration and budgeting and planning processes to give priority to the basic needs of the community, and to promote the social and economic development of the community; and participate in national and provincial developments programmes".

Section 152 (1) of the Constitution (1996) states the objects of local government as:

- (a) To provide democratic and accountable government for local communities;
- (b) To ensure the provision of services to communities in a sustainable manner;
- (c) To promote social and economic development;
- (d) To promote a safe and healthy environment; and
- (e) To encourage the involvement of communities and community organisations in the matters of local government.

Furthermore, Section 27 (1) (b) of the Constitution (1996) states that everyone has the right to have access to sufficient food and water, while section 27(2) further provide that the State must take reasonable legislative and other measures to respect, protect, promote and fulfill the progressive realisation of the right to access of water within its available resources. The provision of clean water in sufficient

quantities also has implications for health, food security and overall economic development.

Thus the Constitution of South Africa (1996) created an enabling environment for Integrated Development Planning to take place in local government by providing legislative support to accomplish objectives of integrated development planning in utilising limited resources to achieve better living conditions for communities. The constitution has also laid the foundation for more comprehensive legislation to achieve these objectives, such as the Municipal Systems Act (Act 32 of 2000) and Municipal Finance Management Act (Act 56 of 2003).

The Municipal Systems Act (32 of 2000)

The Municipal Act (Act 32 of 2000) is in agreement with and is derived from the Constitution (1996) and describes the way in which local government should function. The Act puts in place the basic systems and mechanisms by which a municipality can perform its core processes of integrated development planning, performance management, resource mobilisation and organisational change.

This Municipal Act (Act 32 of 2000) establishes an environment for developmental local government so that the following objectives can be achieved:

- a) Provision of faster, more appropriate and more effective service delivery;
- b) Promotion of local economic development;
- c) Bringing about changes to the structure of the organisation;
- d) Ensuring land use development opportunities which redress the imbalances of past segregation.

Therefore the Municipal Systems Act (Act 32 of 2000) requires municipalities to set targets and indicators according to which performance must be monitored and

reviewed. Every municipality is also required to develop a Performance Management System, which includes Key Performance Indicators (KPIs).

The Water Services Act (Act 108 of 1997)

Section 3 (1) of the Water Services Act (Act 108 of 1997) provides that everyone has a right of access to basic water supply and basic sanitation necessary to secure sufficient water and an environment not harmful to human health or well-being. Section 29 of this Act provides for the establishment and disestablishment of water boards and water services committees and their power and duties. The primary activity of a water board is to provide water services to other water services institutions within its service area.

According to the North West Water Sector Forum (2006:17), the Department of Water Affairs and Forestry (DWAF) fulfils the primary role of regulating and supporting Water Service Authority (WSA) in the provision of water services. This is a shift from its previous role, in respect of water services, as a provider through use of water boards. Since water services infrastructure was transferred to WSAs, the DWAF only monitors and regulates water service provision in all aspects of planning, implementation, operation and maintenance. According to the research made by the Parliament of South Africa (2012:1) after the first democratic elections in South Africa in 1994, the new government made water a universal supply by 2014 a priority.

The Ngaka Modiri Molema district Water Service Level Policy provides the provision of water supply service in the form of yard and/or house connections in all urban areas (towns), and basic level of water supply service (stand pipes) in the villages within the Ngaka Modiri Molema District Municipalities (NMMDM, 2009:11). This policy further provides for the implementation of free water services within the whole Water Services Authorities (WSA) area in line with government policy and within the WSA capacity in a sustainable way. Therefore, according to the WSA the

municipalities are responsible for providing water and sanitation services to the communities.

The Municipal Finance Management Act (Act 56 of 2003)

The Municipal Finance Management Act (Act 56 of 2003) provides for the core principles, mechanisms and processes that are necessary to enable municipalities to move progressively towards the social and economic upliftment of local communities, and ensure universal access to essential services that are affordable to all; to empower the poor and ensure that municipalities put in place service tariffs and credit control policies that take their needs into account by providing a framework for the provision of services, service delivery agreements and municipal service districts.

The Division of Revenue Act (Act 1 Of 2010)

The Division of Revenue Act (Act 1 of 2010) provides for the equitable division of revenue raised nationally among the national, provincial and local spheres of government for the financial year and the responsibilities of all three spheres pursuant to such division; and to provide for matters connected therewith.

2.2. IDP In Facilitating the Municipal Basic Services

According to Gibbens (2008:43), from the national sphere of government, the IDP is viewed as the principal mechanism to achieve the integration of the activities of the different spheres of government. Gibbens (2008:43) is of the view that the IDP should serve as basis for communication and interaction between spheres and sectors and to harness all public resources of the three spheres of government behind common goals within a framework of municipal support.

According to the United Nations Development Programme (UNDP) (cited by Akinboade *et al.* 2013:461), a part of populations in Africa, especially in the rural

areas live without access to basic public services. The reasons for the ineffective service delivery are many and complex, but most often they relate to lack of accountability, transparency and commitment in making services work for the poor and marginalized citizens. In many cases, the lack of implementation and absorptive capacity of government agencies and citizens, respectively, are problems that hamper efficient and effective service delivery (Akinboade *et al.*, 2013:461).

Bogopane (2012:138) indicates that in almost all the cases, democratic participatory development process, planning, policies, programmes, and projects in the Ngaka Modiri Molema District are based on the ideas of the so-called consultants, who wrongfully claim to know and fully understand the needs and aspirations of local communities, only to realise that they know almost nothing about such needs and aspirations. When looking closer to these IDPs, one notices that such IDPs reflect only the misguided ambitions of these consultants, and in no way represent the real needs and aspirations of the local communities. This implies that any form of exclusion of active community participation in the planning, policy-making, problem-solving; and programme and project evaluation and monitoring, will constitute an anomaly and possible recipe for disaster (Bogopane, 2012:138). Municipal executives should be accountable as they are granted powers to raise and spent revenue.

According to COGTA (2011:3), the State of Local Government Assessment found that the Ngaka Modiri Molema district municipal council undermines laws and policies that govern local government. Furthermore, there is poor prioritization of services and functions by the council. In terms of service delivery, the technical unit is not capacitated to perform functions of infrastructure delivery. The Ngaka Modiri Molema district does not provide sufficient support to its local municipalities on water, sanitation and roads (COGTA, 2011:3).

According to Gibbens (2008: 52), the local government must reach out to involve other government spheres because the technical and political demands of today's problems and especially the demand for resources, in large part lie outside local government's agency. A major source of water loss is ageing infrastructure exacerbated by poor operations and maintenance at a municipal level and analysis shows that this state of affairs is a multi-faceted problem including a lack of managerial and technical skills and funding (DWAF, 2008:2).

COGTA's State of Local Government in South Africa Report (cited by Senyaoke, 2011:27), indicated that the North West Province emerges as one of the provinces that has experienced a significant amount of service delivery protests; fraud and corruption; nepotism; political infighting; capacity related problems; and a host of other issues. According to the findings of this research, the respondents were of the view that the project management systems in the municipalities are not essential in responding to water and sanitation service delivery (backlogs eradication). Senyaoke further adds by saying the operational strategy is the main limiting factor in achieving the desired results of the water and sanitation infrastructure with bridging finance (Senyaoke, 2011:27).

Furthermore, Senyaoke (2011:49) concluded that the bridging finance interventions from the Development Finance Institution (DFI) and Development Bank of Southern Africa (DBSA) to the municipalities have somewhat failed to achieve the intended results that is to eradicate the water and sanitation backlogs and thereby impact service delivery significantly. This is further supported by Alebiosu (2005:75) by saying that various grants address various aspects of the developmental challenges facing municipalities, none of them provide general financial support for the developmental role of local government that is to implement a variety of programmes and projects identified in the IDP.

Senyakoe (2011:8) found that in the Cooperative Governance and Traditional Affairs (COGTA) reports of 2007, the targets set to provide the basic services to all, particularly with respect to water supply, seem to be ambitious and require rapid increases in capital expenditure and organisational capacity. The researcher argued that in order to afford this program, increases in the revenue available to municipalities are also required. The report further affirms that a large number of municipalities experience severe infrastructural backlogs and have limited capacity to implement these backlogs.

According to Senyaoke (2011:23), most of the municipalities are generally associated with the worst form of financial management. Corruption, financial mismanagement and non-compliance with financial legislation are common in most municipalities. Consequently, this results in poor performance. Research conducted by Alebiosu (2005:30) suggests that skewed power relations and economic, political, or social injustices that deny people access to empowering resources such as safe water, health services or education can be contributing factors to poverty. This is supported by Earle *et al.* (2005:6) that for people to be able to sustainably access more water they will need to become part of the economic development of the country. Until that time, it is likely that any water management strategy will be contentious unless broad based economic development becomes a reality for all.

Bogopane (2012:98) found that IDP planning, policies, systems, processes, and procedures were far from expressing the genuine needs, aspirations, and interests of the local communities. There were no clearly defined and properly designed IDP evaluation processes in the District, and this made it very difficult for IDP managers and officials to remain accountable to the communities about IDP issues.

Akinboade *et al.* (2013:467) argue that some communities blame poor service delivery on the deployment of ANC “comrades” to be given positions for which they are not qualified and that deficient service delivery has been caused by poor governance, individual political rivalries within local government, a lack of

communication, an ineffective client interface, inefficient management and issues of affordability and unfunded mandates (Akinboade, *et al.* 2013:467).

According to Alebiosu (2005:34), the lack of access to public facilities and infrastructure is seen as a form of poverty and hence in the South African case, the IDP was introduced to provide those facilities and infrastructure in addressing this form of poverty. In addition lack of basic environmental infrastructure and location on marginal land often translate into disease and lower life spans (Alebiosu 2005:34).

Urbanised provinces have advantages over the more rural provinces in the delivery of infrastructure, the facilitation of demographic transition and the improvement of standards in secondary education (Akinboade *et al.* 2013:462). The authors found evidence of poor service delivery to Africans, compared to other population groups, as they are more likely to live in shacks in urban areas and in traditional dwellings in non-urban areas, and to have insufficient access to domestic infrastructure such as water, sanitation and electricity (Akinboade *et al.* 2013:463).

According to the North West Water Sector Forum (2006:8), provincial water sector planning is an integral part of ensuring that provinces which do not have water provision competence, municipalities have the opportunity to participate in the development of national planning and strategies, and in particular, making decisions regarding water development and management regarding their areas of jurisdiction.

The overall lack of attention to the provision of rural development in the country's draft Rural Development Strategy (South Africa) in 1995 has contributed to more rapid migration to cities (Coetzee & Niekerk, 2013:4). The improved provision of basic services such as housing, water and electricity in urban areas has also been a driver in urban migration.

Government adopted an infrastructure planning that is intended to transform the economic landscape of South Africa as well as strengthening the delivery of basic services to South Africans and support the integration of African economies and assessed how these would be mitigated (Presidential Infrastructure Coordinating Commission, 2012:12). One of the government and municipalities mandate is to review water use rights, water allocation reform, water build programmes and address water pricing as well as addressing the backlog in delivery of basic services (Presidential Infrastructure Coordinating Commission, 2012:12).

2.3. Provisioning of water services

According to Minister Edna Molewa, there are challenges in the water sector that are emanating from allocation of powers and responsibilities between Water Service Authorities (WSA) and Water Services Providers (Department of Water Affairs and Forestry, 2013). The minister indicated that lack of proper planning, clarity on roles and responsibilities and also lack of necessary capacity issues has compromised service delivery. The minister argues that the problem created by the Water Services Authorities and water services is that they tend to work in isolation and are attempting to address only their own needs, causing gaps or overlaps from a regional to provincial perspective (Department of Water Affairs and Forestry, 2013).

According to the Bushbuckridge Local Municipality (2012:34), there is a challenge with water supply to communities around Bushbuckridge Municipality. Poor sanitation has been linked to water supply challenges, particularly in the densely populated settlements clusters and dispersed small settlements. Approximately 80% of the households in the municipal area use pit latrines, 84% of the population do not meet sanitation standards (Bushbuckridge Local Municipality, 2012:34). The extensive use of unlined pit latrines poses a potential pollution threat to the surface and ground water resource as well as life threatening for communities. This is further supported by Vuuren (2007:14) on the study conducted at Ratlou and Madibogo village under Ratlou Local Municipality that the ground water is generally not treated prior to

distribution, although chlorine is sometimes added to the reservoir water. However the municipality has developed a water services development planning which was adopted by municipal council in 2010. This planning will be used to address the challenges of water supply in Bushbuckridge Local Municipal.

Research undertaken by Earle *et al.* (2005:25) found that government has responded to water challenges by increasing the money channelled to local government through the Municipal Infrastructure Grant and the equitable share allocation. The municipal infrastructure grant should go some way to address water back log for those in poorer communities allowing them to enjoy their right to a basic amount of water. However, as the minister of Water Affairs and Forestry has indicated, that capacity issues comprise service delivery in the municipalities this could delay implementation.

According to the Enhanced Local Government Support Approach Concept paper, there are long standing gaps in terms of the role of provinces in water issues in general and the responsibility for political leadership around water issues at provincial level in particular (Department of Water Affairs, 2011:2). After consultation with the WSA, the department identified key challenge for the DWAF in this regard to be that some of the main problems within WSA are of an institutional and political nature, and DWAF often does not have control over such issues (Department of Water Affairs, 2011:12). The department has further indicated that these challenges have created tensions between the Department and WSA where the DWAF has had to intervene in the interest of public health and the environment as the support role is usually construed to be infinite.

The Department of Water affairs views that it will have a very little chance of success if does not engage politically and seek institutional intervention to address these challenges. The Department of Water Affairs further states that it has to be acknowledged that the problems are so widespread that it may very well be that the

current WSA/WSP model is not a viable one for a developing country such as South Africa.

One of the key challenges contributing to water and sanitation infrastructure problems according to Senyaoke (2011:49), is lack of capacity and ineffective operations within the municipalities. These are the major causes of project implementation failure. Research undertaken by Bogopane (2012: 98) in the Ngaka Modiri Molema District found that IDP evaluation systems and processes in the district were not effective, and that the IDP monitoring mechanisms adopted were not adequate to address the challenge. Even though there were IDP planning, policies, systems, processes, and procedures in the district, they were not implemented and were not given the importance that they deserved.

It has been indicated that the North-West Province is large and diverse, however, it has limited water resources, especially in the western part of the province where rivers are undammed and dependence is largely on ground water (Department of Water Affairs and Forestry, 2013). This has resulted in leaks from illegal connections in Madibogo and Setlagole villages through the past years, as well as vandalism of infrastructure (boreholes, reservoirs and standpipes) which led to an enormous amount of water loss in some areas as a result leading to disruption of normal water supply to the community (Botshelo water, 2013b).

Some communities in the North West Province have raised concerns to the minister of Water Affairs and Forestry about lack of sustainability of water supply. Many of the challenges associated with groundwater sustainability can be attributed to skills required to manage this resource (Department of Water Affairs and Forestry, 2013).

This can also be observed in the Bushbuckridge Local Municipality IDP document 2012-2016 that states that the water supply systems are very complex with some short term sub-regional surface water schemes with ground water schemes particularly in the distant rural localities (Bushbuckridge Local Municipality, 2012:35).

Water supply in the Bushbuckridge local municipality is a dominant problem, especially in rural areas where 61% do not meet the RDP standard, more than 60% of the households do not have access to portable water, 16% rely on tap water, while 10.7% rely on boreholes and 3% on natural water (spring and rivers). Water supply to settlements and townships is still not reliable. On certain days taps are dry in the townships whereas some settlements go through dry taps for days (Bushbuckridge Local Municipality, 2012:35).

However the research conducted in Grahamstown, South Africa found that some of the municipal projects in Grahamstown have been completed, some are on their final stages and some have not been started, and it is also clear that planning is on-going to commence other projects that the community deemed fit. The research found that a large proportion (98.8%) have access to water and electricity in their homes (Alebiosu, 2005: 129). According to COGTA (2011:3) the Ratlou Local Municipality has problems with the poor condition of boreholes. There is also a need to replace diesel boreholes with electrical engines. The RLM has difficulties with storage facilities, live stock water resources, service level agreements and connection fees.

Madibogo and Setlagole villages have over the past years been purged by water service complaints by some members of the communities (Botshelo water, 2013a). According to Botshelo Water, the Ratlou Local Municipality is one of the water scarce areas of operations and the culture of vandalism and illegal connections make it difficult for water services institutions to ensure that all members of the community have access to clean and healthy water. Efforts of government of ensuring that everyone has access to clean water are diluted by acts of illegal connections as well as vandalism of water infrastructure by some members of the very same communities which have limited natural water resources (Botshelo Water, 2013a).

The North West Water Sector Forum (2006:14) indicated less than one million of people in the North West Province are still without basic water supply and that factors

that impact on the eradication of backlogs include insufficient water resources, insufficient bulk infrastructure and needs for higher levels of services. Alebiosu (2005:34) argues that problems related to the lack of infrastructure such as sewerage, waste collection, water or electricity are compounded by high residential densities, while in some cases basic infrastructure is lacking.

According to the North West Water Sector Forum (2006:11), North West Province is situated downstream of continental divide and shares Water Management Areas that drain to the Atlantic and the Indian Oceans. It is close to watershed and that implies limited water resources. As per North West Sector Forum (2006:11), the state of water resources generally is as follows:

- The state of water quality is a major issue due to high urban densities.
- The bulk of water comes from the Vaal River system and this means that water is transported from far and using high pumping elevations.
- There are also a number of small dams and rivers.
- Groundwater is of good quality but under-utilized though limited.

Earle *et al.* (2005:6) are of the view that physical scarcity resources of water can be overcome through mobilising high levels of economic and political power and educating people on how to save water. The study found that there are ways in the world to overcome lack of physical water resources through applying social resources to construct water transfer and storage infrastructure or to apply principles of water demand management (Earle *et al.* 2005:6).

According to the Vuuren (2007:14), as the South African population increases, our water resources become more pressured, and to balance water supply and water demands will be an ever-increasing challenge. The Setlagole and Madibogo villages in Ratlou community have a total population of approximately 23 000, who are all dependent on groundwater for their water supply (Vuuren, 2007:14). It has been

indicated that the water is sourced from several boreholes and distributed reservoirs from where the gravity feeds about 86 communal standpipes.

The Department of Water Affairs and Forestry has expressed concern over the high levels of nitrate in some water resources in the North West province (Vuuren, 2007:14). Nitrates occur naturally in soil and water and the excess levels of nitrates can be considered to be a contaminant of ground and surface waters and if the levels of nitrate get too high, it can pose a potential health risk. As a result, the Water Research Commission (WRC) funded a research project, executed by the North West University (NWU), to survey the extent of nitrogenous pollution of groundwater in the province (Vuuren, 2007:14).

This study conducted by NWU confirmed high nitrate levels in the groundwater of some areas of the North West Province, including Madibogo village. In addition, high levels of calcium, magnesium and phosphates were present in the water. Furthermore high fluoride levels, which can cause skeletal and dental fluorosis, were also detected in some of the boreholes (Vuuren, 2007:14). This alerted that water supply in Ratlou local municipality is not the only problem but quality of water is also a concern.

The rate of population growth in the areas of Setlagole and Madibogo can be attested by the number of households today versus the number of households several years ago (Botshelo Water, 2013b). Setlagole and Madibogo villages rely heavily on natural water resources such as underground water therefore when the population grows communities are likely to witness a decline in the volume of water (Botshelo water, 2013b).

The integrated development plan was designed to facilitate the service delivery towards communities in rural and urban areas since for various reason government

services fail to reach the poor in rural and remote areas. Among the reasons cited by Akinboade *et al.* (2013:461) are inadequate targeting of the poor, supply-driven planning, elite capturing of programmes, lack of voice of the poor and their inability to reach the government and service providers.

Underground water is drying out in many communities in the Ratlou Local Municipality's area of jurisdiction, for an example, the area experiences continuous domestic water shortages (Botshelo water, 2013a). The majority of communities in Ratlou are dependent on groundwater as the source of domestic water supply. Botshelo water further indicated that there is very limited use of surface water because such resources simply do not exist in the Ratlou local municipality. The southern part of the area, in particular Setlagole village, is dry and existing boreholes have been drying up for a long time now (Botshelo Water, 2013a). "The depletion of existing ground water source has been exacerbated by factors including the following - Climate Change, Population Growth, Growing Demand due to new developments like RDP housing projects" (Botshelo Water, 2013a). Communities in Ratlou local municipality rely on water supply from sources such as equipped boreholes, transmission mains, storage tanks, and distribution networks. As a result of boreholes running dry, most of the sources are failing to meet demand at a basic level of service.

2.4. IDP Challenges

The research conducted by Bogopane (2012:98) in the Ngaka Modiri Molema District discovered that lack of national and provincial government support for IDPs was found to be a worrying factor. The absence of visible and well designed IDP monitoring devices was observed and singled out as one of the stumbling blocks that almost led to the complete collapse of the planning endeavours in the district (Bogopane, 2012:98). This is further supported by research conducted by Mofokeng (1997:77) which revealed that the uncertainty about the process followed in the

implementation of the IDP in the Ratlou Local Municipality, as well as institutional framework, the financial viability, the community participation and the delivery of basic services. Furthermore some of the challenges that limits the ability of the Ratlou Local Municipality to implement the IDP are lack of sound revenue, hence the RLM depends on conditional grants. The level of unemployment also negatively affects the income of the municipality (Mofokeng, 2007: 78).

The research conducted by Alebiosu (2005:75) indentified three challenges which might hinder the proper implementation of IDP: the level of project management capacity within the local government, the design of the municipal organisation and the redefining of existing functions. The researcher goes further to say that there is a lack of project management capacity skills within most of the local government in South Africa which has often been identified as blockage in service delivery. Furthermore, many local governments are so weak that they cannot perform the most basic functions of management and service delivery and a sophisticated level of integrated and coordinated planning remains a challenge (Alebiosu, 2005:75).

According to Gibbens (2008:89), the key challenge is the fact that the IDP in its current form is limited in terms of what it can achieve due to the shortage of funding. In this regard it is of note that the funding for basic services is not controlled by the Department of Water Affairs but is under the control of the Department of Cooperative Governance (DCoG). Only half of the municipalities managed to draft project proposals which qualify for funding and which include all the relevant information for implementation without undue delay (Gibbens, 2008:89).

Research conducted by the Parliament of South Africa (2012) found that the country faced the challenge of providing fourteen million people with access to water and twenty four million people with basic sanitation services. The parliament further states that by 2001 the water backlog was reduced by 50%. South Africa committed to providing potable water to all its people by 2008 and sanitation by 2010. According to

the Ngaka Modiri Molema Section B Administration version 4, the municipal had a total number of 45,725 water supply backlog of which 10,000 was Ratlou Local Municipality.

The study further argues that a threat to the original gains made in service delivery improvements is the inability of responsible departments, i.e. Departments of Corporate Governance (DCoG), Human Settlements (DHS) and Water affairs (DWA), to effectively eliminate service backlogs, while more recently, infrastructure maintenance shortfalls are also threatening water and sanitation services as Apartheid-era infrastructure reaches the end of their serviceable life span (Parliament of South Africa, 2012:1).

According to the North West Water Sector Forum (2006:24), the following are highlighted in the WSDPs of the WSAs in the NW province as issues that need attention:

- Need for bulk of proper infrastructure to support retail water supply systems;
 - Adequacy of current water resources infrastructure to cope with increased water use demand;
 - Extension of retail infrastructure to address new settlements versus addressing backlogs;
- Operation and maintenance of existing infrastructures;
- Water loss management; and
- Water quality management.

2.5. Conclusion

Literature has confirmed that there is wide agreement that IDP was formulated in order to contribute towards delivering basic services to historically disadvantaged and

rural communities. However, it is not clear whether the IDP is having much impact in facilitating provision of service delivery towards communities. According to (Pillay *et al.*, 2008:203) IDPs are not addressing the thorniest issues, they are steering well clear of radical interventions that would be needed to alter deeply entrenched patterns.

Alebiosu (2005:74) is of the view that there is need for proper planning and the implementation of projects in municipalities. Furthermore monitoring and assessment of success on the part of the local government in order to get rid of poverty among its population is needed. Alebiosu (2005:74) found that while IDP has been reviewed every year, its evolution has not been shaped by a clear agenda of understanding its impact on service delivery.

In terms of IDP facilitating the provisioning of water services DWAF has identified skills shortages of capacity in respect to engineering, science, technical and artisan areas water management sector. Hence implementing some of the projects identified by communities in the IDP are not achieved. The literature review revealed that also financial resources have largely limited the nature of projects and initiatives that the municipality and the community have identified to be implemented in the IDP.

CHAPTER 3

RESEARCH DESIGN AND METHODOLOGY

3.1. Introduction

Research methodology is a way to systematically solve the research problem or studying research problem along with the logic behind it (Kumar, 2008:5). It may be understood as a science of studying how research is done scientifically by studying various steps that are generally adopted by a researcher (Kumar, 2008:5).

3.2. Research Design

According to Mouton and Marais (1988:32), the research design is an arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. The authors furthermore state that the aim of a research design is to plan and structure a given research project in such a manner that eventually the validity of the research findings are maximised. The term design in this context refers to the researcher's way of arranging the environment in which events take place. The environment consists of the individuals or groups of people, places, activities, or objects that are to be surveyed (Demining, 1990:26).

The researcher has aimed at a quantitative research design and survey technique using structured questionnaire, with closed-ended questions to gather information. Quantitative research approach may be described in general terms as that approach based on the collection of considerable data from a representative sample of a population for a few variables (Baxter & Babbie, 2004:232). The quantitative

researcher believes that the best way of measuring the properties of phenomena (e.g. the attitudes of individual towards certain topics) is through quantitative measurement, i.e. assigning numbers to the perceived qualities of things (Baxter & Babbie, 2004:232).

3.3. Population

The study is limited to Ratlou Local Municipality (Setlagole village). The researcher in this study looked at the implementation of IDP and its role in Ratlou Local Municipality. Targeted participants are participants who are able to give informed consent and include municipal officials (IDP, technical services, Municipal Manager, corporate services), and community representative (SANCO, church leaders, EPWP). The target participants were chosen on the basis that they would understand the role of IDP, residing in Ratlou local municipal and willing to participate in the research. Rather than selecting the total population at large, sampling ensures that appropriate numbers of elements are drawn from homogeneous subsets of that population.

3.4. Sampling

Sampling refers to the methods that guide researchers to select the groups of persons, objects, behaviour, performance or phenomena that they actually observe (Deming, 1990:23). Deming (1990:25) further explained that in sampling probability is a likelihood of an event to occur. An event is given by a number between 0 and 1, with probabilities closer to 0 indicating that the event is less likely and those closer to 1 indicating that it is more likely. In this study a stratified random sampling was used to select respondents from two groups that were community representative and municipal officials.

3.5. Method of Data Collection

Data Collection is the process of gathering information. Data for the study came from articles, secondary information, books and questionnaires. An advantage of the survey questionnaire is that the respondent may review records, think about a question before answering and interrupt the process of completing the instrument if necessary (Chadwick, 1984:33).

Questionnaire survey is a useful tool to obtain information about this study. The respondents are convinced that the questionnaire is anonymous; therefore respondents can freely report attitudes and behaviors without embarrassment or fear of reprisal (Chadwick, 1984:34).

Questionnaires are probably one of the most widely used instruments to collect data in survey research. The tool was applied to an investigation into the study. It is easy to analyse data when using questionnaires. Questionnaires were distributed to 41 selected participants. The researcher delivered the questionnaire personally to respondents that are, ward leaders, councilors and municipal officials and gave them a date for collection. The researcher also collected the completed and non-completed questionnaires from the participants on the specified dates.

3.6. Data Analysis Method

Data analysis is the process of editing and reducing accumulated data to a manageable size, developing summaries, looking for patterns, and applying statistical techniques (Cooper & Schindler: 2006: 58). In order to measure the contribution of the IDP in delivering services in Ratlou municipality, closed-ended questions in the

questionnaire were used to obtain information from participants responding to the questionnaire.

The questionnaire was designed in such a way that respondents only have to choose one aspect between given options or between “yes” or “no” in order to save time in completing the questionnaire. Statistical Package for Social Science (SPSS) software was used to interpret all completed questionnaires. The results are in a descriptive of percentages, tables and graphs. The result will further be explained in the following chapter.

3.7. Ethical Consideration

Ethical consideration is significant in a research project, even if the research is not for secondary purpose or further investigation. The study got ethical clearance from the North West University to conduct research. In this research, the participants were assured of confidentiality and anonymity on any information provided and they were further assured that the questionnaire will only be used for research purpose. The outcome of this research will benefit Ratlou Local Municipality in developing strategies to address water supply challenges as well as delivery plan when developing the IDP. The cover letter was attached to the questionnaire and it informed participants about the purpose of the research and further informed them about the value it will add to Ratlou Local Municipality if they do participate in answering the questionnaire. Those who did not like to participate were not forced to take part in the study.

CHAPTER 4

DATA COLLECTION AND ANALYSIS

4.1. Introduction

Data analysis presents a report on the results of the observed enquiry into the role of Municipal Integrated Development Programme (IDP) in prioritising the provision of basic services in Ratlou Local Municipality. The questionnaires were handed to the respondents and administered as they were filling the questionnaires. Some respondents requested the questionnaire to be left with them to be collected after some minutes.

The questionnaires were related to the research objectives and questions, respondents data is compared with some of the findings from the literature review. The questionnaires were easy as respondents were just ticking the most appropriate answer to the question. In order to meet the objectives set for this research study, the data was analyzed using descriptive statistics. The data collected was analysed to determine if IDP is facilitating the provision of basic services to the community of Ratlou Local Municipality.

4.2. Description of the questionnaire

The study targeted 45 respondents, 41 questionnaires were distributed and all were returned, thus representing a response rate of 91% of n population. Respondents were chosen randomly from municipal officials and community representatives from Ratlou local municipality who are familiar with the municipal IDP. The questionnaire instrument consisted of 24 questions, grouped into two sections. The first section consisted of 4 biography information where respondents were choosing the most

appropriate answer by ticking. The second section consisted of 20 questions on the role of IDP, provision of basic services and access to water services. Respondents were asked to tick the most appropriate answer ranged from strongly agree to strongly disagree.

4.3. Response Rate

All of the 41 self administered questionnaires were completed and returned. This is 100% of the distributed questionnaires; a sizeable and representative sample of the target population, thus meeting the required prerequisite for acceptable generalization of the findings. Table 4.1 shows the response rate of the questionnaire distributed.

Table 4.1 Response Rate

Distribution	Feedback	Response Rate %
41	41	100

Tables 4.1 represents the questionnaires that were distributed to respondents. 41 questionnaires were distributed and administered. All 41 questionnaires were filled and returned which is 100 % of distributed questionnaires.

Table 4.2 Occupation

	Frequency	Valid Percent
Municipal Official	16	39.9
Community representative	25	60.1
Total	41	100

Graph 4.1 Occupation

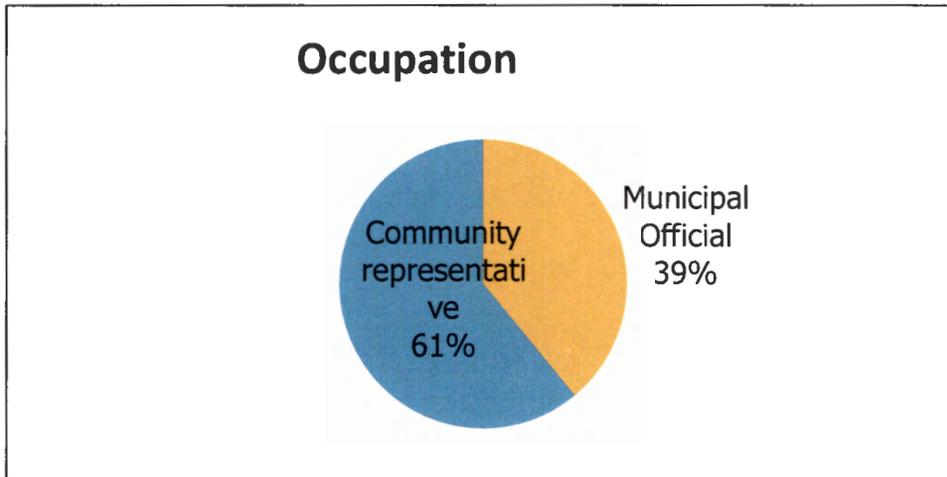
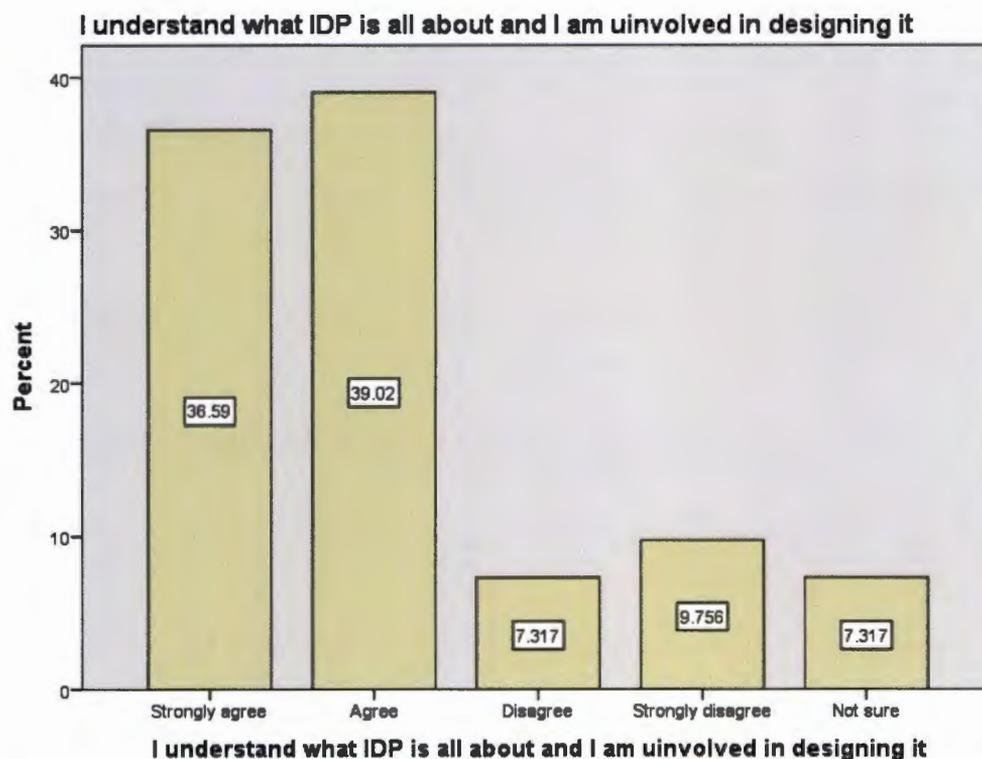


Table 4.2 indicates that out of 41 respondents, 16 respondents were municipal officials and 25 respondents were community representative. Therefore the collected data represent the views of the municipal official and community representative who understands the role of IDP.

Table 4.3 I understand what IDP is all about and I am involved in designing it

		Frequency	Percent	Valid %	Cumulative %
Valid	Strongly agree	15	36.6	36.6	36.6
	Agree	16	39	39	39
	Disagree	3	7.3	7.3	7.3
	Strongly disagree	4	9.8	9.8	9.8
	Not sure	3	7.3	7.3	7.3
	Total	41	100	100	100

Graph 4.2



In table 4.3 the majority of the respondents at 76% indicated that they understand the role of IDP and are involved in designing it. 7% of the respondents were not sure about the contents of the IDP and what is it all about.

Table 4.4 the communities understand the role of IDP

	Frequency	Valid Percent
Strongly agree	4	10
Agree	17	42.5
Disagree	6	15
Strongly disagree	6	15
Not sure	7	17.5
Total	41	100

Graph 4.3

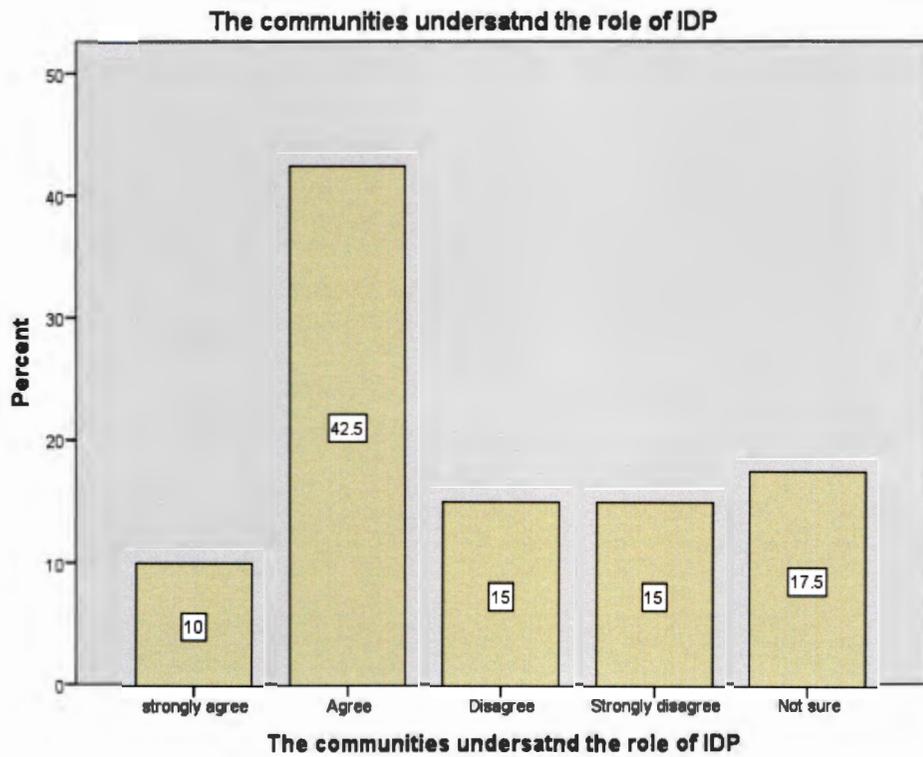


Table 4 indicates that the majority of respondents at 43% indicated that Municipal officials and community representative are of the view that the community of the Ratlou local municipality understands the role of the IDP. However 30% disagree, these respondents are of the view that communities do not understand the role of IDP whereas 17.5 % are not sure.

Table 4.5 Service delivery has improved in my area since the introduction of IDP.

	Frequency	Valid Percent (%)
Strongly agree	9	22
Agree	10	24.4
Disagree	11	26.8
Strongly disagree	9	22
Not sure	2	4.9
Total	41	100

Graph 4.4

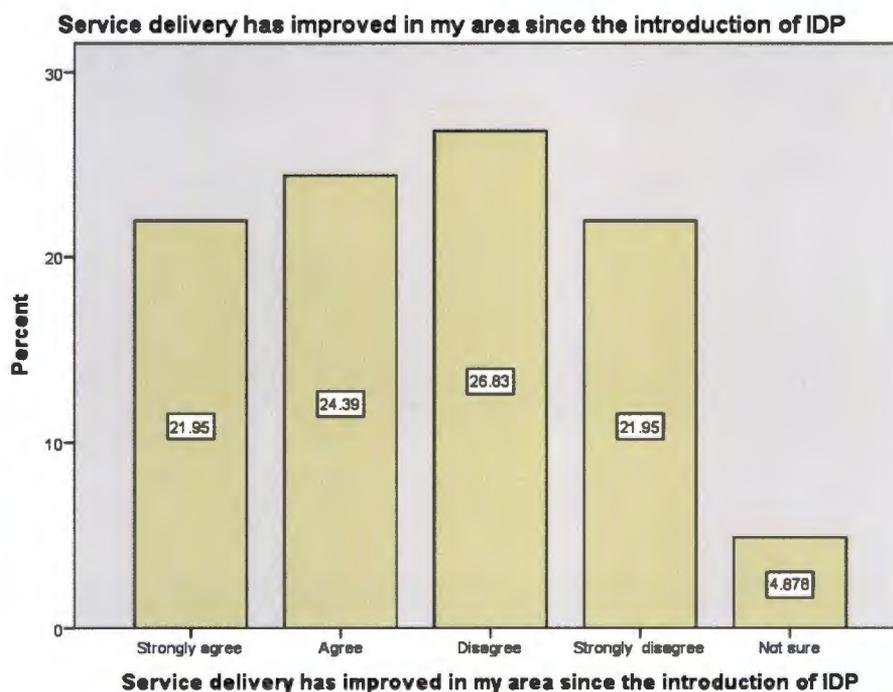


Table 4.5 represents the response on improvement of service delivery since the introduction of the IDP at Ratlou local municipality. 27 % indicates disagreement, 24 % indicates agreement and 5% of respondents were not sure if service delivery has

improved. This indicates that the majority of the respondents to the question disagree.

Table 4.6 Implementation of the IDP projects is being monitored by the municipality and community

	Frequency	Valid Percent (%)
Strongly agree	5	12.2
Agree	17	41.5
Disagree	12	29.3
Strongly disagree	7	17.1
Not sure	5	12.2
Total	41	100

Table 4.6 indicates that the majority of respondents at 42 % agree that implementation of the IDP projects are monitored, 12 % of respondents strongly agree, 17 % strongly disagree, 29 % disagree and 12% are not sure if the IDP projects are being monitored. An observation that can be made from the above data is that somehow IDP projects are not monitored to maximum by the municipality and community.



Table 4.7 Community is involved in reviewing the IDP

	Frequency	Valid Percent (%)
Strongly agree	10	24.4
Agree	11	26.8
Disagree	10	24.4
Strongly disagree	6	14.6
Not sure	4	9.8
Total	41	100

Table 4.7 indicates that 26.8% of respondents strongly agree that the community is involved in reviewing the IDP, 24.4 % strongly disagree and 14.6 % disagree and 10 % were not sure about the question asked.

Table 4.8 Communities are informed about the progress of the IDP projects

	Frequency	Valid Percent (%)
Strongly agree	9	22
Agree	11	26.8
Disagree	13	31.7
Strongly disagree	7	17.1
Not sure	1	2.4
Total	41	100

Graph 4.5

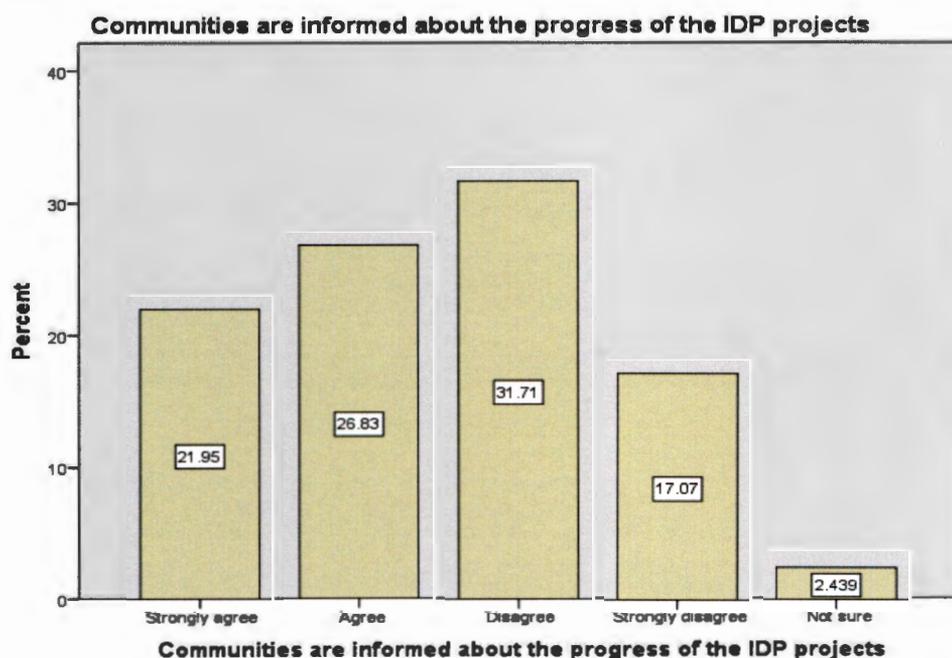


Table 4.8 indicates that the majority of respondents (49%) responded negatively about the communities being informed about IDP projects in Ratlou local municipality. 22 % strongly agree and 26.8% agree that communities are informed about the progress of the IDP projects. This observation indicates that respondents have different views as those who agree compared to those who disagree, however the response has a very slide difference.

Table 4.9 The Municipal services are reaching their intended beneficiaries

	Frequency	Valid Percent (%)
Strongly agree	5	12.2
Agree	14	34.1
Disagree	12	29.3
Strongly disagree	6	14.6
Not sure	4	9.8
Total	41	100

Table 4.9 indicates that 34.1% of the respondents agree and 12.2% strongly agree that municipal services are reaching the intended beneficiaries in Ratlou Local Municipality. 29.3% disagree, 14.6% strongly disagree and 4% of respondents are not sure. The total respondents who disagree is 44%. This could be concluded that somehow the respondents are nearly equally divided in their view of this question.

Table 4.10 The priorities identified by the community in the IDP are being implemented by the municipal IDP

	Frequency	Valid Percent (%)
Strongly agree	2	4.9
Agree	9	22
Disagree	16	39
Strongly disagree	10	24.4
Not sure	4	9.8
Total	41	100

Table 4.10 indicates that priorities identified by the community in the IDP are not being implemented by the municipality. Out of 41 respondents, 16 respondents disagree and 10 respondents strongly disagree. 2 respondents strongly agree, 9 respondents agree to that and 4 respondents were not sure. This observation indicates negatively to the question asked.

Table 4.11 There are service delivery backlogs in my area that have not been implemented by the municipal IDP

	Frequency	Valid Percent (%)
Strongly agree	8	19.5
Agree	20	48.8
Disagree	6	14.6
Strongly disagree	5	12.2
Not sure	2	4.9
Total	41	100

Table 4.11 indicates that 48.8% and 19.5% of respondents are of the view that there are service delivery backlogs in their area that have not been implemented by the Ratlou local municipality. 6% and 5% of respondents are of the view that service delivery backlog are being implemented in their area.

Table 4.12. I am satisfied with the implementation of the IDP programme regarding the provision of access to water services

	Frequency	Valid Percent (%)
Strongly agree	5	12.2
Agree	4	9.8
Disagree	13	31.7
Strongly disagree	18	43.9
Not sure	1	2.4
Total	41	100

Graph 4.6

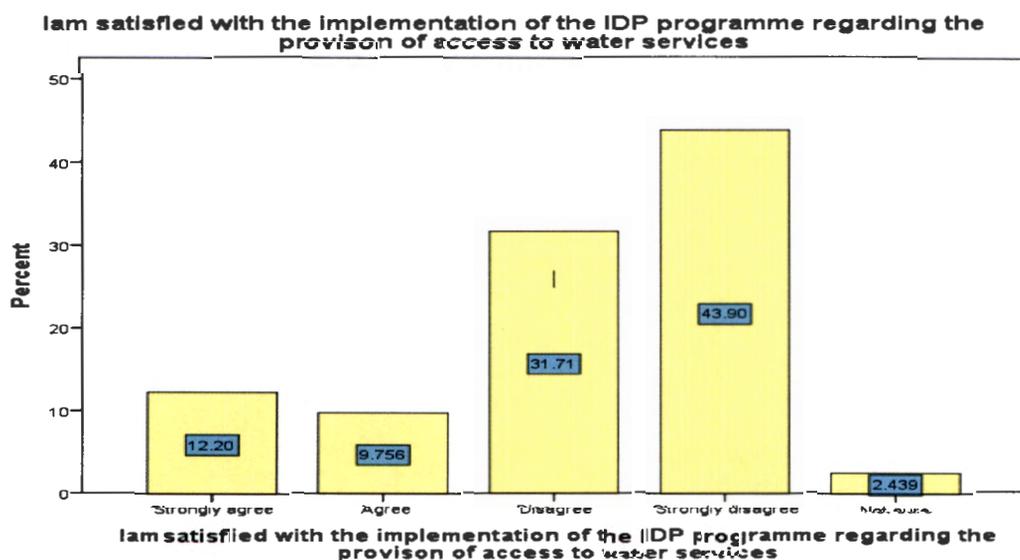


Table 4.12 indicates that the majority of respondents are not satisfied with the provision of water services in Ratlou Local Municipality. 76% of the respondents are not satisfied. 22% of respondents are satisfied and 2.4% are not sure. The observation indicates that respondents are not satisfied with provisioning of water services.

Table 4.13 I am satisfied with the implementation of the IDP programme regarding the provision of access to sanitation services

	Frequency	Valid Percent (%)
Strongly agree	7	17.9
Agree	9	23.1
Disagree	9	23.1
Strongly disagree	12	30.8
Not sure	2	5.1
Total	41	100

Table 4.13 indicates that the majority of respondents are not satisfied with the provision of sanitation services in the Ratlou local municipality. 54% of the respondents are not satisfied. 41% of respondents are satisfied and 5% is not sure. The observation indicates that most respondents are not satisfied with provisioning of sanitation services.

Table 4.14 I am satisfied with the implementation of the IDP programme regarding the provision of access to electricity services

	Frequency	Valid Percent (%)
Strongly agree	14	35.9
Agree	20	51.3
Disagree	3	7.7
Strongly disagree	2	5.1

Total	39	100
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Table 4.14 indicates that most respondents are satisfied with the provision of electricity services in Ratlou local municipality. 87% of the respondents are satisfied. 13% of respondents are not satisfied. The observation indicates that respondents are satisfied with provisioning of electricity services.

Table 4.15 I am satisfied with the implementation of the IDP programme regarding the provision of access to refuse removal services

	Frequency	Valid Percent (%)
Strongly agree	9	23.1
Agree	8	20.5
Disagree	9	23.1
Strongly disagree	10	25.6
Not sure	3	7.7
Total	39	100

Graph 4.7

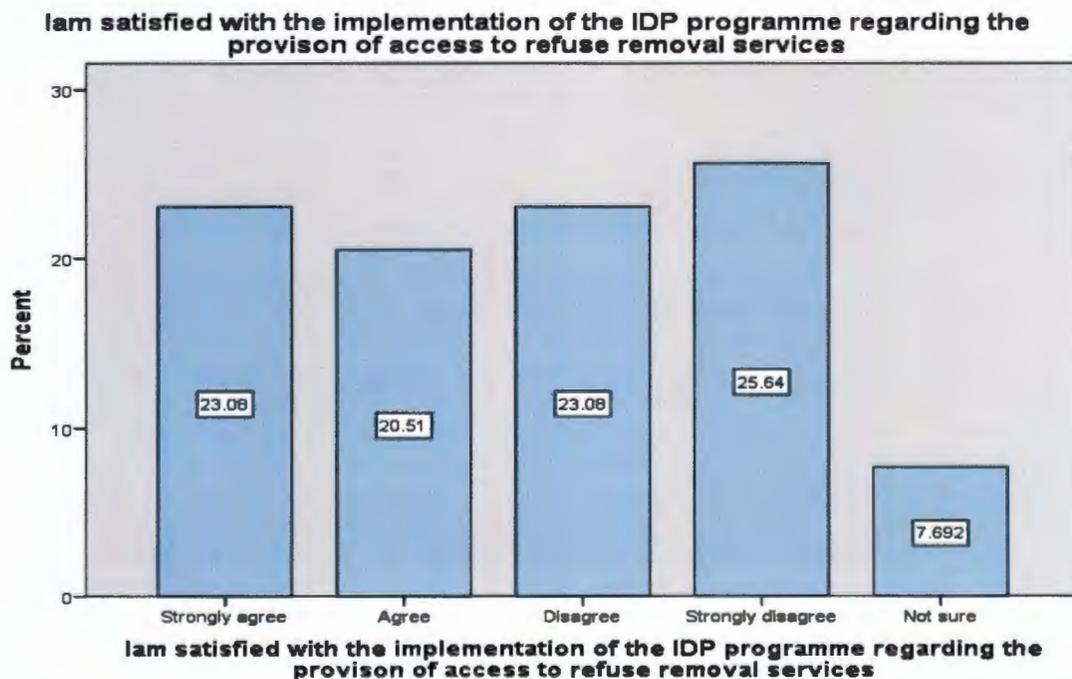


Table 4.15 indicates that most respondents are satisfied with the provision of electricity services in Ratlou local municipality. 87% of the respondents are satisfied. 13% of respondents indicated that they are not satisfied. The observation indicates that most respondents are satisfied with provisioning of electricity services.

Table 4.16 Basic service delivery backlogs are successfully resolved by the local municipal

	Frequency	Valid Percent (%)
Strongly agree	2	4.9
Agree	9	22
Disagree	16	39
Strongly disagree	10	24.4
Not sure	4	9.8
Total	41	100

Table 4.16 indicates that 39% of the respondents disagree that basic service delivery backlogs are successfully resolved by the Ratlou Local Municipality. 24% of respondents strongly disagree and 10 % is not sure. 22% of respondents agree and 5% strongly agree that basic service delivery backlogs are successfully resolved by the local municipality. The observation indicates that the majority of the respondents do not agree.

Table 4.17 There are water projects running in my area

		Frequency	Valid Percent	Cumulative Percent
Valid	Strongly agree	4	9.8	9.8
	Agree	8	19.5	29.3
	Disagree	13	31.7	61
	Strongly disagree	12	29.3	90.2
	Not sure	4	9.8	100
	Total	41	100	

Table 4.17 indicates that the majority of the respondents at 31.7% disagree and 29.3% strongly disagree that there are water projects running in their area. 19.5 % agree and 9.8% strongly agree that there are water projects running in their area. 9.8% are not if there are any water projects in their area.

Table 4.18 There is sufficient budget to implement water projects

	Frequency	Valid Percent (%)
Strongly agree	8	19.5
Agree	4	9.8
Disagree	6	14.6
Strongly disagree	9	22
Not sure	14	34.1
Total	41	100

Table 4.18 indicates that the majority of the respondents 34.1% are not sure if the municipality has sufficient budget to implement water projects. 19.5% strongly agree and 19.8 agree that the municipal has sufficient budget to implement water services however 22% strongly disagree and 14.6% of respondents disagree to the question asked.

Table 4.19 The municipality has adequate operational capacity (i.e. Human resource, systems, and equipment) to deliver services

	Frequency	Valid Percent (%)
Strongly agree	14	34.1
Agree	9	22
Disagree	4	9.8
Strongly disagree	6	14.6
Not sure	8	19.5
Total	41	100

Table 4.19 Indicates that 34% of the respondents strongly agree that the municipality have adequate operational capacity (i.e. Human resource, systems, and equipment) to deliver services. 22% of respondents agree and 20 % are not sure. 15% of respondents strongly disagree and 10% disagree that the municipality has adequate operational capacity to deliver services. The observation indicates that majority of respondents do agree that the municipality has adequate operational capacity to deliver followed by respondents who are not sure.

Table 4.20 The municipality has adequate technical skills to deliver water services

	Frequency	Valid Percent (%)
Strongly agree	5	12.2
Agree	15	36.6
Disagree	5	12.2
Strongly disagree	9	22
Not sure	7	17.1
Total	41	100

Table 4.20 indicates how participants responded to the question asked. 37% of respondents agree, 22% strongly disagree, 17% is not sure, 12% strongly agree and

12.% disagree that the municipality has adequate technical skills to deliver water services.

Table 4.21 The technical unit is effective in implementing water projects

	Frequency	Valid Percent (%)
Strongly agree	3	7.5
Agree	10	25
Disagree	7	17.5
Strongly disagree	12	30
Not sure	8	20
Total	41	100

Table 4.21 shows that the majority of the respondents at 30% strongly disagree that the technical unit is effective in implementing water projects. It is followed by 25% of respondents who agree that the technical unit is effective in implementing water services. 25% of respondents agree and 20% is not sure and 7.5 strongly agree.

Table 4.22 I access water from

	Frequency	Valid Percent (%)
Home	6	14.6
Tanks	21	51.2
Borehole	2	4.9
Other	12	29.3
Total	41	100

According to Table 4.22, most of the respondents 51.2% indicated that they access water from tanks that are provided by Ratlou local municipality followed by other 29.3%. During the distribution of questionnaires that were administered most of the respondents who selected others were referring to communal taps.15 % of respondents access water from home and 5% access water from borehole.

4.4. Conclusion

The respondents in this study were the municipal officials and community representative who are actually familiar with the role of IDP in provision of basic services and also beneficiaries of municipal services in Ratlou Local Municipality. The reason for choosing and selecting these respondents was to verify if RLM is experiencing any challenges with provision of basic services to the community with more emphasis on water services.

The effectiveness of IDP is influenced by a number of factors such as planning, commitment, accountability, capacity, funding and communication. It is also implied in the literature that in the absence of the above the IDP may be ineffective in delivering municipal services to the community. This study was undertaken with the objective of assessing the role of Municipal IDP in prioritising the provision of basic services in Ratlou Local Municipality. The principle method of data collection was a self-administered questionnaire. The analysis of the data was done in relation to the objectives set for the study.

Findings from the data analysis are interpreted in Chapter 5 as well as conclusion and recommendations suggested for the Integrated Development Programme at Ratlou local municipality to address challenges in provisioning of water services. Chapter 5 will also discuss remedial suggestion for addressing challenges identified in the literature and questionnaires.

CHAPTER 5

FINDINGS, CONCLUSION AND RECOMMENDATIONS

5.1. Introduction

This chapter presents findings that are interpretation of analysis that were presented in Chapter 4. The findings are discussed and related to the objectives of this study. This chapter also provides conclusion on data from the literature review and the questionnaire undertaken with the municipal officials and community representatives; and suggest recommendations for the challenges relating to the role of IDP in prioritising the provision of basic services as well as challenges to water services.

5.2. Research questions

The research questions of the study were:

- 5.2.1. Does the IDP assist in facilitating the provision of water services in Ratlou Local Municipality?
- 5.2.2. Does the IDP processes contribute to delivery of basic services in Ratlou Local municipality?
- 5.2.3. Does the IDP allow for public participation as intended to?

5.3. Findings based on the research questions

- 5.3.1. Does the IDP assist in facilitating the provision of water services in RLM.

Table 4.5 has shown that 27% of respondents are of the view that municipal services have not improved since introduction of IDP. This indicates that even though the provision of water has been put as one of the priorities on the Ratlou IDP, some communities think that in terms of facilitating the provision of water services, this is not happening; however 24 % of the respondents are of the view that the municipality is facilitating the provision of water. Table 4.22 has shown that 51% of respondents indicated that even though there are challenges with provision of water the

municipality ensures that the community has access to water by means of bringing tank water to the community.

5.3.2. Does the IDP process contribute to delivery of basic services in Ratlou Local Municipality

In table 4.3, the majority of respondents indicated that they are involved in designing the IDP 39% of respondents agreed and 37% strongly agreed, and they are allowed to identify services that need to be put in the IDP. In table 4.7 only 27% agreed that they are involved in reviewing the IDP, this might hamper the delivery of services that were identified in the IDP. Reviewing the IDP with community representative is very important as community is able to track the progress of delivery. In table 4.6 majorities of respondents 42% indicated that IDP projects are being monitored by both municipality and community.

5.3.3. Does the IDP allow for public participation as intended to

Table 4.3 has shown that the majority of respondents at 39% agreed while 37% strongly agreed that they participate in the designing the IDP only 7% disagreed. However the majority of respondents indicated that they are not involved in reviewing the IDP as shown in table 4.7. This implies that to some extent the public is not participating fully as required by IDP programme.

5.4. Empirical Findings

The majority of the respondents (76%) indicate that they understand the role of IDP and are involved in designing it. This indicates that the municipality follows the legislative prescription in terms of involving communities in designing the IDP; however, this does not happen to the fullest as the majority of respondents indicated that they are not participating in reviewing IDP. Respondents indicated that

communities are allowed to identify services that need to be included in the IDP. 17% of the respondents indicated that they do not understand the IDP and are not involved; however, there are respondents who understand the role of IDP but they are not involved in designing it. 7% of the respondents are not sure about the role of IDP.

According to the study conducted by Mofokeng (2007:46) at Ratlou local municipality, 55% of participants were uncertain about the community participation at the Ratlou local municipality comparing to this study it indicates that there has been improvement in community involvement in designing the IDP. In this findings indicate that the majority of respondents are of the view that electricity services are being provided by the municipality; however, in terms of water services the Ratlou local municipality is not delivering. Only minority of the respondents indicated that there are still houses with no electricity.

The general comments made by the municipal officials indicated that the Ngaka Modiri Molema district Municipality is responsible for water services. The general comments made by the community representative indicated that even though the Ngaka Modiri Molema (NMM) District is responsible for water services, the RLM is not facilitating the process to ensure that the district municipality is providing water services. Identified challenges were sharing of water services functions and roles among the NMM district municipality and Ratlou Local Municipality. The Ratlou Local Municipality indicated that the budget for water services is with the Ngaka Modiri Molema District. The other challenge that has been identified by the municipality is that there is no sufficient underground water as the municipality is relying on the underground water.

5.5. Recommendations

It is recommended that the municipality should make an effort to educate the community about the role of IDP and how they can participate in its design. The

municipality should create a channel of communication between the municipality and the community. It is noted that community representatives are one of the channels of communicating with community members at large, however the municipality should ensure that the community understand their role in designing the IDP. Public meetings should continue to be held on an ongoing basis in various wards of the Ratlou Local Municipality.

The municipality should also ensure that its political structures, political office-bearers, managers and other staff members align their roles and responsibilities with the priorities and objectives set out in the municipality's Integrated Development Plan (IDP). In terms of water provision, functions, roles and responsibilities need to be clarified between Ratlou Local Municipality and Ngaka Modiri Molema district Municipality in order to deliver water services to the communities. They need to ensure that the technical team and project management are well trained and sufficiently skilled to address water challenges.

Pitt and Alkhaddar (2006:210) suggest that in order to achieve a sustainable water supply it is essential that groundwater sources are managed correctly and that the safe yield is not exceeded as the impact of this depletion will produce a permanent loss of water and severe environmental degradation. The RLM should prioritise implementation of water projects as water is one of the priorities on the IDP.

5.6. Conclusion

This study revealed that in the Ratlou Local Municipality efforts have been made to obtain community participation in designing the IDP. Communities understand Integrated Development Programme (IDP) and its role. However, according to the

respondents on the study IDP is not playing its role of facilitating the provisioning of basic services.

Satisfaction with water services and resolving basic services backlog are ranked very low by respondents. In contrast, satisfaction in providing electricity services is however ranked high. The municipal officials are of the view that the municipality has adequate skills to deliver water projects however but this view is not shared by community representatives. It is important for the Ratlou Local Municipality to carry out urgent interventions aimed at the efficient and effective functioning and delivery of basic services to the communities.

The community representatives are of the view that the Ratlou local municipality is not making efforts to ensure there is reliable provisioning of water in RLM. The municipal officials have indicated that the challenge is insufficient water from underground. The municipal technical and project team however will have to look for alternative solutions to deliver water services. The Ratlou Local municipality has plans in place to ensure that the community have access to water by means of tanks, though is not enough.

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ANNEXURES

Annexure A: Questionnaire

Dear Respondent

My name is Lorato M. Mofela a student at North West University, Mafikeng Campus, pursuing a Masters in Business Administration. As part of my studies, I am conducting a research project on **“The role of Municipal Integrated Development planning (IDP) Programme in prioritising the provision of Basic Services in Ratlou Local Municipality”**. I therefore humbly request you to assist me in filling this research questionnaire. Attached is a survey instrument developed to gather research data for this project.

I assure you of confidentiality on any information provided. I further assure you that the responses to this questionnaire will be used strictly for research purpose.

For any enquiry please contact me on 018 387 6772 or 073 146 2263.

Rely on your support.

Regards

.....

Lorato M Mofela

MBA Student (Student no: 16473701)

North West University – Mafikeng Campus

Please take a few minutes of your time to fill out this questionnaire to help me assess the role of IDP in facilitating the provision of water services in Ratlou Local Municipality. Questionnaire is divided into two sections. Tick only one appropriate answer from each question.

Section A

Biographic data

1. Gender

1	Female
2	Male

2. Your age group

1	Below 25
2	26 – 35
3	36 – 40
4	41 and above

3. Occupation

1	Municipal Official
2	Community representative
3	Other

4. Academic qualification

1	Post school certificate
2	Diploma or Bachelor degree
3	Honours degree or above

Section B

Rate the IDP Programme in facilitating the provision of basic services

Please answer all the questions and tick the most appropriate answer per question.

		Strongly agree	Agree	Disagree	Strongly disagree	Not sure
1.	I understand what IDP is all about and I am involved in designing it.					

2.	The communities understand the role of IDP.					
3.	Service delivery has improved in my area since the introduction of IDP.					
4.	Implementation of the IDP projects is being monitored by the municipality and community.					
5.	Community is involved in reviewing the IDP					
6.	Communities are informed about the progress of the IDP projects					
7.	The municipal services are reaching their intended beneficiaries					
8.	The priorities identified by the community in the IDP are being implemented without any delay.					
9.	There are service delivery backlogs in my area that have not been implemented by the municipal IDP					
10.	I am satisfied with the implementation of the IDP programme regarding the provision of the following services					
	10.1 Access to water					
	10.2 Access to sanitation					
	10.3 Access to electricity					
	10.4 Access to refuse removal					
11.	Basic service delivery backlogs are successfully resolved by the Local municipality.					

12.	There are water projects running in my area.					
13.	There is sufficient budget to implement water projects					
14.	The municipality has adequate operational capacity (i.e. Human resource, Systems, Equipment) to deliver services					
15.	The municipality has adequate technical skills to deliver water services					
16.	The technical unit is effective in implementing water projects					
17.	I access water from	Home	Yard	Tanks	Borehole	Other

18. How does the Ratlou Local Municipal address the issues on water services?

Thanks for your time and cooperation.

Annexure B: Table for sample size corresponding to population size

N= size of population; S=size of sample

N	S	N	S	N	S
10	10	220	140	1200	291
15	14	230	144	1300	297
20	19	240	148	1400	302
25	24	250	152	1500	306
30	28	260	155	1600	310
35	32	270	159	1700	313
40	36	280	162	1800	317
45	40	290	165	1900	320
50	44	300	169	2000	322
55	48	320	175	2200	327
60	50	340	181	2400	331
65	56	360	186	2600	335
70	59	380	191	2800	338
75	63	400	196	3000	341
80	66	420	201	3500	346
85	70	440	205	4000	351
90	73	460	210	4500	354
95	76	480	214	5000	357
100	80	500	217	6000	361
110	86	550	226	7000	364
120	92	600	234	8000	367
130	97	650	242	9000	368
140	103	700	248	10000	370
150	108	750	254	15000	375
160	113	800	260	20000	377
170	118	850	265	30000	379
180	123	900	269	40000	380
190	127	950	274	50000	381
200	132	1000	278	75000	382
210	136	1100	285	1000000	384

Source (Sahu, 2013:47)