

## **A quantitative study on service delivery protests in the South African municipalities: A case of Tzaneen municipal area**

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### **Abstract**

Service delivery protest has become a global phenomenon due to service delivery backlogs. Thus, this study determined the nature of service delivery protests and influencing factors that inspire them in the South African municipalities. This is a quantitative study that underpinned by literature to respond to the causes of protest actions. The study was guided by the Maslow's Hierarchy of Needs (HoN) theory by Abraham Maslow in his 1943 paper titled "*A Theory of Human Motivation*" in Psychological Review to argue that community member's protests to satisfy their needs. The cross-sectional survey method was applied for data collection and the data was analysed by using descriptive statistical analysis technique. The findings of this study showed that the slow pace of service delivery, rate of unemployment and unethical conducts by officials and politicians, unfulfilled promises, lack of public engagement and poor access to information are the causes of protest actions. To alleviate the state of poor service delivery and protests, the study recommends that the municipalities should properly budget for capital projects and the implementation should be in line with monitoring and evaluation. In addition, there should be mechanisms in place to detect and address corruptive practices. The Greater Tzaneen Municipality and other local municipalities should be proactive and responsive timeously to address grievances voiced by community members in order to mitigate unnecessary protests. The local municipalities should intensify community happiness in the local government affairs and community involvement in the delivery of services.

**Keywords:** community, local municipalities, service delivery protests, municipal service delivery and South Africa.

### **Introduction**

*"Always bear in mind that the people are not fighting for ideas, for the things in anyone's head. They are fighting to win material benefits, to live better and in peace, to see their lives go forward, to guarantee the future of their children..."*

*Amilcar Cabral, 1965*

The democratic government of South Africa liberated the country from apartheid regime. During apartheid regime, service delivery was based on the skin of colour and that resulted in numerous protests which occurred more often in the form of

violence against the state and its functionaries such as local government. However, the struggle is still continuing in the present era as occurred as a result of several such as empty promises. There is still intense service delivery protests. These protests are influenced by several factors such as unfulfilled promises speeches done by politicians in the name of better life for all while the actual service delivery remain inadequate. The above concur with Mamokhere (2019:373) who argues that municipal service provision remains a critical challenge of the 21-st century across the world. Similarly, Brown (2017) indicates "that service delivery protests in South Africa are not a new phenomenon. The author further alludes that during apartheid, service delivery protests were a common feature and were used as a political tool to bring down the apartheid created structures of local government (Cobbett & Cohen, 1988)". Of course, the common feature of the protests during and after apartheid is that the protests in South Africa are defined by violence (Musitha, 2016). Burger (2009) opined that "to some protesters, unfulfilled promises have been recurring since the first democratic election in 1994". In addition, Ramukosi (2018:97), over that voters repeatedly voted for the ruling party despite unfulfilled promises because they do not hold the ruling party accountable. This is despite their criticism of the ruling party for failing to deliver services to them. The author further alludes to the fact that election is a democratic tool to punish the party that does not fulfil its mandate. Instead, they opt for destroying properties such as roads, buildings, libraries, which are associated with the state (Ntsala & Mahlatji, 2016:219). The study by Musitha (2016:12) reveals the priorities of service delivery, namely; road infrastructure, running water followed by electricity. StatsSA (2020) includes the rate of unemployment which is officially at around 30.8% to date, high levels of poverty, health facilities and lack of houses. Burger (2019) cited in Mamokhere (2019) opines that "these matters add to the growing dissatisfactory in South African communities and generally lead to many socio-economic challenges such as high level of crime and diseases". The Greater Tzaneen Municipality (GTM) in the Bolobedu South has been embroiled with service delivery protests too. Therefore, this study intends to quantify the nature and factors influencing service delivery protests using GTM as a case study. In addition, the study is aiming to respond to the following questions; What is the nature of the service delivery protests and which influencing factors (motivator) towards service delivery protests at GTM?

### **Statement of the Problem**

South Africa protested against apartheid regime prior and post 1994 to ensure equity and equality in the distribution of resources. The apartheid regime was brought down in 1994 with the ushering in of the democratic government in 1994. Allan & Heese (2004) and Morudu (2017) argues that "there still is an increase in service delivery protests in South African municipalities and are reported regularly on various media platforms. In terms of section 152 of the Constitution of the Republic of South Africa (1996) has directed local government to involve communities in service delivery matters". The Constitution has included a chapter on the Bill of Rights that stipulates the basic needs to be provided to the citizens of the country. However,

some municipalities in this era are still ignoring this legal requisite. According to Smit & Cronje (2002), “South African municipalities including GTM have been seriously criticised for their poor government which led to poor service delivery to the public”. This study intends to investigate the nature and character of these protests in the Greater Tzaneen Municipality.

### Theoretical Framework

This article is underpinned by “Maslow’s Hierarchy of Needs” (HoN) theory developed by Abraham Maslow in his 1943 paper titled “A Theory of Human Motivation” in Psychological Review. This is a motivational theory that seeks to understand the psychological factors which culminate in residents on street protesting. Ntsala & Mahlatji (2016) argue that protests are not only about basic services but beyond that. As they mentioned that some protesters have burned services such as libraries and other government infrastructures after the government failed to address community needs.

To comprehensively understand the motivation behind the protests, it is significant to briefly begin with Maslow’s Hierarchy of Needs as a guide to human needs. The theory of Maslow’s hierarchy of needs consists of five areas of human needs as illustrated below;

Figure 1: Maslow’s Hierarchy of Needs



**Source: Maslow’s Hierarchy of Needs (Hopper, 2020).**

This theory is relevant to this study as it also focuses on individual’s physiological needs. Mamokhere (2019) indicates that there is empirical evidence that community members mostly protest over physiological needs such as water, shelter (housing) and food to satisfy their basic needs. They also protest over safety needs (health care, employment/jobs) and esteem (freedom of expression, public participation). Furthermore, Ntsala & Mahlatji (2016:221) and Mamokhere (2021: 82) pointed “to the important underlying psychological fact that when basic human needs are not met (security, respect, freedom, and personal power) frustration builds up. At that time the victims of poor service delivery identify the methods of the aggressor and thereafter respond with violence as the only means to achieve their goal. All these factors that aggravate the community into protests are associated with adopted theory of Maslow’s Hierarchy of Needs. The theory maintains argues that people’s needs should be prioritized for the purpose of development”.

## Literature Review

### **Conceptualisation of Service Delivery and Service Delivery Protests**

To comprehend service delivery and service delivery protests as they are trendy in South Africa, it is paramount to outline their meaning. According to Du Toit et al., (2002:101), indicate that “the primary function of a municipality is to serve its community by providing water and sanitation, electricity, shelter, education, health care, social welfare, transport, refuse and waste removal”. These services are mostly regarded as basic services that communities depend on for their daily livelihoods. Chen et al., (2014:1) state that the level of service delivery by the government in South Africa is unreliable and greatly inconvenient to South African communities. Shaidi (2013:16), states that “service delivery protests refer to public action through which the residents of an area decide to voice their dissatisfaction or grievances with the manner and scale at which public services are rendered to them”.

### **The Nature of Service Delivery Protests and their Implications**

To determine the nature of service delivery protests, it is imperative to distinguish the types of protests that normally occur. “Service delivery protests could be either non-violent (peaceful) or violent but not limited. By their nature, service delivery protests in South African municipalities are often characterised by non-violence and violence (Mamokhere, 2019:2)”. Equally important, “non-violent protests involve marches to hand over a memorandum of grievance or instances whereby protesters march peacefully gathered in public areas (Dassah, 2012:21). Non-violent protest is a technique that people reject passivity. This is seen as an essential struggle and people can wage their conflict without violence. Non-violent action is not an attempt to avoid or ignore conflict but it is one response to the problem of how to act effectively in politics, especially how to wield powers effectively. Non-violence has been used as a tool for change even before the time of Christ (Nagler, 2014). Equally, violent protests can be defined as protests whereby protesters participate in physical acts that either causes instant harm to persons or damaging physical state properties (Dassah, 2012:21 & Mamokhere, 2019:2). Acts of violence involve a range of practices such as blockading of major highways, erection of barricades, burning of tires, burning of public buildings such police station, clinics, public libraries, and politicians’ houses, looting of shops, stoning of police officers and vehicles. People engage in violent protests with a believe that protesting in a form of violence lead to better responses from responsible officials than other means of engagements”. Alexander (2010:25) posits that there is “an existing belief that grievances or complaints expressed in the form of violent protest stood a better chance to be addressed under the administration of the former state president Jacob Zuma. For instance, #feesmustfall movement, only received attention after students have expressed their complaints in some form of protests which lead to violence” (Chiwawawara, 2014). Also, Vhuwani protest at Malamulele in Limpopo province has gain support from the government after violence. However, the study condemns violent behaviours.

## **Factors Influencing Service Delivery Protests in Local Municipalities Discontent with the Status Quo of Service Delivery**

Poor municipal service provision remains visible in many South African local municipalities; this is a sweet-faced problem for several local municipalities around the world, especially developing countries (Gwayi, 2010). Akinboade et al., (2014:2), "there is intensifying public dissatisfaction with municipal service delivery in South African municipalities. Since 2007 onwards, the poor performance of public representatives, as well as the dysfunctionality of local government administrative structures, has been the main crucial point of anger, directing the community to protests over service provision". Mathebula (2014:107) indicates that "poor service delivery and discontent with municipal performance with regards to water and sanitation, electricity, housing and other basic services lead to community to protest for their basic rights as enshrined in the Constitution of the Republic of South Africa 1996, Bill of Rights". Burger (2009) and Mamokhere (2019) there are "many reasons for protests in South African municipalities such as slow, poor and dissatisfactory service delivery. As for Musitha (2016) contends that road infrastructure, running water and electricity are the main reasons for community protests in South Africa". Similarly, StatsSA (2020) "rate of unemployment which is officially at around 30.8%, high levels of poverty, poor infrastructure, and the lack of houses add to the growing dissatisfaction".

### **Rate of Unemployment**

Not all "service delivery protests" are sole about basic service delivery. Some of the protests emanate from the rate of unemployment. Unemployed people solely depends on their local government for essential services, therefore, failure to provide adequate aggravate them to protests so that their grievance can be attended to. With reference to Maslow's hierarchy of Needs, people protest to fulfil their basic need. "The rate of unemployment in South African is extraordinary and rising with a rate that increased to 30.8% in the third quarter of 2020 from 23.3% in the previous period, though below market expectations of 33.4%. It was the highest jobless rate since quarterly data became available in 2008, with more people searching for jobs amid the easing of lockdown restrictions. The number of unemployed people rose by 2.2 million to 6.5 million, employment went up by 543 thousand to 14.7 million and the labour force increased by 2.8 million to 21.2 million. Total employment only decreased in utilities (-23 thousand) and transportation (-7 thousand) but rose mostly in trade (62 thousand), finance (200 thousand), community and social services (137 thousand) and private households (116 thousand). The expanded definition of unemployment, including people who have stopped looking for jobs, was at 43.1%, up from 42% in the prior period (StatsSA, 2020)".

Moreover, Mamabolo (2015) cited in Mamokhere (2019) opines that "a high rate of poverty and being jobless in South Africa is another influencing factor behind socio-economic challenges such as crime and protests. The people that are experiencing from poverty and unemployment are constantly desperate to such an extent of developing hatred against successful foreigners (looting Indian shops) and elected representatives (burning of ward councillors' houses). This can be perceived as an

influencing factor which naturally contributes to service delivery protests because most people mostly rely on their local municipalities for better service delivery due to lack of socio-economic opportunities like stable jobs and food security". DCGHSTAs (2014:7) also support the statement above that poverty and being jobless constrain the development of local governance. That is, the majority of people, particularly youth are unemployed with applicable qualifications. The DCGHSTAs (2014:7) indicate that, "most of the participants indicated that they have qualifications but they are unemployed. It is unpleasant to have people who had qualifications since the late 1990s but still not having a permanent or a proper job. This is the reason why people are angry at the government as they are blaming the local government in all these ills". Additionally, Dassah (2012:10) indicates that the main factor in the protests is poverty, with its accompanying socio-economic conditions and unemployment. These problems pose a difficult obstacle to proper service delivery and sustainable development. Thus, Chikulo (2016) states that "the protests against poor service delivery are reinforced by the growing unfairness and scarcity in South African societies".

### **Unethical Conduct: Corruption and Nepotism**

According to Sebola (2015) and Mamokhere & Chauke, (2020:3), indicate that "a corruption is dishonest behaviour by those in positions of power like municipal managers or government officials. Corruption involve accepting or giving bribes or inappropriate gifts, double-dealing (nepotism & kickbacks), brown envelop transactions, manipulating elections, diverting funds, laundering money and defrauding investors". Mamokhere (2018:7) further indicates that "corruption has the most damaging effects in a country depending on the policy priorities of the country". Hoffman (2011) indicates that corrupt practices result in sidelining between community members and in most cases during protests, government officials and politicians are identified as corrupt people who want to enrich themselves by abusing the state resources. Furtherance, Hoffman (2011:96) states that "the approach to this issue contends that South Africa's public administration is required to be governed by the democratic values and principles enshrined in the Constitution of the Republic of South Africa, 1996. The centrality of all of these values and principles should be considered afresh and constructively because they hold the key to refining service delivery." Therefore, it can be affirmed that corrupt actions undermine the needs of community members as indicated by the Maslow's Hierarchy of Needs. This is one of the aggravating factors for service delivery protests. According to the South African Parliament's Research Unit (2009), established clarifications for local municipalities' protests, *inter alia*;

- *Corruption*
- *Nepotism*
- *Maladministration and*
- *Financial mismanagement*
- *Unethical local leadership*

### **Unfulfilled Promises by Politicians and Political Instability**

The protests had not been only about houses, water, and toilets, electricity and

other infrastructures, but also about the unfulfilled promises and political instability (Twala, 2014:163). Service delivery protests are motivated by several factors *inter alia*; inequality, unfulfilled political promises and uneven access to services. Frustration is compounded by the lack of responsiveness by councillors and political office-bearers caused by limited or unclear channels of communication and provision of substandard services (Masiya, Davids & Mangai, 2019:38). Ndaba (2007) states that the “African National Congress admitted that infighting within the organisation contributed to the service delivery protests at South African municipalities.”

### **Poor Access to Information**

According to Mamokhere (2019 & 2020) indicates that “access to information is a legal obligation in terms of section 32 (1) (a) of the Constitution of the Republic of South Africa, 1996, which provides that everyone has the right to access any information. The procedures under section 32 of the Constitution are regulated by the Promotion of Access to Information Act of 2000. Batho Pele Principles (1997) also an emphasis on access to information as an individual right. The protests are not only about the basic service such as water, shelter and electricity, but also about lack of access to information”. According to Twala (2014:160), indicates that at “local municipalities, residents, and civil society organisations protests about the municipal officials and ward councillors as a politician not pro-actively responding to their grievance. In some instances, councillors would not attend to the issues of the community members, until they embarked on protests. This advocates that the municipal officials who work for the local municipalities should be entrusted and be capable to assist the community. Lack of communication lead to limited awareness and knowledge about human rights. It hinders service delivery due to limited knowledge concerning the procedures on how to lodge complaints. Hence, these issues often lead to community members on the street expressing their service delivery issues while this can be avoided by providing access and timeous information”.

### **Lack of Community Participation**

According to Managa (2012:4), “the protesters frequently express dissatisfaction and frustrations for being excluded from local government businesses. In terms of section 16(1) of the Municipal Systems Act (2000) municipality is required to develop a culture of municipal governance that complements formal representative government with a system of participatory governance. Municipal councils must encourage the involvement of the local community in the decisions that directly affect them. Booysen (2007:25) affirms that the right of public participation in the governance process is a constitutional obligation and protected by various policy frameworks governing local governments. The community involvement is meant to provide information as well as improving public decisions, programmes and projects”.

Tsatsire (2008) states that public participation is a constitutional prerequisite. To support this, Bekker (1996:75) indicates that, “citizen participation can serve as a means of converting dependents into independents that are converting the poor from the passive consumers of services into the producers of those services, thereby benefiting them both economically and socially by taking part in governing.”

Furthermore, Modise (2017) maintained that “public participation is a great challenge for democratic South Africa due to inadequate knowledge of citizens about political operation locally and internationally. The service delivery protests are a clear indication that participatory democracy is a great challenge in democratic South Africa and this result in poor public participation”.

### **Legislative Framework**

The Constitution of the Republic of South Africa (1996), section 152 urges the municipalities to be responsible for service provision to the people in a maintainable manner and in consultation with community members. However, municipalities catch it challenging to comply with the requirements of the Constitution, thus plunging the country into protest actions. In addition, the Constitution of the Republic of South Africa 1996, has dedicated a chapter on the Bill of Rights that specifies the basic needs which must be provided to citizens of the country. However, failure to fulfil this legal obligations triggers community members on the streets protesting.

### **Research Methodology**

In this study, a quantitative research approach was adopted; this approach was considered the most appropriate because addressing the research problem depended on the analysis of quantitative data collected on many survey questions around the nature and factors causing the service delivery protests in Greater Tzaneen Municipality. Moreover, a quantitative approach was followed because the study was testing the causal relationships or influence of nature and factors contributing to service delivery protests and biographical characteristic in GTM. The study was conducted in the Greater Tzaneen Local Municipality in the Limpopo Province of South Africa. The community under GTM in Limpopo province served as a sample frame. The non-probability sampling methods were adopted for selecting research participants. Convenience and the snowball sampling methods were used to identify the survey participants. The Statistical Package for Social Sciences Version 26 was used for data capturing and analysis. Reliability was measured using Cronbach’s Alpha to measure internal consistency and the minimum acceptable coefficient is 0.70. The coefficient alpha for the measure of the effectiveness of service delivery protests about socio-economic development was 0.921, which indicated very high reliability. The significance of the Kolmogorov-Smirnov test was greater than 0.05 in all the tests. This implies that the normality of the data can be assumed. Harman’s single factor test was used to identify the presence of common method bias. This suggests that the interpretation of the findings of this study would not be disturbed by substantial method bias. The population target for this study was solely community members under the jurisdiction of the GTM. We targeted this population because they have recently embarked on service delivery protests. Solely targeting this population resulted in effective and timely when collecting data. Therefore, the full data set of thirty-three responses is valid and usable for testing the hypothesised relationships in this study. Authors used a small number of population to control the administration of questions.

## Description of the Greater Tzaneen Municipality

Greater Tzaneen Municipality is situated East of Polokwane in the Mopani District Municipality. It is one of the four municipalities namely Greater Letaba, Greater Giyani, and Greater Ba-Phalaborwa. "In its Integrated Development Plan (IDP), the unemployment rate ranges from 36.9% to 47.1% in the year 2017/18 which contributes to increased risk of malnutrition, poverty and crime in the area (Greater Tzaneen municipality IDP, 2017/18). The rate of unemployment has climbed drastically for both youth and adults in the areas within the jurisdiction of GTM". The Citizen (2014) stated that the GTM is faced with corrupt practices and unethical behaviours including lack of accountability by public servants. It is also found that the Greater Tzaneen Local Municipality has not followed proper supply chain management processes or procedures when procuring goods and services. The Citizen (2014) reported that "the municipality has uncovered irregular tenders worth more than R40 million. Based on the documents presented to The Citizen, the municipality deviated from tendering processes when awarding Quality Plant Hire and Expectra 388 cc the tenders. Expectra 388 cc was awarded an R38 million tar road project without even submitting a formal document". In this paper, poor accountability within the municipality has been noted as one factor which influences service delivery march.

## Results and Discussion

### Biographical Information of the Respondents

Table 1 below presents a description of the participants. The respondents were asked to report their demographical information, including age, gender, marital status, level of education and employment status.

Table 1: Biographical Characteristics (n=33)

		Frequency	Percent
Age	19 and less	3	9.1
	20-29 years	17	51.5
	30-39 years	5	15.2
	40-49 years	6	18.2
	50 years and above	2	6.1
Gender	Male	17	51.5
	Female	16	48.5
Marital Status	Married	4	12.1
	Divorced	2	6.1
	Widow	2	6.1
	Single	25	75.8
Highest Educational Qualification	No formal education	3	9.1
	Grade 7	3	9.1
	Grade 12	7	21.2
	Higher certificate	3	9.1
	National Diploma	4	12.1
	Degree	9	27.3
	Higher certificate	4	12.1

Employment Status	Self-employed	3	9.1
	Formally employed	6	18.2
	Unemployed	22	66.7
	Other	2	6.1
	Total	33	100

Source, Authors, 2020

As indicated in Table 1 above, the characteristic of this study shows that the majority of respondents are males with about (51.5%) while females are fewer with (48.5%). The most active age group in terms of service delivery protests are 20-29 years of age which constitute 51.5% of the total population, followed by those between 40-49 years of age (18.2%). The age group of 30-39 as well as above 49 years of age constitute 65 and 2% respectively of the population. In terms of the level of education, the majority (27%) respondents obtained a degree as their highest qualification. Despite that, the majority of the participants are single with 76% and unemployed with 67% respectively. The gender profile of respondents indicated a disparity in terms of representation and empowerment of women. Although South Africa has promulgated policies to correct gender imbalances. Furthermore, the level of unemployment is high despite government efforts to create jobs through the Expanded Public Works Programme (EPWP).

### **Descriptive Statistics of the Nature of Service Delivery Protests**

*Table 2: Summary statistics of the nature of service delivery protest*

	Mean	Std. Deviation	Cronbach's Alpha
Is the Greater Tzaneen Municipality delivering adequate basic service delivery to your community?	2.88	1.556	0.750
What are the services that are prioritised needs in your community by the municipality?	2.45	1.752	0.864
Have you participated in any service delivery protests that have taken place within the communities of Greater Tzaneen Local Municipality?	1.45	0.506	0.881
What kind of protests usually takes place in the municipality?	1.42	0.502	0.764
In your perspective, do you think protesting receives a better response from responsible officials than another means of engagement?	1.88	0.893	0.868

Which type of protest tends to receive the required attention?	1.52	0.834	0.875
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Source, Authors, 2020

Table 2 depicts the descriptive statistics of the dimensions of the nature of service delivery protest in Greater Tzaneen Municipality with basic service delivery in the municipality with the highest mean is value creation with a mean of 2.88 and standard deviation of 1.556. The kind of protests takes place in the municipality with the lowest mean of 1.42 and a standard deviation of 0.502. The other dimension of nature of the service delivery is municipality prioritised needs with mean 2.45 and standard deviation 1.752, the response received from responsible office with mean 1.88 and standard 0.893, type of protest receives required attention with mean 1.52 and standard deviation 0.834. Lastly community participation with a mean 1.45 and standard deviation of 1.506. All Cronbach’s Alphas are greater than 0.70.

### Binary Logistic Regression Model

The binary logistic regression model was used to determine the determinants of nature and factors contributing to service delivery in the GTM. The model is known to be a statistical method used to predict a categorical (usually dichotomous) variable from a set of predictor variables (Wuensch, 2015). The assumption is that P (Y=1) is the probability of the occurring event, therefore the dependent variable must be coded accordingly. The factor level 1 of the dependent variable should represent the desired outcome. Another fundamental assumption is that the binary logistic regression model assumes linearity of the independent variables and the log odds. The general Binary Logistic Regression Model is expressed as follows:

$$\text{Log}(p) = \ln\left(\frac{p_i}{1-p_i}\right) = \alpha + \beta_i X_i + \dots + \beta_k X_k + U_i$$

Where  $\ln\left(\frac{p_i}{1-p_i}\right)$  is the natural log

of the odds,  $P_i$  is the probability that the nature of service delivery protest in the GTM,  $1-P_i$  is the probability that the non-service delivery protest in the GTM,  $\beta_i$  is the estimated parameter,  $X_i$  is the explanatory variable and  $U_i$  is the disturbance term.

Model specification is as follows:  $\text{NSD} = \beta_0 + \beta_1\text{AGE} + \beta_2\text{GNDR} + \beta_3\text{MS} + \beta_4\text{HEQ} + \beta_5\text{ES} + U_i$

Where

$Y_1$  = Nature of service delivery protest (dependent variable)

$X_1$  = Age

$X_2$  = Gender (GNDR)

$X_3$  = Marital status (MS)

$X_4$  = Highest education qualification (HEQ)

$X_5$  = Employment status (ES)

Table 3: Results from the binary logistic regression model examining the determinants of is the nature and factors of service delivery protest in the GTM

Predictor variables	B	S.E.	Wald	df	Sig.	Exp(B)
Age	0.878	0.632	1.93	1	0.165	2.405
Gender	0.502	1.101	0.208	1	0.649	1.652
Marital Status	-0.979	0.726	1.82	1	0.177	0.376
Highest Educational Qualification	-0.442	0.326	1.838	1	0.175	0.643
Employment Status	1.599	1.31	1.49	1	0.222	4.949
Constant	-3.164	3.996	0.627	1	0.428	0.042
Chi-square (df =1)	13.486					
-2 Log likelihood	26.999					
Cov and Snell R Square	0.335					
Nagelkerke R Square	0.475					

Source: Authors, 2020

Table 3 above shows the results from the binary logistic regression model which indicate that five variables (age, gender, marital status, highest educational qualification and employment) out of six variables that were regressed were significant in influencing the nature of service delivery protest in the Greater Tzaneen Municipality. The model was tested for goodness of fit using Hosmer and Lemeshow’s goodness-of-fit for logistic regression models. Hosmer and Lemeshow test showed a Chi-square value of 13.486 and statistically significant at 0.019, implying that the model fit the data well. With regards to the coefficient of determination ( $R^2$ ), for regression models with categorical dependent variables such as the binary logistic regression, it is not possible to compute the  $R^2$ . Therefore, approximations such as the Nagelkerke  $R^2$  are calculated instead. Nagelkerke  $R^2$  was used in this study as a proxy estimate to  $R^2$  which measures the variation in the response that is explained by the model. The Nagelkerke  $R^2$  was found to be 47.5% which indicates that 47.5% of the variation in the nature and factors of service of protest in the GTM is explained by the explanatory variables. The log-likelihood value was 26.999 and the Cox and Snell R square was 33.5%.

All independent variables such as age, gender, marital status, high educational qualification and employment status indicated that there is no significant (Since all

$p > 0.05$ ) difference with the nature and factors of service delivery protests in Greater Tzaneen Local Municipality.

## Discussion

Legislative frameworks emphasize the provision of basic services to the communities, hence, it also the mandates of the municipalities to be consultative in their dealings with the communities as stated in the Batho-Pele principles and the Constitution of the Republic of South Africa. Municipalities recurring ignorance of providing mandated basic service cause communities to be unhappy and decide to act aggressively towards the municipality for attention and as a way of voicing their grievances. The immediate government's failure to provide services can cause protests. It is noted that people protest as a result of lack of access to information, poor, slow and unsatisfactory service delivery, high rate of unemployment and poverty (official around 30.8%), lack of community participation or consultation in decision-making and policy-making processes and unfulfilled promises (Mamokhere, 2019; StatsSA, 2020). Even though other services were received by the community members, however some of the services provided by the municipality were not satisfactory, adequate, and reliable. Akinboade et al., (2014) mention that community members engage in service delivery protests as a way of voicing their grievances from responsible authorities. Ramukosi (2018) also stresses that the community members resort to protests because they are tired of empty promises prior-election and post-election with no actions. Dassah (2012) discovered violent protests as an imperative approach for communities to attract government officials' attention, however the study condemns violent protests as it is associated with damaging municipal and state properties. Non-violent has also been noted as an effective approach which promotes effective communication and peace among parties involved but does not necessarily have more impact in influencing decision-making as compared to the violent one. Both violent and non-violent service delivery protests have a positive impact to influence decision-making and policy-making process but differ with the level of efficacy.

## Conclusion and Recommendations

This study discussed the nature and influencing factors of service delivery protests. Diverse types of service delivery protests were identified, namely; non-violent and violent protests. However, the most common protest that communities often partake in is violent protest as community members perceive it as more effective than non-violence. The study also found causal factors behind service delivery protests in the South African municipalities. The following factors have been identified as the influencing factors; unethical conduct, joblessness and poverty, lack of public participation, poor access to information and unfulfilled promises by the governing organisation. Given the nature and scope of this study, the authors adopted a quantitative research design and used SPSS version 26 to analyse empirical data. The theory of "Maslow's Hierarchy of Needs" by Maslow Abraham (1943) has been utilised in this study to argue that community members partake in protests to achieve

their common goals and physiological needs as well as safety and esteem needs. Thus, the study recommends the following;

- To promote access to information, the municipal should focus strengthening of the municipal website or a link that updates communities regularly with municipal trends such as employments, tender's opportunities, and financial reports.
- Local municipalities should strongly create, develop or strengthen the communication approaches and promote public participatory in key local processes such as the Integrated Development Plans (IDPs).
- The usage of diverse communication approaches such as prints, notices, and community radio stations, which are more accessible to ordinary members of the community, should be utilised to communicate.
- There should be mechanisms in place to detect and address corruptive practices and nepotism.
- Corrupt municipal officials and office-bearers should be "investigated and suspended if found guilty of committing criminal offences to ensure the integrity and public trust in the local municipalities, all corrupt officials have to be charged under the law".
- There should be a proactive and responsive time-frame to grievances voiced by community members.
- The local municipalities should intensify community happiness in the local government affairs and community involvement in service identification and prioritization.

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