

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.

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