

The Role of Performance, Monitoring and Evaluation on Municipal Service Delivery: A Case Study of Capricorn District Municipality in Limpopo Province

Mahlodi Joyce Sethu
University of Venda

Abstract

This paper is about the role of performance, monitoring and evaluation on municipal service delivery in the Capricorn District Municipality, Limpopo Province. The performance, monitoring and evaluation (PM&E) is spearheaded by the Department of Performance, Monitoring and Evaluation to track service delivery progress by local government. The notion of PM&E was introduced by Cabinet in 2011. The study used mixed research methods, where qualitative and quantitative research methods were used. A pragmatic research paradigm was used as a philosophical partner for the mixed research methods. Data collected through the questionnaires was analysed through International Business Machinery (IBM): Statistical product and service solutions (SPSS) latest version. The researcher also applied a thematic-narrative data analysis approach, which focuses on a variety of procedures for interpreting research data. Outlined also were the research ethical guidelines that informed this study. The key finding of the research study was that the PM&E systems have failed to serve their purposes, chiefly due to lack of implementation of policies and corruption among officials. The research study therefore recommends that a more systematic monitoring and evaluation of policy interventions be undertaken.

Keywords: Performance; Monitoring; Evaluation; Service Delivery; Local Government.

Full Text: [PDF](#)



This work is licensed under [Creative Commons Attribution 4.0 License](https://creativecommons.org/licenses/by/4.0/).

European Journal of Economics, Law and Social Sciences ISSN 2519-1284 (print) ISSN 2510-0429 (online)

Copyright © IIPCCCL-International Institute for Private, Commercial and Competition law