



**The Impact of rural immigration on service delivery
in the Metropolitan Municipalities: EThekweni City**

By

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DECLARATION

I, Buyani Nkabinde, declare that to the best of my knowledge and belief, this is my own work, and all the sources used in this dissertation have been properly acknowledged and accurately reported.

Buyani Nkabinde

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DEDICATION

I dedicate this research to my family and my fiancé, Zamahlobo Mgobhozi, who has always been my inspiration and always motivated me to keep on studying. I appreciate the support from my friends who have always believed in me and motivated me with regard to studying.

ABSTRACT

Much research has been conducted on service delivery all over the world, yet no research has been done on the impact of rural immigrants on service delivery, with the focus on the eThekweni Metropolitan Municipality. Therefore, these factors are clearly defined and explained in order to assist the municipal administration and academia to improve performance of service delivery; covering aspects such as urban development; service delivery; drivers of internal migration; rural to urban migration and its implications for urban service delivery.

The study sample comprised 100 respondents randomly selected and required to complete a questionnaire. The researcher assisted in terms of questionnaire administration. Respondents were asked to complete a 5-point Likert scale questionnaire for the quantitative data for statistical analysis, using SPSS version 24.0 for analysis of primary data, with qualitative aspects also considered; in terms of an extensive literature review. The findings of the study indicate a positive significance to the eThekweni Metropolitan Municipality regarding the accessibility of schools and good municipal services, as pull factors for migration from rural areas. Various mixed opinions were found regarding: the availability of jobs and good business opportunities as factors affecting urban development; municipal services and unemployment, political conflicts in areas of origin, and running a business in the city, as well as better opportunities of obtaining a house when living in the municipality. Much significance was revealed regarding better living conditions; long-term internal migration; and children of rural immigrants, as factors affecting service delivery. However, the results further reveal a mixed opinion regarding, while indicating significance regarding work-related migration. The results showed significance with people who move from their home to live in informal settlement, and regarding travelling cost from home to work. While indicating significance with people who came from families that were provided RDP houses previously, results showed significance to the provision of all basic services as factors affecting the drivers of internal migration.

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ACRONYMS AND ABBREVIATIONS

APHRC	African Population and Health Research Centre
BEE	Black Economic Empowerment
CDE	Centre for Development and Enterprise
DoHS	Department of Human Settlements
GDP	Gross Domestic Profit
HDA	Housing Development Agency
ICT	Information Communication Technology
IDP	Integrated Development Plan
KZN	Kwazulu-Natal
LED	Local Economic Development
MFMA	Municipal Finance Management Act
MIG	Municipal Infrastructure Grant
MSA	Municipal Systems Act
PAI	Population Action International
PFMA	Public Finance Management Act
PPI	Private Participation in Infrastructure
PPP	Public-Private Partnerships
UN	United Nations
UNDESA	United Nations Department of Economic and Social Affairs
UNFPA	United Nations Population Fund
USD	United States Dollar

CHAPTER 1: INTRODUCTION AND BACKGROUND

1.1 INTRODUCTION

In 2010, approximately three percent of the world's population, which is more than 200 million people, were living in a country different to where they were born, with high internal migration remaining (Int. Org. for Migration 2010). While the global urban population in 1960 made up 34 percent of the total, according to the United Nations Department of Economic and Social Affairs (UNDESA 2015), by 2014, however, the urban population comprised 54 percent of the total and continues to grow. By 2050, it is estimated that “the proportion of people living in urban areas should reach 66 percent” (UNDESA 2015).

Urbanisation is the process by which large numbers of people became permanently concentrated in relatively small areas, forming cities. Rural to urban migration means that people move from rural to urban areas (Berry, Bowen, and Kjellstrom 2010: 31-123). In this process, the number of people living in cities increases, compared with the number of people living in rural areas; the natural increase of the populace can also contribute to population growth in cities, as a result, the urban populace seems to be higher than that of rural areas (Stillwell and Dennett 2012:44). However, a country is considered to be urbanised when more than half of its population lives in urban areas (Rao, Tanton and Vidyattama 2013: 22).

Linked to significant social and economic transformations, urbanisation is the main reason for migration for rural to urban environments. Urban living is, for instance, related to higher levels of education and literacy, better health leading to a longer life expectancy and lower fertility, with improved social services access and better cultural and political participation opportunities also on offer (UNDESA 2014). Nonetheless, rapid and unplanned urban growths create various disadvantages for urbanisation, resulting in poor infrastructure, such as inadequate housing, health care services, transport, and water and sanitation.

What follows, is unproductiveness; found to exist where the output of goods and services is unsatisfactory in quantity, as well as quality, in relation to the input of resources, money and labour. It is generally advised that productivity in SA is lacking and that one of the main reasons for this, is poor service delivery performance it is self-evident that unproductiveness must lead to unaccountable government and public administration. Furthermore, this matter is particularly disturbing when borne in mind that an unsatisfactory work ethic is usually related to a lack of dedication by public office bearers (Wittwer and Griffith 2011: 342-359). It is, nonetheless, inconceivable that legislators, governmental office bearers and public officials can tolerate unproductiveness (Antman 2012: 1187-1214). Therefore, it is confirmed that unproductiveness is one of the leading causes of public service delivery protests by society (Mpehle 213-227).

Public services are rendered within the realm of public administration, described as the world in which government and its institutions function to deliver services (Collier 2011). The services rendered are influenced by economic, technological, socio-cultural and statutory environments (Congdon 2010: 755), which affect each other and impact negatively on service delivery. Government is responsible for the type of services that can and will be delivered, as well as the setting of standards on services to be delivered (Zubane 2011: 8).

1.2 BACKGROUND OF THE STUDY

The SA government introduced many policy reforms once the new dispensation became acquainted with the political arena in 1994, opening a canopy of new policies, which were to be in favour of the majority. The first law was the Constitution of the Republic of SA, which created a platform for the new SA to be relevant. It provided protection of the status of the Constitution, in terms of the rule of the governed and chapter two of the Constitution, which is the Bill of Rights, provides grounds for quality basic services, ranging from education to housing and water provision, in terms of all South Africans (The Constitution of the Republic of SA 1996: 11).

Nevertheless, there seems to be backlogs in the housing programmes when it comes to local government. It has to, however, be understood that there are reasons that lead rural immigrants to migrate to urban cities, as this phenomenon is not only found in SA municipalities, but everywhere in the world (Division of Revenue 2014: 145). Furthermore, prior to 1994, there were no local government structures in rural local government. The structures became possible after the constitutional dispensation, which provides a platform for both political and traditional leadership that has always created contradictions when it comes to service delivery and which then leads to non-performance of service delivery in rural municipalities. Unfortunately, there is also the increase in the number of immigrants migrating from rural areas to urban areas to contend with (Hu 2013: 33).

The SA government has clearly failed, as have many others, to ensure rapid urban growth has been supplemented with investments in services, mainly in the overcrowded areas (Gremier 2004). An increase in the number of households living in informal settlements without suitable infrastructure then results (Tshikotshi 2009).

At present, several smaller municipalities are struggling to operate and maintain their services infrastructure in a cost-effective and sustainable manner (3SMedia 2013). This phenomenon then leads to the migration of rural people to big cities, such as the eThekweni metropolitan area, in order to be relevant. Nevertheless, there is increasing recognition that the growth of cities is inevitable and the solution to urban problems depends heavily on effective urban planning, infrastructure development and management. Rapid and often unplanned population growth is frequently associated with population demands that outstrip infrastructure and service capacity and lead to environmental degradation (Barone and Mocetti 2014).

According to Sections 152(1) (c) and 153 of SA's constitution, one of the objectives of local government is to promote social and economic development. These objectives are further articulated in the Municipal Systems Act (2000). Government's new growth strategy highlights the potential of rural development as a driver of job creation (Norman 2010: 107). The importance of creating a clear spatial development perspective, to enhance rural development opportunities in relation to the real comparative advantages of local areas, is highlighted by Hugo, Feist and Tan (2013: 11). The

authors explain that a spatial perspective will set out the opportunities available and the basis for government spending.

1.3 RESEARCH PROBLEM

All citizens of SA are to be provided with quality basic services by the SA government, ranging from the provision of water to the provision of housing, in terms of the Bill of Rights; chapter two of the Constitution of the Republic of SA (1996: 11). Rural migration is, however, one of the main contributors to housing backlogs, due to over-population in urban municipalities. In 2001, the housing backlog was 320 000 units in the eThekweni Municipality, with 150 000 houses built since then.

Accounting for new population movements, the backlog in 2010 was thus 230 000 houses. In addition, clean running water and sanitation are a means of reducing housing backlogs and advancement of service delivery performance for the eThekweni Municipality. Nevertheless, it is projected that the backlogs in housing can only be eradicated by 2030 (Class 2010:7). It seems obvious that this type of example is a statement that there have always been service delivery protests regarding service delivery performance, especially in the eThekweni Metropolitan area.

1.4 AIMS AND OBJECTIVES

The aim of the study is to investigate the impact of rural migrants on service delivery within the eThekweni Municipality Local government in KwaZulu-Natal (KZN).

In order to achieve the aim of this study, the following objectives will be pursued:

- To identify and explain the impact on service delivery by rural migrants;
- To investigate to what extent the impact of rural migrants affects service delivery; and
- To suggest and recommend strategies that should be employed to improve the current state of service delivery, related to service delivery performance.

1.5 RESEARCH QUESTIONS

This study will address the following critical questions:

- What are the factors affecting / influencing rural immigrants to unrest against service delivery related to housing and other basic services in the eThekweni Metropolitan area?
- What are the strategies that can be employed to improve the current state of service delivery?
- What are the measures that can be used to deal with urbanisation and rural migration in the context of service delivery?

1.6 SIGNIFICANCE OF THE STUDY

The reason for conducting this study is to contribute to the existing body of knowledge concerning the importance of immigrants and migration in local government in SA, particularly in the eThekweni Municipality. The findings of this study will be a useful tool for local government in SA, enabling a deeper understanding of the importance of the impact of immigration and rural migration on service delivery within the municipalities in local government, to ensure service delivery is improved. The study seeks to ensure urban planning, in terms of dealing with rural migrants, to produce strategies to remediate the current state of service delivery for Local Economic Development (LED) and effective service delivery.

1.7 DELIMITATIONS

The delimitation of this study is that it was specifically confined and limited to the eThekweni Metropolitan Municipal area and its residents. and the findings could therefore, not be generalised to similar areas.

1.8 GENERAL OUTLINE OF THE STUDY

The presentation of the research will be structured as follows:

Chapter One: Introduction - This chapter will provide an overview of what the research entails, such as the problem statement, the rationale of the study, the research questions, and the aims and objectives of the study.

Chapter Two: The Literature Review deals with the review of different theories, concepts and models relevant to this study and ends with a conclusion, reached on the basis of the literature reviewed.

Chapter Three: Research Methodology refers to the overall approach evident in the research process, from the theoretical foundation, to the strategies used in the collection of data.

Chapter Four: Data Analysis. The findings from the primary research and data analysis are presented in this chapter. The discussion in this chapter mainly constitutes the findings and attempts to link these to the secondary data from Chapter Two.

Chapter Five: Conclusions and Recommendations- The summary of the findings, conclusions and recommendations are presented in this chapter.

1.9 SUMMARY

The main aim of this study is to analyse the impact of rural immigrants on service delivery, focusing on the eThekweni Municipality. The conclusion to the study is informed by a questionnaire administered to residents living in informal settlements in the eThekweni area. Whereas this chapter sets out the objectives of the study, as well as offering a brief outline of the study, the literature review relating to the impact of rural immigrants on service delivery, is discussed in Chapter Two.

CHAPTER 2: LITERATURE REVIEW

2.1 INTRODUCTION

Many authors, including Paton (2013), argue that the upsurge in the urban population places a burden on local government and municipalities with their already restricted resources. However, settlements continue the insertion of poor and marginal income black people in ghettos on city boundaries, distant from jobs and service stations (Reed, Andrzejewski, and White 2010). Furthermore, ecological concerns have been raised by the World Bank (2013) regarding urbanisation, while an examination of SA cities' settlements exposes a timeless unsustainability (Statistics SA 2011b: 3). However, in order to avoid wasteful competition amongst South African cities there need to be partnerships with civil societies (South African State of the Cities Report 2006).

With the metropolitan limits expanded by the administration after 1994, to comprise land previously used for farming, former tribal land, as well as living and other urban zones, it resulted in a rapidly growing populace under the municipal authority (Speer 2012). Additionally, due to SA's comparatively high level of growth and its role as the economic capital of Africa, the country has a higher amount of developed territory than elsewhere on the continent (Clinton 2014). While the housing policy in SA is favoured by the market-lead method, where government must wage a reasonable market worth for such land, it nevertheless excludes growth of expensive interior city land (Todes 2012: 158-165).

As with anywhere else on the African continent, urbanisation is connected to enormous, unforeseen, development. Fortunately, the present universal rationale on urban policy in multilateral institutions, such as the United Nations (UN) and World Bank is, to some extent, echoed in fashionable urban policy in SA and gives more importance to a strong role for municipal local administrations (Young 2013: 1727–1785). Furthermore, the order and tasks of cities have rapidly increased, with the new concern for accommodation being one of the more significant of these novel roles for cities in SA (Narsail, Taylor, Jinabhai and Stevens 2013: 367–385). Regrettably, cities also face approaching insolvency due to the lack of payment by traditional municipalities, for which novel, ground-breaking, subsidy solutions are required (Levi and Sacks 2009: 11–333).

This condition is not exceptional to SA. The contextual document to these challenges was discussed at the World Urban Forum, held in June 2006, for cities world-wide, in the provisioning of services for growing urban populaces. Moreover, bankrolling basic town service areas, especially water supply and hygiene, is a difficult endeavour for sustainable urbanisation (Statistics SA 2011a: 3). In addition, incremental change planning is required from government, particularly local government in this instance, as town inhabitants continue to enlarge the space occupied and its accompanying services, with the claim for these rudimentary services continuing to outdo local administrations' aptitude to make these service areas operational (Bethlehem 2010).

Thus, with harshly constrained fiscal aptitudes, self-sourced income by metros to capitalise on such plans is absurd (Rana 2011: 237-256). The cities and local administration will, moreover, gradually find their future in, as Ahmad (2009) explains, new corporations; with national and provincial spheres of administration locally; in worldwide capital marketplaces; as well as in bilateral and multilateral monetary organisations. This 'net of corporations' is an essential stage aimed at municipalities for the expansion of self-sustaining municipal economic co-ordination (Eduardo 2011: 263-280).

With rural to urban migration having played a pivotal role in the growth of the African economy, it is noticeable when there is less migration, as development is also affected (Kessides 2007). However, in other parts of Africa, overall rural to urban migration has negative effects (Beauchemin and Bocquier 2004: 2245-2272). Demarcations of urban zones continue to have a major influence in terms of the development and growth of metropolitan municipalities. Since 1960, there seems to be less investigation on internal migration, although statistics show it plays a significant role in growth of urban spaces (Wang and Soule 2011: 1–62). Interestingly, Bruce (2012) determined that rural to urban migrants are mostly employed in the service sector and construction.

According to the UN Human Settlements Programme (2004 as cited in Population Action Int. (PAI) 2012), benefits to urban populations usually range from higher incomes to better health care services access, in comparison with rural areas, where these may be non-existent. Nevertheless, within cities the disparities between the poor and the rich persist. PAI (2012) highlights that access to basic infrastructure, such as private toilets, is limited in informal settlements and slums across sub-Saharan

Africa, as they often do not have basic sanitation systems. With more than half of the urban population living in informal settlements, this means that, “more than one billion of the world’s urban dwellers” do not have access to basic infrastructure.

During the 90s, rural to urban migration in SA was observed, showing significant benefits to migrants, with services such as medical care, as well as education, employment and government housing available to them in the urban environment. It is, nonetheless, difficult for rural to urban migrants to benefit from the urban space, while it is a different story for local permanent residents in the urban spaces (Chan and Buckingham 2008; Wang and Zuo 1999).

Literature around the world has shown inequalities exist between urban and rural to urban migrants (Messinis 2013). With seemingly high levels of births in urban spaces, referred to as natural increases, rural to urban migration is further affected. In addition, the mix of rural to urban populace and permanent urban population affects the health of people in that space, with especially babies affected by the migration phenomenon in urban spaces around the world (Mahlangu 2012).

2.2 RURAL TO URBAN MIGRATION IN THE SOUTH AFRICAN CONTEXT

The government of SA is mandated by the country’s constitution to provide adequate houses for everyone, in the sense that the constitution assigns the right to passable houses, with the responsibility of the administration to ensure this right is understood (RSA 1996: 11). The upsurge in the population’s varying socio-economic standing in SA has, however, resulted in major growth and the demand for accommodation (COJ 2010), which is highly related to the need for the land, infrastructure and services for residential development (Maass 2013: 29).

The land market is the vehicle used to transfer rights of ownership of land, and it is noted that land and housing markets can be easily separated from each other (Mnisi 2011: 10). Informal markets of land and housing have emerged in developing countries, as the formal market is unable to meet the demands that accompany urban development (Spicker 2009: 970-91). Both immigration and migration have good and bad influences over the development of urban society. Chiloane-Tsoka and Mmako (2014) argue that migration is seen as a key component of developing economies. Moreover, the authors note that migration has a negative effect on the overall development of the country,

especially the poorest of all, with rural migration seemingly worsening the problematic employment issue in developing economies (Chiloane-Tsoka and Mmako 2014).

Added to this, there is an indirect impact on rural communities from the influence of rural migration but a direct impact on urban communities, with a knock-on effect on urban development (Goebel 2007: 291–302). There have been two sides in the endless debate on the positive or negative effect of migration on urbanisation (Posel 2010: 129–141); the main assumption of the nature of post-apartheid internal migration has been of temporary labour migration that would be replaced, as opposed to permanent employment migration, together with strong trends towards urbanisation (Potts 2011).

Migration in SA over the previous decades has been observed as a series of multifaceted movements, composed of several prevailing patterns of movement (Maass 2013: 29). The bulk of the migration in SA spaces is inevitably intra-district, and intra-provincial, in that it is economically motivated and is, according to the United Nations (2011) to an extent, female driven. In addition, it is proposed that, in relation to numbers, the quantity of internal migrants in SA is cumulative, as these tendencies become more recognised (Rogan, Lebani and Nzimande 2009: 7-67). Most analyses of migration, however, show a significant level of internal migration in the country, which happens within the provinces (Wentzel, Viljoen and Kok 2006: 171-204).

The most prominent contributing factors are education and housing, across all types of migration (Roux 2009). Urbanisation has, nonetheless, remained a robust piece of migration, with numerous family circles residually and spatially alienated amongst rural and urban localities. Moreover, monetary factors are one of the most relevant contributors to internal migration in SA, across all types of internal migration (Bell 1972 cited by Rogan *et al.* 2009: 7). KZN is one of the strongest internal migration destinations in the country (Stats SA 2011).

Displaced populations have been an issue for government over the years, as seen in the provision of government houses in urban spaces. The SA Constitutional court made headway when it was decreed the state should give more priority to the provision of shelter for the displaced populace

through a shelter policy. The resultant government over-spending has mostly affected the poor and increased service delivery complaints (Rogan *et al* 2009).

It is further also important to understand that migrants are vulnerable in their destination. This phenomenon was observed by the global economic crisis, in terms of migrants not being able to return to their households or rather, place of origin (Hu 2013: 33). Furthermore, migration has been regarded as a means of development, in terms of transition from their current state to better economic opportunities and venture for better municipal services, as opposed to what their places of origin offer (Segatti and Landau 2011).

2.3 STATE OF SERVICE DELIVERY IN SOUTH AFRICA

Section 26 of the RSA constitution implies the government should roll out programmes to ensure all people living in SA have access to adequate housing, which is imperative to meet its constitutional obligations. This does not end with only providing sound legislation, but goes to the extent of administrative, educational, social and financial aspects to fulfil service delivery (Stillwell and Dennett 2012: 23). Just as migration is of importance when it comes to development, so is service delivery in the metros and provinces; mostly affected by being the destination of internal immigrants post-1994 (Statistics SA 2014).

In this regard, the provision of low-cost accommodation has always been prioritised by the administration of the day, in a post-apartheid urbanised country, with the administration attempting to deal with race-based inequalities of the past, which can also lead to poor service delivery (Goebel 2007: 291). However, the country's urban settlement shows a past and present to future projection as unsustainable (Sandercock 2011).

Government authorities fear that, by creating pro-active plans towards migration it may, on the one hand result in a negative influence, in terms of encouraging more of it, while on the other hand, less planning is done with regard to extended population growth and community development (Landau 2012: 61). As internal migration increases, decreasing the urban population growth, shortcomings are inevitable, resulting in the depletion of resources that then leads to limited access to critical resources (Mnisi 2011: 10). The policies of the apartheid-era promoted white permanent migration,

not black migration (Maass 2013: 29). Nevertheless, to an extent, the current municipalities accept new arrivals in their population, thus addressing migration (Landau 2012: 79). The provision of dignified and healthy housing is a key challenge to SA, in relation to its communities (Statistics SA 2014).

It is an inevitable yet controllable situation. Nevertheless, SA municipalities are ranked amongst one of the most wasteful urban environments on the globe (Segatti and Landau 2011). At the beginning of democratic privilege in 1994, the republic gaining impetus in liberty dissertation saw the SA administration declaring the establishment of a reconstruction and development programme (Kenyon 2011). Informal settlements, together with housing backlogs and uncapped urbanisation, needed a paradigm shift, requiring a master plan to develop a more pro-active approach and the emancipation of urbanisation, as industries as well as factories are able to create changes in urban spaces (Marrow 2009:756).

The SA government has, since 2004, experienced a movement of local protestors, amounting to the so-called rebellion of the poor (Alexander 2010: 25-40) and is faced with new challenges in post-apartheid SA (McDonald 1998: 449; Gilbert 2009). The social housing sector is thus aimed at giving effect to the country's constitution, in terms of the provision of adequate housing (Maass 2013: 574). The arguments on housing delivery and the government's ability to deal with the challenges of a post-1994 government include the challenges of adequate planning regarding migration.

Moreover, urbanisation is not only an issue in SA but also the rest of the world, particularly in the developing economies but in the developed ones as well. The European industrial revolution of the 18th century, as well as the development period in America all through the 19th century, gave birth to urbanisation (Dewar and Kiepiel 2012: 30). This shows it as a very significant element of development, with the optimists on urbanisation having their particular positive perspective and arguing that it is both social and cultural development (Brunt and Penelosa 2012). Cynics on urbanisation contend it has a negative impact on urbanisation, as it triggers informal settlements that have bad living conditions (Eduardo 2011; Butuala, Vankoooyen and Patel 2010).

2.4 THE SIGNIFICANCE OF URBAN PLANNING IN SERVICE DELIVERY

SA as a country is being labelled as a middle-income nation suffering from a number of challenges, namely inequality, privation and service delivery accumulation, as well as an ever increasing number of informal settlements (King 2011: 297). Numerous people migrate from rural to urban parts for many reasons. However, most contradictory evidence shows that impoverishment through various insufficiencies in rural spaces promotes migration to urban spaces, in the hope of healthier and better living conditions and economic opportunities (Ziblim 2013: 316-334).

The speedy movement of people into and out of provinces is frequent and imprecise to societies; this has complications for a diversity of service provision anxieties, including well-being and accommodation (Collinson *et al.* 2009: 81–108). Migration touches all areas of governance though and it is not possible to make a comprehensive list of governance trials and limitations available. Various concerns are generally connected to migration (Rogan *et al.* 2009: 7-67), requiring recognition that migration touches SA municipalities and provinces in considerably diverse ways. In terms of interior migration, seven provinces are trailing people, with only two being ahead (Hall, Wisborg, Shirinda and Zamchiya 2013: 47–70). The variability of migrant populaces and the lack of inducement to involve them on the part of political front-runners, make it predominantly problematic to devise their welfares and purpose through means that form common trust (Dewar and Kiepiel 2012: 35).

Urban communities are inevitably faced with multiple challenges of sustainable development and growth. In essence, speedy growth in a populace creates difficulties in the satisfactory and efficient supply and delivery of basic services for the municipality's populations (eThekweni Municipality 2013). The state is, however, pleased that passable accommodation has been provided to the numerous economic clusters that comprise its population (Gilbert 2009: 26–42).

In sounding out housing provision, both public and private contractors are involved in housing (Green, Mans and McKelly 2011). In addition, any administration has the obligation of providing rudimentary services to its populations, and to an extent, such amenities should be delivered at the uppermost conceivable level of efficiency and receptiveness (Musvoto 2012). The current SA

administration's innate service provision backlogs, after the apartheid era that deprived millions of people, has been ascertained to be an enormous one (National Planning Commission 2011)

According to Satterthwaite (2010), recipients of services usually observe the development as fairly negligible and service provision as being at a slow pace, not observably adequate to the mainstream of societies who live in hopeless scarcity. The author further argues that public service delivery is not immune from the enormous global gyrations that intensified with the ascendancy of neo-libertarian globalism, market efficiency and increasing poverty and inequality, especially for former colonies such as SA. Public unrest on issues relating to service delivery creates an unstable environment for development, however, the country has under-funded infrastructure for more than a decade. In the past, a number of service delivery protests have been witnessed across the country (Demirag and Khadaroo 2011: 271- 96), with some of these protests resulting from poor leadership and management of political office-bearers (eThekweni Municipality 2014).

It is found by Batholomew, Knotts, and Moustaki (2011) that the way governments organise themselves to undertake their functions has been changing, in response to the changing demands and needs of society. Furthermore, in SA, municipalities are at the coalface of public service delivery or are the service delivery arm of central government because they are often the first point of contact between society and government (Harrison and Todes 2015: 148–162). In essence, each public organisation is created to deliver specific amenities and goods (Todes, Karam, Klug and Malaza 2010: 414–420).

Local administration may be defined as the scope of administration that is closest to its citizens and is integral in rendering an extensive variety of amenities that substantially touch the lives of the people residing within its area of authority (Maass 2013). In the setting of their ordinary lives, it is the sole level of administration that has continual impact on both the human, social and physical spheres within which people interact (Goebel 2007: 302). It is an open question whether all municipalities in SA have a common context; the civilisation that has shaped them. While occupied with unbelievable strains and stresses as new demands are imposed on them, local administrations are altering organisations (Landau 2012: 213-232).

Mnisi (2011: 10) furthermore notes there are still misconceptions with regards to the nature and work of the various types of local government establishments, with most municipal protests in SA being, amongst other issues, an outcome of the lack of services, which are not wholly the responsibility of local government. Local establishments have, over many years, been expected to perform functions of a broader nature, occasionally for historical motives and at other times from pure need conditions (Statistics SA 2011b). Nevertheless, in responding to these new altering anxieties and demands, local government operates within a multi-faceted set of realities, with form and structure built on laws that often still reflect the concerns and problems of the society or community of some generations ago (Alexander 2010: 25–40).

It stands to reason that, to realise their goals and objectives, local governments must execute specific related functions (Todes *et al.* 2010: 414). Where local administration provides its utilities with an opinion or understanding of its objectives and goals, it is certain to supply and provide civic services and goods to its societies (Akhmat and Khan 2011).

A service refers to, among other things, a system that delivers what the community needs and it may be organised by the administration or private corporations (Watson 2009a). Furthermore, the difficulty of the SA local government system is that it needs a ground-breaking method aimed at recovery of the way cities plan and financially plan their Municipal Infrastructure Grant (MIG) projects, in order to improve basic service delivery to poor communities (Mabiala 2013).

It needs to be understood, however, that urban residences seem to have better economic opportunity than their counter-parts; rural immigrants. Taking that into consideration, government can use educational policies to lower rural to urban migration (De Brauw, Mueller, and Lee 2013: 5 5). As much as rural households are large, this does not mean only working members of the household migrate, but also the unemployed in the hope of better education (Tissington 2011: 368-378). There are many challenges faced by rural immigrants, especially those that are unemployed, with research showing the way of overcoming these challenges, as based on entering the contract and service sector and obtaining help from relatives (Bezner Kerr 2005).

2.5 URBAN SERVICE DELIVERY IN MUNICIPALITIES

The urban and rural spatial divide still remains pronounced in respect of access to socio-economic goods and services; the phenomenon of inadequately housed urban poor is increasing. Redressing the inherited inequalities of the Apartheid state has established a complex and challenging context for meeting basic needs in contemporary SA. Given the physical and political segregation of Apartheid, meeting the demand for housing has been a central, developmental challenge since 1994 (Chipkin and Lipietz 2012).

With local or municipal governments being directly responsible for a range of public services, such as local streets and roads; street lighting; fire and police protection; and neighbourhood parks, funding for these services are mostly obtained from local taxes, grants from central governments, and other locally generated revenues. In many countries, services which local or municipal governments are responsible for, are charged user fees, including prices for water, sewers, recreation and public transport (Fauvelle-Aymar and Segatti 2011).

Furthermore, Graves and Dollery (2009: 387–414) argue that decentralisation of matters, such as road maintenance responsibilities, can improve both the speed and quality of service provision. The market is, however, not an effective mechanism for indicating needs or allocating public products or service. Thus, in the absence of effective market mechanisms, various levels of government carry out supply and market intervention activities, designed to ensure the availability of community services, when and where a need has been expressed. Local governments have been the principal providers, but have been hampered by limited ability to bear the associated costs, especially where population density is low and service delivery is costly or difficult (SA Parliament 2012).

While services are generally defined as “deeds, processes and performances” (Zeithaml and Bitner 2000 cited by Akinboade, Mokwena, and Kinfack 2013), implementation to date has been skewed and unable to address the land, housing and basic services needs of millions of poor South Africans, who still lack adequate housing and access to water, sanitation and electricity (Tissington 2011: 221).

The SA administration has centralised infrastructure service at municipalities and this sphere of government is given full responsibility for the planning and budgeting of basic service delivery. In order to speed up service delivery, cities outsource preparation of the design and management of basic service schemes to applying agencies (Bell and Jayne 2009: 683–699). Kenyon (2011) discusses capacity-building at municipal level, in order to improve the performance of the municipality, in terms of the provision of basic services.

Beyond dealing with the pressures, local people, as persons and collectives, have to improve capacity to make prolific use of the chances available (Sharp, Agnitsch, Ryan, and Flora 2002). This approach necessitates government provision of social, overhead, capital infrastructure and services that serve the public interest, rather than that of private organisation (McQuaid 1997; Patel and Bhattacharya 2010).

The providers of infrastructure and service areas should serve as a compound for LED by starting and allowing a local growth environment that serves the public interest, as manifestation of what is best for local persons, rather than the satisfaction of the choices of native politicians, professionals and planners (Wanmali and Islam 1997; Shucksmith 2000; Sharp *et al.* 2002; Patel and Bhattacharya 2010). The provision of public goods by the government should be guided by the local community's felt-needs (Nilson 2002; Fannin *et al.* 2008; Patel and Bhattacharya 2010).

The administration cost recapture means that basic service areas delivered by the administration, are inherently contaminated public goods because the local inhabitants do not enjoy an exactly homogeneous quality and quantity, as far as consumption is concerned, despite there being sufficient quantity and quality from the production and supply side (Smith 2004; Jaglin 2008). The concept of service delivery is, in all likelihood, mostly linked to the notion of the government's need to satisfy clients, which in this case are members of the public (Ceruti 2012). This then requires a consultative approach when it comes to service delivery of any nature. However, the government has special legislation for this drive in SA, known as the White Paper on Transformation and Service Delivery (1997).

The Batho Pele principles were developed by the country's administration in order to strengthen both the notion of service delivery and good governance, within the SA civic sector spectrum (Cameron 2010: 676). While Bell *et al.* (2015: 33–58) hold that government service should aim at the satisfaction of members of the public who are its clients, notes evidence of the opposite, some years earlier already. Service delivery and decent governance oversight organisations, which are the Public Service Commission and the Auditor-General, are shown to have articulated their displeasure with the failure of administration departments to pay courtesy to or devise their endorsements, making their imprecise functions on the public service ineffective (Bias 2010).

Democratic municipal governance is faced with an extra trial in South African rural areas, where old-style power endures to play a pivotal role in the everyday life of many individuals (Delcarme 2011). Despite the Constitution requiring selected municipalities all around SA, old-style leaders have argued that in the traditional spaces, it is they who should wield decision-making authority (RSA 1997). It is further mentioned that any city may apply in writing to the MEC (Member of the Executive Committee), in the form prescribed by the MEC, to be credited under sub-section (2) for the purposes of managing one or more accommodation programmes (Part 4) (10). Whether or not adequate planning is, on the one hand, undertaken prior to housing being delivered, will fundamentally impact the type and location of delivery and whether it is able to contribute to spatially integrating SA's urban areas. On the other hand, planning is aimed at making sure the government expends resources in ways that meet its objectives and where beneficiaries are happy with what they receive (Aijaz 2010).

Cities are, in addition, predicted to be the main role players where negotiating of decisive accommodation needs and demands is concerned. The site of accommodation should expedite spatial re-arrangements, corresponding to the supply of diverse accommodation kinds with demand and structure relationships across accommodation delivery (Benit-Gbaffou 2011: 453–64). The exact danger that arises from the cities, is the accommodation projects that end up not satisfying basic community needs, recognised to the extent that they were emphasised in the Integrated Development Plan (IDP) (Cameron 2010: 676–701). Pressures therefore arise amongst local administration and elected councillors, and officials and the public because of the IDP process. Added to this is an

outry in respect of the processes predicted to be consultative but where the public was, confusingly, bypassed (Cameron and Thornhill 2009: 897–909).

The Centre for Development and Enterprise (CDE) reports that provincial accommodation departments have engaged over concerns in acquiring service suppliers, both contractors and project managers, to actually deal with the immediate delivery of houses (CDE 2009). Provincial officials' concerns highlighted the impending collapse of projects from lack of capacity on the side of local authorities (Lekonyane and Disoloane 2013: 57-71).

Housing distribution, as part of the overall procedure, is termed 'beneficiary administration'. This determination is to be done by both local and provincial authorities, whereas local government was reviewed to cultivate a demand database to accomplish accommodation lists, as well as take requests for accommodation subsidies and household accommodation, in terms of the need valuation throughout the IDP process. The province confirms requests and approves subsidisations (Muzondi 2014: 641-648). There have, nonetheless, been tensions amongst local and provincial officials, to the extent where the provincial office overrides the waiting list. The report of the Auditor-General, with regard to Section 5.8 of the Auditor-general Act, describes checking of provincial programmes and classifies where it is in terms of the units provided with the budget allocation (RSA-AG Report 2007-2008).

2.6 STATE OF SOUTH AFRICAN POLICY ON SERVICE PROVISION

The SA Housing Act affirms the Bill of Rights and policies of state regarding prioritisation of the needs of citizens. The housing codes, as applied by the Department of Human Settlements (DoHS), ensure implementation in a sustainable, integrated way on a consultation base of empowerment and good governance, in terms of equity, for adequate use of resources, as well as adherence to the principles for land development (DoHS 2010). Legislative provisions in both the national and provincial government spheres are in place to ensure accountability and transparency in procurement, prescribed by the Public Finance Management Act of 1999 (PFMA); Treasury regulation 16 of 2004; the Municipal Finance Management Act of 2003 (MFMA); and the Municipal Systems Act of 2000 (MSA). These policies play an important role in housing programme implementation (Fombad 2013).

Furthermore, several policies are required to deal with the rapid urbanisation or rather, the prevalence of rural to urban migration has been unsuccessful, in terms of inadequate advice or being purely irrelevant, according to experts (Hofmeyer and Williams 2011). Labour migration flows are imperatively relevant due to differences in wages, which make urban areas counter to rural spaces in developing economies (Ceruti 2012). Hetland and Goodwin (2013: 83–102) emphasise this, by stating that the overall concept adopted by human settlements on the UN programme is less relevant when it comes to in-depth policy analysis because the issues of illegal informal dwelling must be dealt with differently by overall urban policies.

The upgrading of the Informal Settlements programme was done on the grounds of the Housing Act, as well as the country's constitution. The programme was aimed at providing a subsidy to municipalities for advancement of informal settlements, through better admittance to amenities and safety of tenure (Housing Codes 2009).

Breaking New Ground is based on endorsing informal settlement eradication and include the incorporation of informal settlements into the wider urban fabric, in order to overcome spatial, social and economic exclusion (Muzondi 2014: 648). Nevertheless, the upgrading of housing delivery, water facilities and other forms of service delivery in the spectrum of service delivery, has trailed behind the development of under-serviced informal accommodation, which has increased the level of housing-related service delivery protests. There is growing evidence that rural–urban migration is the major cause of urban population growth and high demand. One of the elements that describes SA is its history of severely distinguished and separated urban areas, where never-ending poverty is found side-by-side with affluence (Wienecke 2007).

2.7 CHALLENGES OF RURAL TO URBAN MIGRATION FOR SERVICE DELIVERY IN URBAN SPACES

As stated in the earlier discussion, presently in the democratic government, urbanisation is not really a 'new' phenomenon, Since the democratic dispensation in SA in 1994 (Statistics SA 2014 many people have been gathering in urban areas where they previously had limited admission to and could only stay in homelands (Turok 2012), with overall urbanisation growth rising dramatically over the

past 20 years (Allan and Heese 2011). There are, however, problems related to development, such as joblessness and worsening sub-structures; narrowing service delivery volumes; ecological squalor; and over-population; along with a housing shortage for growing informal dwellings (Lekonyane and Disoloane 2013: 57).

Added to these problems, is the lack of attention to informal settlements in relation to sewerage, potable water, squall water drainage, as well as power (Bond 2010: 17–28). There are also some serious ecological influences in various low-cost housing sector settings, in terms of groundwater pollution; strongly related to a number of informal settlements deprived of good hygiene facilities and disturbance of fragile environments, such as estuarine or wetland areas (Frenkel 2011). Since the low-cost housing sector is populated by unfortunate people with comparatively miniscule energy and water usage, Hlongwane (2012) agrees that the sector's general ecological footprint remains insignificant, due to the alterations on the country's urban civic fixture-driven alterations, in terms of townships and more organised societies. However, unfortunate societies also have an insignificant distal ecological impact, counter to that of more prosperous societies (Joubert 2012).

The DOH (2004 cited by Goebel 2007) asserts that cost constraints are evidenced by numerous families still utilising dangerous fuel, such as wood and paraffin, as opposed to electricity. Hence, it can be deduced it is not the urban poor of the country straining its urban energy supply. This makes it imperative to note that a reduction in the environmental impact in urban centers does not necessarily involve only low-cost households or poor communities. Mahlangu (2012) further affirms that the growing black elite community has exacerbated environmental concerns through their respective lifestyles, this through non-ecological cars and business habits of the black elite.

There seems to be a perception that the major developing cities are over-crowded with sub-standard housing provision, accompanied by inadequate facilities for sanitation in urban spaces that are, in turn, highly related to the number and high levels of internal migration from deprived rural areas, with expectations. It is found that these expectations are not attended to or if they are attended to, they are not satisfactory to the beneficiaries (Mbuyazi 2012).

Ndebele (2012) argues that research has proven large cities have problems and there are more complexities in urban spaces, to the extent that they are vibrant and diverse in nature and unique as well. There is also a high populace growth in large cities, which leads to social-economic problems feasible to an observer, in respect of residences and the work environment. However, the majority of the populace receives an acceptable income and high levels of education, recorded in urban spaces, leading to considerable standards of living. The principles of sustainability, equity, accountability, and community empowerment, as well as participation, and efficiency, are pivotal in terms of good governance; critical to meet the needs of the community and ensure its adequate development (Sahib 2012).

It is further argued by Lever and Paddison (2002) and Ngwane (2010) that high levels of migration in urban spaces can be addressed by promoting environmental development, in terms of focusing development on rural spaces, as well as modification of the conditions in respect of people's power, which is driven by skills, knowledge, capacity building and the provision of basic and critical services in urban spaces.

2.8 FACTORS INFLUENCING RURAL-URBAN MIGRATION

2.8.1 Economic factors

Chiloane-Tsoka and Mmako (2014) contend that human mobility and socio-economic change are inter-related processes. In this regard, to ask whether development or migration comes first, is irrelevant (Goetz 2011: 267–287). It is important, though, to note that the upsurge of the urban population, in respect of developing economies, has challenged most cities where capacity to provide basic services for citizens under their jurisdictional authority is concerned (Parkins 2010: 6-24.). This is emphasised by Long and Crisp (2010), who show that South African history is rich in migration, as most rural dwellers left their homelands to live on more urbanised settlements, with the hope of being closer to where there is employment.

Controlling migration is often misjudged for two major reasons, the first of which is that the internal migration flow is typically a reaction to economic opportunities, with the location playing a pivotal role. Secondly, there is also populace growth that does not reflect urbanisation levels, as a major contributor to the population growth is simply a natural increase, rather than overall rural to urban

migration (Chen, Valente, and Zlotnik 1998; Beauchemin and Bocquier 2004; Montgomery *et al.* 2003; Amao 2012). Additionally, in respect of the impact of policy development on internal migration, it is often assumed that reducing rural to urban migration is based on developing rural spaces.

Rural development is fundamentally based on overall agricultural production, with inconclusive debate as to whether the overall results, whether good or bad in terms of making profit or not, will lead people to migrate to better destinations (Brunt and Penelosa 2012: 68-90). While the environment in urban spaces is managed by local authorities, according to the Housing Development Agency (HDA 2013), there is nevertheless very little indication of progressive growth in developing economies, such as SA, in terms of environmental and social fabrics. With seemingly double the population in developing economies, rural development is critical for overall poverty reduction (Kumar 2011: 662–673).

Furthermore, the socio-economic factors are different to that of any given cities; this notion needs to be considered with the advent of small cities and towns, due to rapid urbanisation in developing economies (Montgomery 2008: 761-764). Although numerous studies suggest that larger cities of the developing world seem to exceed poverty lines, poverty is prevalent in the small cities, with a lack of adequate drinking water and sanitation (Van Rensburg and Campbell 2012: 142-165). Often, only the positive aspects of internal migration are observed, in ignorance of the negative elements thereof (Bell *et al.* 2014).

Bell *et al.* (2015: 33–58) find uncapped urbanisation in developing economies over the past years to be highly concentrated in mega-cities, which creates capacity problems in terms of health and traffic accidents, due to exposure to water and air pollution in Metro Municipalities. Researchers have, furthermore, noted the importance of cell-phones in internal migration as a process, as land lines become insufficient, permits to create more towers for cell-phones was advisable (Muto 2009; Klonner and Nolen 2010; Aker, Clemens, and Ksoll 2011). Also, those who are in possession of a phone seem to be able to contact relatives, which enhances migration significantly (Sabates-Wheeler, Taylor and Natali 2009:752-771).

Another inconclusive debate is whether social and purely economic conditions have any influence as a driver of migration (Daras 2014). It needs to be understood though that there is more than one driver acting as a force that enhances the migration processes, while more focus is often based on economic aspects, when there is need for a social economic perspective (Cook, Liang, and Zhu 2010: 423-430). The drivers frequently shape and motivate the decision to migrate to better conditions, in terms of affected households and communities, to the manner in which they cope with unforeseen conditions in urban spaces, relating to urban poverty (Van Hear, Bakewell and Long 2012: 3-35).

Internal migration is also driven by the demand and supply of labour where economic development and growth are concerned, to the extent that more and more sessional and permanent migration seem to gradually be affecting coastal provinces (Gelderblom and Adams 2006; Butlern 2011). In respect of reducing land pressure, internal migration tends to do the unexpected, as there are less dwellers in poor spaces, with employment opportunities and the development of skills having become barely available in these spaces, similar to other parts of the world, especially developing economies (United Nations 2011). Internal migration tends to create the composition of different skills in urban spaces (Rogan *et al.* 2009: 7-67).

More emphasis needs to be placed on the life-line of infrastructure needed to cope with extreme conditions, such as bridges, transport systems, roads, and gas pipelines, along with the infrastructure for coastal sanitation and drainage. Furthermore, telecommunications are vital in dealing with urban disasters, in terms of alerting the populace, while important response mechanisms, including hospitals, schools, military forces, and police stations, as well as local government disaster units are also reliant on telecommunications (Satterthwaite *et al.* 2007; De Visser 2010). When one considers that most of the world's populace lives in urban centres (Dye 2008; Friedman 2011), there is an inevitable demand for natural resources and environmental services in urbanised centers (Brulliard 2009).

However, the increase of litter and other environmental hazards in urban spaces create difficulty for soils and drainage to drain the water, which has a negative influence in terms of creating floods in urban spaces (Amit 2012). Numerous reasons are stated as to why people move from one place to another, but more relevant, are the economic factors for rural to urban migration from the South African perspective (De Brauw, Mueller and Lee 2013: 55). The development of urbanisation also contains the upgrading of urban eminence, including renovating the city, enhancing urban spatial society and refining urban functions. The method aims to bring about and manage, in a straightforward manner, its aptitude to sustain economic growth, social development, and health schemes, while also contributing to alleviate poverty (Eddy 2011).

There seems to have been a rapid increase in land prices over the last few years, estimated at approximately R280 200, indicating escalation, with no fluctuation (Stats SA 2014). An increase on land completion and the increase of land value on well-used land has been noticed though, with implications for poor households (Segatti and Landau 2011). It has to be recognised that housing is also regarded as a fundamental process of development, for which the environment is attained as it was created for economic and physical quality of life for all members of society (Mabiala 2013). Central to all this, is that the overall human settlement plan is based on the improvement of the standard of living of poor people. Housing is the instrument for sustainable development and human settlements, although government sponsored low-cost housing has an unpleasant health profile (Parkins 2010: 6-24).

Internal migration is a significant element of the economic development process, and the prevalence of labour migration, in terms of agriculture, is an element of transition from developing to developed (Eddy 2011). However, internal migration has always been a topic that brings about challenges for policy makers, due to the perceived, potential, negative effects on urban growth. In addition, urban centers are concerned with noteworthy rural to urban migration, comprising of growing unemployment and possible political turbulences, on condition that services to new arrivals are provided as well (Hogan and Ojima 2008).

Poor governance and economic performance are noteworthy, with the ever-growing populace living on poverty lines in over-populated informal settlements, whereas these spaces are comprised of poor sanitation and environmental conditions, along with inadequate basic services, which are the most affected areas when it comes to health problems (Zulu *et al.* 2002; APHRC 2002; Paton 2013). Access to clean drinking water is crucial, as there is a prevalence of diarrhoea causing implications in terms of the health of children below the age of five years (Black, Kolesnikova, and Taylor 2009; Bryce and others 2005; Govender, Barnes, and Pieper 2011).

2.8.2 Social factors

There is an increasing demand for municipal services from municipalities, especially the metros, as they are more urbanised. This phenomenon is not only caused by internal migration but also by increasing municipal boundaries due to peripheries from other provinces, near provincial borders. This activity does not happen only in KZN municipalities, but across the country, in terms of the demarcation boards of municipalities (Landau 2007; Azmat 2010).

The South African government has a long history of inadequate and insufficient housing for the urban population, which is below poverty lines, with policies of the apartheid era that trapped people in their homelands, leading to an over-crowded populace, with implications for the capacity of municipalities, in respect of townships and informal settlements (Andersson and van Laerhoven 2007). Understandably, this then leads to poor housing delivery, which has a long history in SA where local government is concerned, as more than a third of South African residents reside in informal settlements (Coovadia *et al.* 2009).

There is still a narrow view and spatial boundaries from both rural and urban planners that seem to bind operations to the same notion, although there are imperative factors confirming the linkage of rural to urban migration for both towns and villages (World Bank 2007). Nonetheless, while overall urbanisation and economic trends have contributed to worsening poverty in urban spaces on the one hand, on the other hand poverty is decreasing from a global perspective. This evident from the period 1993 to 2002, which showed failure to live above the poverty line in rural centres, while urban areas are winning (Hetland and Goodwin 2013: 83–102).

The growth of former rural spaces to form urban peripheries and the incorporation of small cities and towns into the overall urban populace, is a major contributor to the rapid population growth and development to form Metro Municipalities (Missinne *et al.* 2012: 97–109). The World Bank economists noticed a major problem in big cities as poor direction in terms of urban policies, which has a negative influence on planners, with little sense of economic consideration (United Nations 2011).

Hollander, Bruce, Burstrom and Ekblad (2013: 645–52) argue that internal migration has been a major factor in the enhancement of population growth in local government, in the process straining water infrastructure, which leads to poor urban dwellers consuming clean water (sometimes not clearly clean) at expensive prices, while the wealthier groups enjoy highly subsidised services. Moreover, the immunisation of children in large numbers plays a significant role in enhancing health in developing economies (Breslau *et al.* 2011).

Numerous challenges in the rural areas are born from a lack of adequate infrastructure and facilities to mobilise, such as roads, which makes it better to live in urban than in rural areas (Veling, Hoek, Selten, and Susser 2011). Population growth is nonetheless manageable in both rural and urban spaces, which has new demographic pressures. There are, for instance, cities in Africa with high levels of child mortality, comparable to those of the United States (Satterthwaite *et al.* 2007; Posel 2009).

A pattern has also been found, of health personnel leaving rural areas and small cities, which does not improve the situation in rural areas, as developing economies use health sector reforms in an attempt to stabilise the political arena. Allowances thus need to be made in respect of reduced resources and capability problems in rural areas, small towns and cities (Missinne and Bracke 2012: 97–109). There is, however, a high prevalence of the use of the private sector for some basic services, such as health, in the urban environment, which is inevitable with high levels of income among the urban populace. This also stimulates urban growth and development (Leibbrandt, Woolard and de Villiers 2009).

A significant occurrence has been observed by the international community, as never before had the rural populace actually been comparable with the urban populace. This shows a change in the environmental, social, cultural and economic spheres, as there seems to be high levels of internal migration, in terms of rural to urban migration, as well as urban to rural migration but to a larger extent, rural to rural and urban to urban migration (UN-Habitat 2011).

The metro municipalities create conducive environments for the economic, social, political and various other demographics, as well as environmental factors, which enhance development and growth (de Haas 2010: 227-64). Concerns exist regarding the quality of the formal health service received by the poor, especially in rural areas (Christensen *et al.* 2013: 28-52). With different illnesses there are varied hypotheses on the relevance of socio-economic factors to the health system (Wittenberg 2009). Furthermore, the use of unauthorised land is the main reason for the government to not provide social services (Statistics SA 2011a).

The living conditions in slums are far worse than that of the periphery urban spaces, with the location of slums having an influence on the living conditions of its dwellers. Not all informal settlements are semi-periphery and when the slums are within urban spaces, it tends to worsen sanitation conditions. It also raises the issue of unknown internal borders by both government and the general public, creating confusion in search of better social economic conditions and greater job opportunities (Housing Development Agency 2012).

Research shows a high number of women seeking health services, which is to a large extent broadened to include other family members (Abbas and Varma 2014). Further clarification is also required in terms of health implications due to the extent of weather change. Enough has, however, been covered on the primary elements of an urban adaptation strategy for developing economies such as SA (Satterthwaite *et al.* 2007). Whereas a ratio of 1:3 of city dwellers are from slums, the projection of the number of people who live in informal settlements, is close to one billion people around the world.

Numerous local administrations have viewed slums as temporal, yet also as pathways to development; the income of informal settlement dwellers will grow gradually as time goes.

Nonetheless, substantial evidence by researchers shows informal settlements are growing and becoming a permanent element of urban centres. Informal settlements have incorporated themselves into becoming a known element of modern cities; in terms of being districts and a category that establishes spaces amongst both rural and urban centres (Patel and Bhattacharya 2010: 52-70).

Furthermore, the inevitable high volume of consumption by settlements also affects the total demand for energy in the urban populace. Three factors reflect changes in energy consumption, the types of households in terms of taxonomy; assumed patterns of consumption in terms of each type; and the profit distribution as per the different types (United Nations 2012). Consensus has thus been reached regarding the possible drivers of internal migration to a never-ending process, as previously discussed (Van Hear *et al.* 2012: 3-35).

Even though a direct relationship exists between poverty and its eradication from internal migration, it may not be the major driver of migration (Landau 2007: 61-76). The inclusive debate is on migration and development, in terms of possible pressures of development, and the high possibility of migration due to development bringing about more resources, which makes it easy to migrate (Marques and Torres 2005).

2.8.3 Political factors

The perception on participation is closely related to the empowerment of historically marginalised members of society, in respect of development. Additionally, community participation is often observed at the end, in respect of goals and objectives of development. For example, it is used as an indicator to examine performance, with regards to housing projects (Marchiori, Maystadt and Schumacher 2012: 355-374). The lack of planning and prediction, in terms of understanding the urban population, is significant to entreat local government to meet its obligations and development objectives (Coovadia *et al.* 2009: 374). This leads to dissatisfaction, which then leads to poor service delivery and protests over inadequate housing delivery performance. Berry *et al.* (2010: 123) argue it does not matter should there have been no adequate planning prior to housing provision, as the impact is fundamental to service delivery and the question is raised whether it really does contribute to the integrated development of urban areas in SA.

Planning is directed at enhancing the resource expenditure to meet government's objective and the public is satisfied with all the services received, in terms of service delivery (Stillwell and Dennett 2012: 23). There are major drivers of internal and international migration that range from violence, conflict and the standards of living, to poverty as the associated driver, with regards to the districts or regions that migrants come from. However, the means of peace-keeping, the alleviation of poverty and security tend to reduce both internal and international migration. This ideal was developed in the 1980s where forced migration is concerned, subsequently also becoming relevant to economic migration (Van Hear *et al.* 2012).

Urbanisation is a powerful and inevitable process that sees policy makers commonly arguing that should cities wish to sustain urbanisation, there are other methods that can be employed, such as creating suitable conditions for rural dwellers to remain in rural areas. Moreover, this is based on the assumption that cities are mushrooming with rural immigrants (Gilbert 2009: 26). The primary growth factor in urban centres is not rural to urban migration, where natural population growth and the expansion of urban areas are due to the incorporation of peripheries to the urban cities (Black 2004: 21-47).

2.8.4 Global factors

International socio-economic organisations, such as the UN Children's Fund, World Health Organisation (WHO) and the UN-Habitat have agreed that the number of pit latrines still in use has partly improved. Added to this, estimates were increased regarding the wide-spread use of the pit latrine, especially in Southern Africa (UNFPA 2007).

Lack of employment opportunities are prevalent in the countryside, due to serious institutional barriers to the rural and urban populace and the respective labour markets in their distinctive nature, based in urban and rural centres (Chan *et al.* 1999 cited by UN 2011). A flow of primary long-distance migration seems to be concentrated on the coastal provinces, which has been further concentrated in the 2000-2005 period (Marchiori *et al.* 2012). Labour migration never reduced rural to urban migration but rather put migrants into more disadvantaged positions in their access to basic services and workers' rights (Yousefifar and Riahi 2017: 169).

The economic rates of countries in the southern region of Africa, such as SA, seem to have faster growth, with relation to the economy and urbanisation. In this regard, internal migration and migration seem to be more rapid in developing countries than in developed economies (Brockerhoff 2000; Blach *et al.* 2009). The World Bank thus announced the *then new* pro-urban strategy, which stated that uncapped urban growth can have both negative and positive effects on the environment, affecting both social welfare and the economy of the country, based on how it is dealt with (Marrow 2009: 756).

The absence of access to water, sewage or solid waste administration schemes in informal dwelling contaminates streams, affecting the presence, air quality and health of urban spaces. Mayer (2013) highlights the large impact on health cost, and infants still die each and every year due to infections related to the poor provision of sanitation and water. This even affects grown people and the prevalence of child mortality in urban areas (Mayer 2013: 90).

Globalisation and decentralisation have advanced the issue of overcrowding urban spaces to where production industries are further situated in peripheries and rural spaces, while urban businesses seem to be growing more than the actual populace. However, more of this nature of development tends to be projected as problematic for future populations, pertaining to the incorporation of such development with a bridge to interlink urban centres.

There is little focus of this phenomenon in developing economies (Allan and Heese 2011). Urbanisation and internal migration levels in the world are very difficult to measure, as the common census and surveys are only used to capture places of birth and current location, with less attention on migration indicators. There are gaps between people from current locations and places of origin. This also makes it difficult to distinguish permanent from seasonal migrants, due to seasonal migrants who can become permanent, depending on the factors involved (Piguet 2010).

With the advent of global economic rivalry, there seems to be a shift away from the attention on land and housing needs in the business of developing economies. The attention on housing and land seem to have positive effects on the economic and political arena and add a competitive advantage from the international perspective, as the international community is in a fluctuating state. On the other

hand, when local markets seem to be very competitive and land prices extremely increased, this may then cause implications for infrastructural development by government (Smolka and Larangeira 2008).

There is growing concern over the global space, with serious debate that internal migration and rapid urbanisation are the main attributes in the issues of climate change, which have a negative influence on sea-levels and agricultural performance. This is echoed by Howell, Gustaffson and Ding (2016) and Li and Sicular (2014: 1–41), who further amplify this by indicating different factors that cause migrants to migrate. These factors may cause a push factor and drive migrants to leave places of origin in terms of the push effect, with drivers of internal migration the cause of population growth in different spaces.

Migration between rural centres is relatively low, due to rapid growth in terms of urbanisation, the redundancy of colonial programmes and the reduction of land for agriculture (Hua 2014). This flow of migration can often be under-studied, however, as seasonal workers are not considered by censuses around the world. As they are forms of migration that may have a negative impact on the environment, these flows deserve attention, especially on movements to agricultural and settlement development (Bang, Mitra, and Wunnava 2016). From the perspective of globalisation and decentralisation, urban spaces have to produce a conducive climate that stimulates private and public sector business with investment and ensuring the provision of jobs, to increase fiscal capabilities and good governance (Duval and Wolff 2015: 334–349).

This reduces the prevalence of corruption, communications, quality education, and infrastructure, while also reducing infant mortality rates. It also requires a government that promote and protects people's individual rights in the provision of basic services that are up to standard, in order to advance the standards of living from an international perspective, with adequate preservation of ecological aspects of the country, even as it improves investment possibilities (Van Rensburg and Campbell 2012: 142).

Africa, as a whole, has a very high rate of urban populace growth in comparison to other parts of the world. Smit (2012) reveals the significance of most urban dwellers being from the slums; six out of 10 urban residents were from the slums. This is double the rest of the developing economies, while there are very interesting differences between Northern Africa and Southern Africa that are ambiguous (Smit 2012: 53-80). SA is counted amongst the developing countries that have managed to use programmes to eradicate slums by upgrading informal settlements and countrywide reduction of poverty. These programmes resulted in measureable impacts on national indicators of settlement development (Duval and Wolff 2015: 334–349).

Over-crowding and major growth in urbanisation is an element of substantial growth that lacks socio-economic development, as well industrial development (CIESIN 2007). Furthermore, there are no signs of strategies for dealing with urbanisation progressively in most of the world. Production levels seem to be an element of counter-urbanisation but not at full force, with other countries having used varied strategies, with some based on housing-related forces and emancipated technological progress, and others on improved infrastructure, connectivity, changes in the population structure and persons-based buying power (Elbers, Lanjouw, Mistiaen, and Ozler 2008).

2.8.5 Environmental factors

Environmental factors are recognised as possible drivers of internal migration (Garip 2014: 673–698). Environmental situations, fluctuating from natural disasters to life-threatening weather events and more gradual dissimilarities in weather, might encourage individuals to use migration as a variation strategy (Patroliia, Thompson, Dalton and Hoagland 2017). This is supported by Nagar-Ron and Motzafi-Haller (2011: 653-663) who mention that ecological influences affect individual migration choices and form migration flows through a multi-faceted web of fundamental relations. These include the possible decrease of argumentative environmental situations, shortly or more progressively; the protection of households or societies; deterioration of persons' health; and reduction of household strength value through terrestrial and property deprivation.

The interrelation of environmental influences with monetary activities may be encountered in little recognised ways and also indirectly affect separate migration choices, while changes in weather situations may decrease agricultural production and increase food product prices (Govender, Barnes,

and Pieper 2010: 335–342). Research has been done on the patterns and indicators of SA's internal migration in the past two decades, with social, economic, demographic, as well as geographic indicators. Climate change plays a pivotal role as an indicator of internal migration, as migrants tend to be environmentally sensitive. Age, ethnic group, and gender, as well as monetary factors, are most characteristic drivers of migration, in terms of internal migration, and the imperative findings on such drivers by research are progressive (De Brauw, Mueller and Woldehanna 2013).

It is difficult to qualify the level to which environmental factors influence internal, as well as international migration, not only because of its complicated nature but due to there being households that live in these harsh conditions. There are not many major contributors on the numbers of migration, in respect of different economic, political and social challenges). There seems to, nonetheless, be less restriction by local authorities on internal migration in SA (Deshingkar 2004).

Ecological factors likewise create conditions conducive to migrants being more likely to migrate, with other relevant drivers that give birth to a new wave of internal migration. Research by the Development Research Centre on migration, globalisation and poverty, suggests that cultural anticipation plays a pivotal role as a driver of migration (Long and Crisp 2010). However, the concentrated populace tends to increase the production and consumption levels that are highly dense and escalating the patterns, mostly causing a risk factor and affecting climate conditions. It must be noted that these changes in production and consumption levels impact all other systems, ranging from environmental to agricultural systems, in terms of energy, transport and water supply. This is also felt in societies that have a vested relationship with them (Govender *et al.* 2011).

The issues of water scarcity and drought for internal migration have adaptive responses likely to disturb established patterns of population mobility (Adamo 2003; Letter 2010). Additionally, due to the gradual increase in urbanisation and labour circular movements on some house-holds, the overall increase in young adults can be anticipated (Garip 2014: 673–698). This long period of adaption may not be satisfying and more permanent internal migrations will be common (Boulding and Wampler 2010: 125–135). Recent research on the environmental spectrum suggests imperative human intervention in bio ecological processes at all spaces, even from an international perspective, result in the actual negative impact on human life and degradation of it (Bernstein *and* Cashore 2007).

There are opinions on primarily chances, in the natural environment of the urban space, although less information is provided on how this is going to change the impact on human life. Research on social environmental services examines how local, global environment and regional environments impact on people in the municipalities and of rural centres (Artuc, Docquier, Zden and Parsons 2015). Biodiversity, as well as natural resources, are proposed to play a pivotal role, as do water purification, air as part of environmental conservation and education. In this regard, the way forward is noted in terms of providing grounds for these changes and how these changes are going to affect urban spaces (Gemenne 2011)

Over the years, most developing economies have been affected by different sets of environmental factors at the same time (Leichenko and Solecki 2005). The major increase in municipal growth is a result of fiscal and political decentralisation, which has resulted in helping to decrease the impact of national administration making decisions on the demographic and economic perspective. This results in the combination of globalisation and decentralisation that produces new economic opportunities. Environment burdens, however, remain rife with the environmental population in urban spaces (Howell 2016).

Furthermore, Taylor and Castelhana (2016: 525–541) agree that the receivers of government-subsidized houses are taken from the Human Settlement's lists comprising the names of underprivileged families incapable of having enough money for housing and who then applied for government help. Obtaining possession of a new formal house was positively an enhancement in living situations (Zang 2008: 2341–2352). Furthermore, this growth in the quantity of shacks inside low-cost housing societies caused a huge increase in populace concentration, placing the substructure intended for fewer persons, under substantial strain.

Noteworthy is a theory developed over the last decades referred to as Transition Theory (Poulsen 2010), which indicates cities growth as inevitable, while environmental burdens tend to shift from local health challenges, with rapid impact on global environmental spaces. The model is based purely on the notion that the scale of the impact is closely influenced by the levels of wealth (Garip 2014: 673–698). Nevertheless, the cities tend to slowly move from the brown agenda, which is

basically inadequate water supply, air quality, drainage, solid waste and sanitation, with a radical shift from households' level to the provincial sphere. In local government, the major concerns are with water and pollution, especially air (Watson 2009a).

2.9 DRIVERS OF INTERNAL MIGRATION

Migrants are driven by the fact that where there is forestry the effect of flooding is severe, as it increases the level of water not percolated in a natural way and with no adequate drainage system in the water floors, this has negative implications for rural spaces (Posel and Casale 2006). The multiple opportunities though, in respect of physical exercise and mental health in urban areas, act as a pull factor that attracts migrants from rural spaces (Ambrus, Mobius, and Szeidl 2014: 149–182).

As a whole, the African continent has, since post-historic times, been a place of international and national migration, in respect of agriculture, production, trade and religion. More permanent migrants seem to emerge as there are greater opportunities in urban spaces (Cross 2006). Research has further been documented on the continued increase in the rate of job creation in terms of rural to urban migration, which has the ability to excel beyond the job provision capacity of both industry and urban spaces, with regards to the effectiveness of the absorption of labour (Bevis, Conrad, Barret, and Gray 2017).

De Quidt, Fetzer and Ghatak (2017) concur and mention, along with migration studies, a growing concern regarding the effect of human resource and sectoral allocation on economic growth and the notion that growth is distributional. Uncapped urbanisation has historically been directly influenced by internal migration in major cities. The incorporation of rural spaces into urban areas seems to be a significant component of urban growth and development. Growth is of concern in respect of fertility rates of internal migrants, as it influences growth, other than the natural population increase (Dubois *et al.* 2008: 679–725).

The uncapped urbanisation rate seems to increase wage differences, in respect of the demand of labour, which increases minimum wages in urban areas. The phenomenon of different wages between rural and urban areas seems to be the same in other countries, especially developing economies (Turok 2012: 8). Elements of international migration also feature in the growth of urban

centres but it tends to be temporary, whereas internal migration is mostly permanent, as there are no paperwork and authorities with internal migration, unlike international migration. As SA is an attractive destination, it is one of the most urbanised regions in Africa that tends to grow an influx of internal migrants, both skilled and not skilled, for monetary avenues (Fafchamps and El-Hamine 2017).

Environmental factors play a significant role influencing decisions and patterns and the influence of agricultural durability tends to be relevant to internal migration (UN-HABITAT 2011). There seems to be a high prevalence of exploitation for workers with regard to internal migration, with migration patterns affected by contractors and agencies in assisting migrants find employment. Other contributors are older migrants, part and parcel of the overall migration of the young and the educated, which doubles the numbers of internal migration to the extent that migrants tend to be highly motivated by job opportunities found in urban areas for personal growth and household development. This occurs in the informal sector of the economy (Abbas and Varma 2014).

Over the years, research has continuously suggested that well-educated males between the ages of 15 to 30 years, have relative capacity in terms of financial gains and income of potential migrants; these make up the majority that migrate for better economic opportunities (Bakewell 2010: 1689–1708). Researchers in other parts of the world suggest illiterate migrants tend to seasonally migrate, while literate migrants tend to migrate permanently, with very high levels of education and prospects in business and white-collar jobs (Bakewell 2012: 60). With more emphases on urban planning across all developing economies, the extent of ensuring adequate housing will be in accordance with the government's objectives and the overall urban areas and the allocation of adequate funding to deal with such plans and how they can be expedited in respect of minimal ecological impact and preservation (Barone and Mocetti 2014: 52–66)

2.10 URBAN DEVELOPMENT

With the prevalence of housing provision, which develops patterns in different spheres of government, the implementation of low cost housing seems to have positive results with local authorities as drivers of housing delivery. This is good for all spheres of government as the project-oriented approach seems to be relevant and increasing the numbers of housing units to meet the

policy objective and numbers, with regards to project prediction (Huchzermeyer 2007). The movement away from the original communities to the new locations have become an important fabric of urbanisation as this behaviour tends to be more and more prevalent on the South African populace, especially in rural spaces in the coastal provinces, in respect of accessing better services and infrastructure as a major driver of internal migration, as there is a lack of significant infrastructure and service provision in rural spaces (Duckers, Frerks and Birkmann 2015: 85–95).

The European Parliament (2013) emphasised education return as a key factor driving two-way internal migration flows amongst internal capital cities. Ackah and Medvedev (2010: 5273) explain this by stating that internal migration in developing economies tends to be affected by migrants that have higher levels of education and the young, on the one hand, who seem likely to migrate. On the other hand, good sanitation, medical care and decent access to all basic services seem to reduce the production of migrants. Fussell, Curtis, and DeWaard (2014: 305–322) argue that the provision of housing needs to the urban poor will positively impact the level of poverty reduction in respect of development as sustainability, with current geographic expansion in urban areas in municipalities contributing to urban development.

The classical pull and push factors seem to still be prevalent, resulting in poor rural citizens migrating to the richer inner city. Around these forces is also the prevalence of the rural to rural phenomenon, which leads to rising pressures and a negative impact on land in concentrated spaces (Deshingkar 2004; Scally 2012). The rural population can only be uplifted by education of quality, which in turn rapidly increases the income of the households residing in rural areas and increases rural communities' capacity to where rural households are in positions of education and likely to migrate to urban areas in due course (Timmer and Akkus 2008).

Internal migration appears to be a major contributor to migration numbers, with international immigrants only a drop in the ocean (Wentzel *et al.* 2006; Segatti and Landau 2011). There is, however, some concern with further development within urban areas, which tends to be a major driver of migration in infrastructural development, such as housing, roads and transport, specifically (Gemenne 2011). Research on migration continues to suggest poverty as a major driver of migration

from poor to richer areas and there is an apparent converse connection, where richer migrants tend to migrate to rural or poor areas (Gemenne, Brucker and Ionesco 2013).

The issue of rapid population growth in urban areas, in relation to both developing and developed economies, has also given rise to concern as to the reversal or reduction of internal migration flows from rural to urban centres. Efforts to reduce internal migration have always had less impact due to the movement often being related to the advancement of standards of living (Telesca 2010: 87–93). Other contributing factors include natural growth.

The issues of family planning and access to basic services by urban dwellers are better methods to mitigate the negative effects of uncapped growth in urban areas. There is also a growing need for local authorities to improve and develop capacity to support the urban poor (Terminski 2012). Nevertheless, Yenotani (2011) argues that the weather difference in southern developing economies, such as SA, tend to be a major driver for both internal and international migration, while the rainfall and temperatures inevitably enhance rural to urban migration, which is the same for international migration. Furthermore, climate change is one of the forced migration attributes; a perception of economists traditionally that migrants are left with no choice but to flee (Davenport, Moore and Poe 2003; Spicker 2009).

2.11 THE RESPONSIBILITY OF STAKEHOLDERS IN SERVICE DELIVERY

As in most of the southern region countries, policy development has resulted in more decentralisation of national government, with a shift from a centralised approach, which in service is based in terms of citizens' daily lives and increases levels of participation in democratic governance (Crook and Manor 1998; Grindle 2007; Harrison 2008; Ndegwa and Levy 2004; Olowu and Wunsch 2004; Wunsch and Olowu 1990; Connerly, Eaton, and Smoke 2010). These changes are motivated by the need to improve the performance of local administration, which involves advancement of the capabilities of these organisations to stimulate the local economy, developmental services and the satisfaction of citizens (Bratton 2012). There appears to be a loop-hole in the code of practice in respect of black economic empowerment (BEE), where there are seemingly high levels of fronting in public-private partnerships (PPPs) (PPP Manual 2004).

It is convenient for government sometimes, to do away with PPP agreements, due to the long-term cost increments, which may be problematic for any government. (British Parliament's Public Account Committee Report 2011). The majority of the concluded PPP have been recorded to be most successful in the southern region, with statistics from the World Bank's Private Participation in Infrastructure (PPI) having indicated that, over a period of three years, SA was the number one country in PPP (Thomson 2005). While the presidency and government of SA are in full support of PPP, Dach (2010) finds leadership in this field considered to be lacking.

Housing numbers are mostly concentrated in urban areas in terms of delivery (Cross 2006). Growing competition for land seems to create problems for government to obtain sufficient and affordable land (Fraser, Oakley, and Bazuin 2012). Participation in housing delivery has, however, been seen by statisticians as a tool that can be used to produce the statistics (Goetz 2011). With the political dispensation, there were drastic changes in local social spaces, as well as radical change in the political arena, in respect of service delivery (Khadduri *et al.* 2012).

2.12 MUNICIPAL ABILITY AND CAPACITY FOR SERVICE DELIVERY

The South African government provides policies linked to performance advancements in local administration and the advancement of capacities (Bratton 2012: 1). Local administration authorities are thus marked by age, coverage and capabilities. SA has a broader hierarchy of metropolitan, local municipalities and districts, located in economically demarcated urban spaces (Hoffman 2002; van Donk 2008). The administrative functions in African governments have been given some powers, in terms of intergovernmental relations, in respect of the sharing of powers and function (Chaligha *et al.* 2007; Olowu and Smoke 1992).

There has been a top-down approach in terms of operations of service delivery, along with decentralising of local administrations in SA, which are less involved in terms of accountability, responsiveness and responsibility where the outcomes of policy reforms are concerned (Shah 2006: 22). Research conducted on a comparative basis in 30 countries in Africa revealed that local administration controlled less than five percent of expenditure on public services (Ndegwa 2002). Nonetheless, in the South African context, voters are aware of the fact they are responsible for holding leaders and political office-bearers accountable at local administration level and at the

national administration levels (Bratton and Logan 2009). Urbanisation is one of the development elements in Southern Africa with implications that range from resources to service delivery, leading to an inconclusive debate on whether Africa can be classified as a region with the most urban growth in the world (Potts 2009; Satterthwaite 2010).

2.13 MUNICIPAL RESOURCES

Financial constraints remain a pull factor influencing migration and slow growth in rural municipalities, with national administration providing policy reforms linked to stimulating economic growth in rural areas, as internal migration is influenced by monetary reasons; one of the reasons that varies from education, economy, environmental and job seeking (Piguet 2010). The foundation in SA for reconstruction and development on a municipal level is local government and a policy document exists, based on the IDP. It is the Municipal Systems Act, founded on how the municipality integrates, co-ordinates, plans and aligns resources, on the basis of ensuring alignment with the national and provincial growth strategies and initiatives (Municipal Systems Act 2000, Section 34). Piguet and Laczko (2014) argue that the use of cost, risk and time completion, as well as quality of all government-funded initiatives at an optimum level, is the assurance of value for money.

De-registration of 21 PPP projects occurred during 2010 and 2011, with more than 60 in the pipeline (National Treasury 2004; Aiello 2010). However, the guiding principle with PPP is value for money for efficient service delivery, based on financial benefit and non-financial benefits of using procurement, on the basis of transferred risk, discount rates and cash-flow estimates (Demirag and Khadaroo 2011). The local administration reduces control to the private sector to allow the public sector to deal with resources effectively and efficiently for a sound partnership (Grimsey and Lewis 2004:6–7).

2.14 PUBLIC-PRIVATE PARTNERSHIPS IN SERVICE DELIVERY

The delivery of public goods services, such as housing subsidies in the form of a housing delivery system used by the South African government on the basis of the system transfers infrastructure and property associated with the services and goods financed by the government to low-income families, with little or no input from them. There is an inconclusive debate on whether housing subsidies in

developing economies help the poor (Ortega and Peri 2014: 231–251). It is critical for every organisation in the public sector to consider that service delivery effectiveness requires input from all sectors, both public and private, academia, bilateral and multilateral donors, and all development agencies. Nonetheless, the PPP standardised market introduced in 2004 was still under review in 2010 (Aiello 2010).

A PPP agreement is a contract between government authorities and a private organisation, where this organisation performs the institutional function, which includes the use of state property, with regard to technical and finance output specifications. The operational risks are naturally transferred to a private party, while benefit for the private sector is in terms of payments (Docquier and Rapoport 2012: 681–730).

Processes of economic growth and development are, however, not solely the responsibility of either the metropolitan government or the public sector. To develop and encourage reform policies and programmes is the responsibility of both public and private sectors (Municipal Systems Act 32 of 2000). There are contractual agreements between the public and the private sector, with these agreements based on a design-build or design, build, operate and finance process, with clear objectives from the delivery of service and infrastructure by the private sector that would have been provided through traditional public sector procurement (Statistics SA 2016).

2.15 HOUSING BACKLOGS AND SERVICE SHORTFALL

Housing backlogs and service shortfalls are part of the South African government's workload in the post-apartheid era, although it has embarked on a number of programmes and mechanisms to help lower-income households by providing low-cost houses and other means of encouraging and increasing the buying power of the poor (Landman and Napier 2010). Even with improved housing and service delivery though, the backlogs have increased. Since 1994, these were estimated to be 1,5 million and have continued to increase over the years ranging from 2.1 to 12,5 million, with the Department of Human Settlement confirming that 12,5 million people were still in need of proper housing in the country during 2014 (Clinton 2014).

As in any other developing economy, informal housing in SA takes many forms beyond informal settlements, which includes rental housing settings based in the urban areas (Beijaard 1986; Poulsen 2010). There seems to be an increase of these settings in urban spaces and these settings are in many forms, such as backyard dwellings (Gilbert, Mabin, McCarthy and Watson 1997; Crankshaw, Gilbert, and Morris 2000).

Positives aspects of back yard dwellings have to do with the building material as it can affect and improve urban performance, through the quality and level of dwellings. There have been calls to also support other means of accommodation to possibly assist in dealing with urban poverty and service delivery (UN-HABITAT 2003; Gardner 2010; Poulsen 2010; Kumar 2011). Informal settlement backyard dwellings assist the poor with easy entry to the urban system and economic opportunities, by providing affordable and flexible accommodation close to employment and other services, which also assists family members (Watson and McCarthy 1998; Crankshaw *et al.* 2000; Lemanski 2009).

Furthermore, this accommodation assists the government by providing cheaper and more flexible accommodation than that of other providers, who cannot accommodate entrepreneurial abilities of urban dwellers by offering small scale rental housing units (Gardner 2010). There are difficulties that come along with backyard dwellings due to poor planning and management of such dwellings, especially on the government-subsidised, low-income settlements (Govender *et al.* 2010). The concept of human settlements, such as backyard dwellings, is not expected to be a problem even with the country facing high levels of housing backlogs and service shortfalls, resulting in a new supply of rental accommodation in the form of backyard dwellings with their implications (Shapurjee and Charlton 2013: 664).

2.16 COMMUNITY PARTICIPATION IN SERVICE DELIVERY

Community participation entails that the government involves citizens in decisions, ranging from distribution of public funds to policy design, as well as development of monitoring and evaluation of government spending (SPEER 2012). It is believed this participation plays a role in the improvement of service delivery in terms of the 3-Es (Economic, Efficient and effectiveness) and strengthening the relationship between the government and citizenry (Ackerman 2004; Shah 2007). Whether participatory government plays a significant role in increasing accountability and responsiveness of

local authorities is, however, inconclusive (Blair 2000; Crook and Manor 1998; Harriss, Stokke and Tornquist 2004; Manor 1999; King 2011).

Public service delivery theory sees public services as the applied activities by the government in the public spectrum, which includes public health, education, housing and services done to benefit the public, such as rubbish collection, as well as services such as broadcasting and social services in all aspects of service delivery (Akinboade, Mokwena, and Kinfack 2014). Participatory government is viewed as a mean of solving problems relating to policy making in local administration in developing economies and government (Bardhan and Mookherjee, 2000; Ruttan 1997).

Community participation is predicted to increase accountability and to include all members of the public in the process of service delivery, noting that community participation plays a pivotal role in policy development and good governance (Ackerman 2004; Prichett and Woolcock 2004; Andersson and van Laerhoven 2009). Due to the nature of community participation, it is also believed to play a role in sound policy outcomes and encourages accountability and transparency (Bland 2011). Researchers in this field observe community participation as a principle that allows collective decision-making, in respect of government and the public, in problem-solving on local administrations (Ostrom 2005; Boulding and Wampler 2010).

There is, moreover, an inconclusive debate by scholars on decentralisation and whether it allows effective service delivery and the advancement of service delivery in local government, as well as responsive service delivery or not (Ahmad and Brosio 2009; Bardhan 2002; Bardhan and Mookherjee 2000; Peterson 1997; Seabright 1996). This includes the notion that project implementation increases efficiency in service delivery and making decisions over public resources to improved access of services (Baiocchi 2001; Shah 2007).

The financial and political arena and its influence in government decision-making causes difficulties for effective community participation and establishing timeframes for monitoring and evaluation, in respect of its impact on the delivery of services (Wampler and McNulty 2011). Community participation is of further significance, with the complexities and challenges of service delivery on metropolitan municipalities with a large populace, which requires managerial capacity and high

levels of technicalities (Puren K, Goosen T and Jordaan T 2012). Questions nevertheless arise on the effectiveness form of planning and its ability to mitigate change and urban growth, especially in developing economies where institutional capabilities and resources are limited (Watson 2009b).

2.17 SERVICE DELIVERY PROTESTING RELATING TO SERVICE DELIVERY PERFORMANCE AND HOUSING ALLOCATION

According to PIMS Budget Paper 8 (2010: 8), there were high levels of service delivery protests in the whole country of SA for close to a decade, due to service delivery performance (Gagnon 2014). The collective voice seems to be raising issues of poor service delivery and community challenges, which have the potential of perpetuating the rebellion of the poor due to dissatisfaction and poor service delivery, with further problems linked to local administration's inability to proactively deal with the challenges of service provision (Ozden, Parsons, Schiff, and Walmsley 2011: 12–56). Research has been done in respect of analysing the movement and rebellion against citizens' service delivery dissatisfaction, with high levels of activism and a collective voice for the need of improved service delivery (Ingram, Yue and Rao 2010: 53–92).

There has been a record of mass protests, petitions and demonstrations related to service provision (Sebugwawo 2011) and SA has, unfortunately, been ranked as the protest capital of the world (Rodrigues 2010). Protest levels have been escalating from 2004 to 2012, with more than two million people being involved in service delivery protesting, escalating every year (Plaut 2012). These protests are based on a common need for service provision and for a correct channel of protest (Wang and Soule 2011). According to Sahib (2012), there is an element of undemocratic and unwise tactics used by protestors to address their protesting objectives, which also leads to increased rates of protests (Alexander 2012). Shack dwellers' so called "Abahlali base Mjondolo", with companies for housing provision related to the shack dwellers, have been a catalyst for activism in informal settlements (Hlongwane 2012).

A record of violence by protesters, which has been escalating for decades, involves attacks on councillors at ward level and their residences (Heese and Allan 2012), with 23 people killed by police officers between 2000 and 2011, during protest action (Bruce 2012). Municipal IQ (2012)

highlights that there is a great deal of research on service delivery protests. Studies done include the collection of data on local government performance results, which showed that, over a period of two years, several ward councillors' homes were randomly burnt down (Mahlangu 2012).

The local administration in the country deals with the delivery of basic services, such as water, electricity, housing and infrastructure, as well as other services that benefit the public, coupled with challenges of dissatisfaction and poor service delivery (Gerring, Thacker, Lu and Huang 2015: 166–188). Howard (2010) described these implications in developing economies as born out of neo-liberalism and new public management. This is based on ensuring service delivery meets the desires and preferences of the public, rather than internal administrative systems, even though municipalities are experiencing high levels of service delivery protests linked to dissatisfaction and poor service delivery (Kanbur, Rajaram and Varshney 2011: 147–158).

Gisselquist, Leiderer, and Nino-Zarazua (2016: 308–323), through observation and research, revealed that residents of Joe Slovo settlement protested in the form of a march on the 3rd of July 2007, to present a memorandum to the housing minister, raising issues regarding the expectation of amenities promised by government during the government of the day manifesto (ANC) promises, which revolved around free houses and non-payment of rates and water bills. When it comes to expected service delivery aspects, complaints seem to go unheard, which leads to people embarking on strikes to address the need for economic development (Kanbur *et al.* 2011: 147–158).

2.18 CONCLUSION

The impact of rural immigrants on service delivery was analysed. The need for urban planning remains a crucial factor for service delivery performance, since service delivery does not only enhance the municipality but also leads to the advancement of the standard of living for people and society at large. The chapter that follows focuses on the research methodology used for this study.

CHAPTER 3: RESEARCH METHODOLOGY

3.1 INTRODUCTION

The overall aim of this study was to identify the impact of rural immigrants on service delivery within municipalities in eThekweni city.

Research design is the plan the researcher follows for the optimum achievement of research objectives (Berndt, Petzer, Kotze, and Higgs 2011: 31). Methods of research are also referred to as data collection techniques (Wilson 2014:119) and are broadly enumerated into two, namely quantitative and qualitative methods. A quantitative method involves the measurement of quantity or amount and is applicable to research phenomena that can be illustrated in terms of quantity, while qualitative methods are used on phenomena based on values and quality (Shajahan 2011: 9). Berndt *et al.* (2011: 31) define qualitative methods as methods that do not use statistical analysis in their interpretation, such as a literature review for secondary data, while quantitative methods provide data that are interpreted using statistical analyses. The researcher considered those facts and a quantitative approach was deemed relevant, with an extensive literature review.

Primary data was collected using a traditional 5-point Likert scale questionnaire as measuring instrument for statistical purposes and for secondary data, qualitative methods were relevant in terms of the literature review, which entailed the use of sources such as books, journals, articles and reports. These methods were used to ascertain relevant data on the impact of rural immigrants on service delivery in metropolitan municipalities such as eThekweni city.

3.2 RESEARCH DESIGN

Mouton (2014: 107) describes research design as a means of setting instructions and guidelines, in addressing the research problem or phenomena. Gorard (2013: 8) concurs but states that research design is a way of planning or organising a research project in order to maximise the collection of data that are relevant in addressing the answers of the research questions. Fobosi (2011) describes the design of the research as a strategic framework for action to achieve the research question goals and the implementation of the research project. In this regard, the research design is the plan for collecting and analysing data to enable a researcher to answer all questions directed at the target

populace. Fobosi (2011) further states that research design is a plan of action that clearly puts everything into perspective; obtaining evidence relevant to answer the research questions.

This study has utilised a quantitative research technique through the distribution of a survey questionnaire, using the traditional 5-point Likert scale questionnaire strategy for primary data. The study was conducted in different informal settlements under the eThekweni Municipality's jurisdiction. An extensive literature review for secondary data made up the qualitative element of the study.

3.3 RESEARCH OBJECTIVES

In order to achieve the aim of this study, the following objectives will be pursued:

- To identify and explain the impact of rural immigrants on service delivery;
- To investigate the extent to which rural immigrants affect urban development; and
- To suggest and recommend strategies that should be employed to improve the current state of service delivery related to drivers of internal migration.

3.4 SURVEY METHOD

The researcher must decide on the use of the survey instrument, choosing the type of instrument to be used to collect data, as there are methods such as closed-ended questions for the purpose of data collection (Christensen *et al.* 2013: 340). The effectiveness of the 5-point Likert scale questionnaire format for statistical reasons, in terms of results and findings, and the distribution of 100 survey questionnaires were deemed suitable for the collection of primary data.

3.5 CASE STUDY APPROACH

A case study was used to produce an intensive investigation of the factors that contribute to the characteristics of the research topic. The case revolves around the eThekweni Municipality having been characterised by numerous service delivery protests in past years, which has brought about an alarming and negative image of the organisation. The entity faced major obstructions in the provision of services needed for the advancement of the standard of living. Therefore, it was relevant in this study/research, to employ a data collection method that included the 5-point Likert scale

questionnaire and an extensive review of literature, to assist in identifying the impact of rural immigrants on service delivery.

3.6 TARGET POPULATION

Struwig and Stead (2013) define a target population as a collection of individuals that are the main focus of a survey query. Therefore, the population of this study was drawn from people on the waiting list in informal settlements at EThekweni Municipality, using the traditional 5-point Likert scale survey questionnaire and non-probability sampling. The responses were used to generate relevant information.

3.7 SAMPLING PROCEDURE

The procedure deemed relevant to the study is convenience sampling; chosen on the basis of collecting data from individuals who are easily accessible. It was impractical to collect data from the entire population in the country, due to financial and time constraints. Moreover, Christensen *et al.* (2013: 162) argue that sampling is casually drawing elements from a populace to obtain the desired sample, and that sample will represent the whole populace but just includes fewer people. Taking that into consideration, the researcher selected four settlements under the eThekweni Municipality's jurisdiction, namely Emhlabeni, Emalandeni, Ezimeleni and Silver City. There were 25 participants per area, making the total of 100 respondents.

3.8 ADMINISTRATION OF QUESTIONNAIRE

The two weeks allocated for administering the questionnaire was sufficient, taking into account that some of respondents were working. This lead to the researcher using weekends to distribute and collect information, considering the researcher's proposed time-frame.

3.9 COLLECTION OF QUESTIONNAIRES

Respondents were given constant reminders, using their cell-phone numbers, of the date the researcher would collect the questionnaires. Completed questionnaires were stored electronically until the time of analysis.

3.10 DATA ANALYSIS

The use of the Statistical Package for Social Science (SPSS) was deemed relevant as it is a commonly used statistical programme for the interpretation and summarising of findings and results for this study. The programme, additionally, comes with various methods of representation, in the form of graphs, charts and tables, and offers different analysis types (Dawson 2009: 115).

The first type of analysis was based on the frequencies, in examining number intervals when a response was made, and to verify the coding of the data. The variables were scrutinised to identify those variables mostly imperative to the dependent variable of the research. In terms of the relationship of variables, a bivariate analysis was done with cross tabulations of suitable inferential statistics. The presentation of data was by means of pie charts, bar-charts and histograms (Fink 2010: 180).

3.11 CHI-SQUARE TEST

A test frequently used in all social sciences disciplines. This is how Struwig and Stead (2000: 481) define the chi-square test. It is based on a null hypothesis, on the assumption there is no relationship between two variables in the total populace, on the basis of the observed distribution values on the separate variables. The significance of the evidence against the null hypothesis is in respect of probability. The null hypothesis indicating no significant association between the dependent variable and the hypothesis is accepted on the factors' strength being tested (Batholomew *et al.* 2011: 3).

3.12 CORRELATIONS

Saunders, Lewis and Thornhill (2003: 475) define correlation as a technique used for statistical reasons, which shows whether or how strong the pairs of variable are related. This means +1 and -1 represent the strength of the relationship between two numbered or quantifiable variables.

3.13 FREQUENCIES

Frequencies were used to determine the intervals of a certain response to a research question. It is used to check the coding of data. Therefore, where the responses did not equal the sample total, the

data was not correctly captured (Babbie and Mouton 2002: 298). The data from the frequencies allowed for sound analysis of findings, results and conclusions for this research project.

3.14 DESCRIPTIVE STATISTICS

Descriptive statistics are commonly used by researchers to compare and describe the collected data in quantitative terms (Saunders *et al.* 2003: 351). The difference between inferential and descriptive statistics is that descriptive statistics aim to quantitatively summarise a set of data, while inferential statements are about the data representing the population. For the purpose of data analysis, a descriptive analysis was deemed relevant and suitable for this study due to the substance of the data being presented.

3.15 RESEARCH INSTRUMENT

The questionnaire is a written instrument, in the form of questions, to which participants make their contribution by providing answers. The participant has discretion to respond to all the alternatives provided. Questionnaires are a most efficient data collection method when a researcher is aware of what is required and what the variables of interest are (Manicas 2006). Questionnaires were administered personally and distributed to all participants.

3.16 DESCRIPTION AND DEVELOPMENT OF THE QUESTIONNAIRE

The questionnaire was organised according to the particular research objectives of the study. It was structured and divided into Section A: Demographic information and Section B: Questions.

Question/Statement:

- 1: The accessibility of schools made me come and live here.
- 2: The availability of jobs is a reason I decided to live here.
- 3: Good Municipal services made me come and live here.
- 4: Good business opportunities are the reason I live here.
- 5: Poor municipal services in my area of origin made me come and live here.
- 6: Unemployment levels in my place of origin made me come and live here.
- 7: Better living conditions made me come and live here.

- 8: I am not a permanent resident of this area, I am a tenant.
- 9: I came here a long time ago, Now I am a permanent resident.
- 10: I am on a waiting list currently for the municipality to provide me with a formal settlement.
- 11: I was born in this residential area my parents were from the rural area.
- 12: There were political conflicts in the rural area. That is why I came to live here.
- 13: I relocated due to a promotion at work
- 14: I run a business in town. That is why I live here.
- 15: The travelling cost from home to work was too high. That why I live here.
- 16: There are better opportunities of getting a house if I live here.
- 17: I moved out from home because I did not have my own room.
- 18: We were provided with two rooms while we are an extended family. That is why I decided to live here.
- 19: The EThekweni Municipality is providing accommodation in time. That's why I live here.
- 20: I am pleased by the municipal housing allocation.

Since the traditional 5-point Likert scale was used, the respondents were asked to convey their opinions by choosing the answer from the following five options:

- < Strongly disagree
- < Disagree
- < Neither agree nor disagree
- < Strongly agree
- < Agree.

These points were also rated from 1-5, where;

- 1 = Very High
- 2 = High
- 3 = Medium
- 4 = Low
- 5 = Very low.

3.17 VALIDITY AND RELIABILITY

3.17.1 Validity

As defined by Sekaran and Bougie (2010), validity is the extent to which an instrument measures what it purports to measure. There are four types of validity. Firstly, content validity pertains to the degree to which the instrument fully assesses or measures the construct of interest. Secondly, face validity is a component of content validity and is established when an individual, reviewing the instrument, concludes that it measures the characteristic or trait of interest. Thirdly, criterion-related validity is assessed when one is interested in determining the relationship of scores on a test to a specific criterion. The fourth and final type is construct validity, explained as the degree to which an instrument measures the trait or theoretical construct it is intended to measure (Fox and Bayat 2013). In this study construct validity will be used, as it ensures the questionnaire is designed after a search of the literature is undertaken.

3.17.2 Reliability

The reliability of a measure is an indication of the stability and consistency with which the instrument measures the concept across the various items in the instrument (Denscombe 2003).

3.18 LIMITATIONS OF THE RESEARCH

Time is a factor that needs to be dealt with to meet the short-term goals of the research project (Collins, Onwuegbuzie and Sutton 2006). In order for the research project to be a success, time-frames were provided, however, there is a lot of political influence within the field of service delivery, which can be a limitation to this project, in terms of accessing political information.

3.19 ELIMINATION OF BIAS

The researcher made use of gender neutral words and people were not identified by race or ethnic group. Language that suggests evaluation or reinforces stereotypes was avoided. No assumptions were made about various age groups.

3.20 ETHICAL CONSIDERATIONS

3.20.1 Ensuring Participants have given Informed Consent

Participants in this study were informed about the nature of the study prior to its commencing and consent forms were signed before answering the quantitative questionnaires

3.20.2 Ensuring no Harm Comes to Participants

The respondents were protected from any harm by assessing risk ahead of doing research. Their privacy of participation was ensured.

3.20.3 Ensuring Confidentiality and Anonymity

There was protection in terms of the identity of all respondents. Protection of confidentiality may involve restricting access to raw data, storing all data securely, reporting findings in a manner that does not allow for ready identification of the respondents and obtaining permission for subsequent use of data.

3.21 CONCLUSION

The methods presented above were those used during the research report. Information about research methodology is very important when it comes to showing how one conducted one's study. These methods are necessary in qualitative research, making it easier for the information about the research problem to be adequate. This chapter described the research methodology employed for this study, with the data collection process, data analysis, elimination of bias and ethical considerations also set out. A quantitative method was selected due to its ability to ensure reliable results when the research instrument is repeated. The following chapter will focus on the data analysis and interpretation of results.

CHAPTER 4: DATA ANALYSIS

4.1 INTRODUCTION

This chapter provides a detailed analysis in terms of the findings and interpretation of results, using the methods discussed in the previous chapter. The purpose of the study was to examine the impact of rural immigrants on service delivery within metropolitan municipalities in EThekwin City. The objectives of the study covered aspects such as urban development, service delivery and drivers of internal migration. The descriptive statistics, or the frequencies and percentages, provided an overview of results and are illustrated by bar charts. Chi-Square tests were used to provide a more precise analysis of each objective.

4.2 PRESENTATION OF RESULTS

Table 4.2.1: Residential settlement areas

	Frequency	Percent	Valid Percent	Cumulative Percent
Emhlabeni	25	25.0	25.0	25.0
Silver City	25	25.0	25.0	50.0
Ezimeleni	25	25.0	25.0	75.0
Emalandeni	25	25.0	25.0	100.0
Total	100	100.0	100.0	

Table 4.2.1 illustrates the results of the findings regarding respondents' residential settlement area, Emhlabeni yielded 25 percent, Silver city 25 percent, Ezimeleni 25 percent, while Emalandeni yielded 25 percent, which then makes the total of 100 for equal representation of the population around eThekwin Municipality. The findings of the study revealed this in terms of place of origin of the respondents.

Correlation analysis of the results was performed to determine respondents' residential settlement area. The statistical results were found to be significant at ($X^2= 39.36$; $df= 12$; $P=.000$), which confirms that the statistically significant can be trustworthy. Therefore, the hypothesis of this variable is accepted. This means that the variable has significant influence on respondents' residential settlement area.

Moreover, researchers around the world have been investigating both permanent and temporary internal migration in Africa, especially in sub-Saharan Africa. Their research reveals a link between environmental factors, economic factors and political factors as drivers of internal migration, which in turn, affects urban development (Le, Tran and Nguyen 2011: 8). The weather as a driver of internal migration is indicated to have a major role in urbanisation (Tongruksa wattana, Schmidt and Waibel 2012). The study revealed the following about the areas of origin of rural immigrants in EThekweni Municipality;

Table 4.2.2: Areas of origin

	Frequency	Percent	Valid Percent	Cumulative Percent
Empangeni	6	6.0	6.0	6.0
Ulundi	4	4.0	4.0	10.0
Nquthu	16	16.0	16.0	26.0
Escourt	12	12.0	12.0	38.0
Kwa-nongoma	14	14.0	14.0	52.0
Nkandla	6	6.0	6.0	58.0
Umlazi	3	3.0	3.0	61.0
Kwamashu	7	7.0	7.0	68.0
Adams Mission	6	6.0	6.0	74.0
Embumbulu	16	16.0	16.0	90.0
Richards Bay	3	3.0	3.0	93.0
Pietermaritzburg	5	5.0	5.0	98.0
Other areas in Kwazulu-	2	2.0	2.0	100.0

Natal				
Total	100	100.0	100.0	

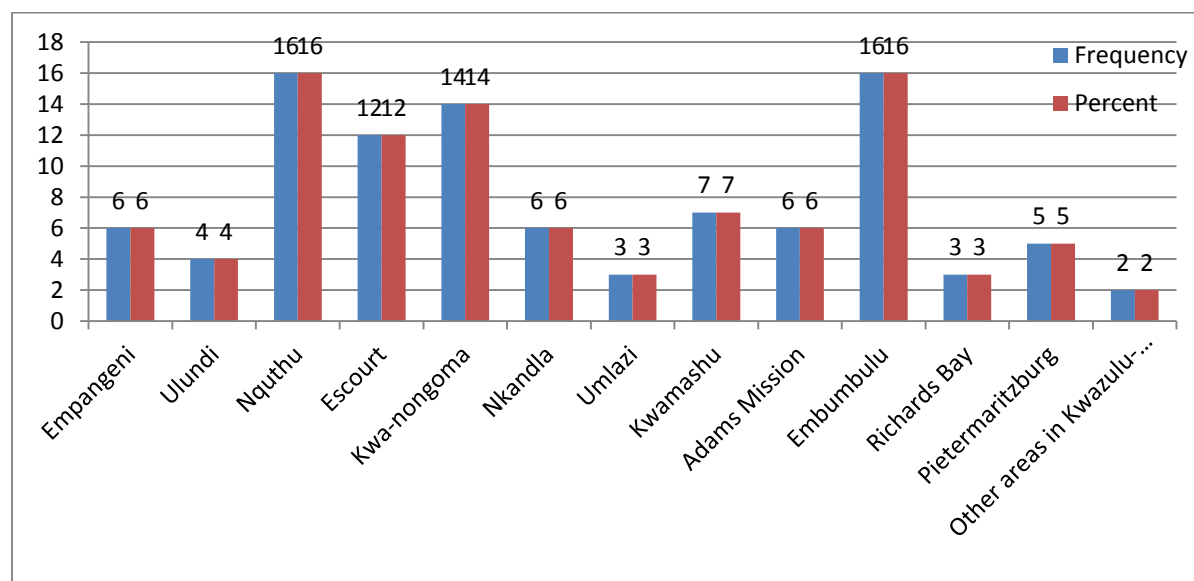


Figure 4.2.1 EThekweni Municipality informal settlement dwellers area of origin.

Table 4.2.2 and Figure 4.2.1 show a significant 16 percent of the respondents is from Nquthu and another 16 percent from Embumbulu. This indicates a significant number of rural immigrants migrating from these areas to urban municipalities. However, the second significant percentage is from Escourt, which yielded 12 percent. Adams Mission indicated six percent, Empangeni six percent and Nkandla six percent. KwaMashu shows that seven percent of the respondents indicated a significant element of urban to urban migration as well; Pietermaritzburg indicates five percent and Ulundi shows four percent. Umlazi yielded three percent, Richards Bay three percent, while other areas in KZN yielded two percent.

Correlation analysis of the results was performed to determine the EThekweni Municipality informal settlements dwellers' areas of origin. The statistical results were found to be significant at ($\chi^2=99.1$; $df=4$; $P=.000$), which confirms the statistically significant results can be trustworthy. Therefore, the hypothesis of this variable is accepted.

Furthermore, it is argued by Akay, Bargain and Zimmermann (2011) that people migrate in search of better living conditions and better economic opportunity in more developed urban spaces. This study revealed the following about urban development:

SECTION B

This section will discuss the results pertaining to the variables on the impact of rural immigrants on service delivery, in terms of urban development, service delivery and drivers of internal migration.

4.3 URBAN DEVELOPMENT

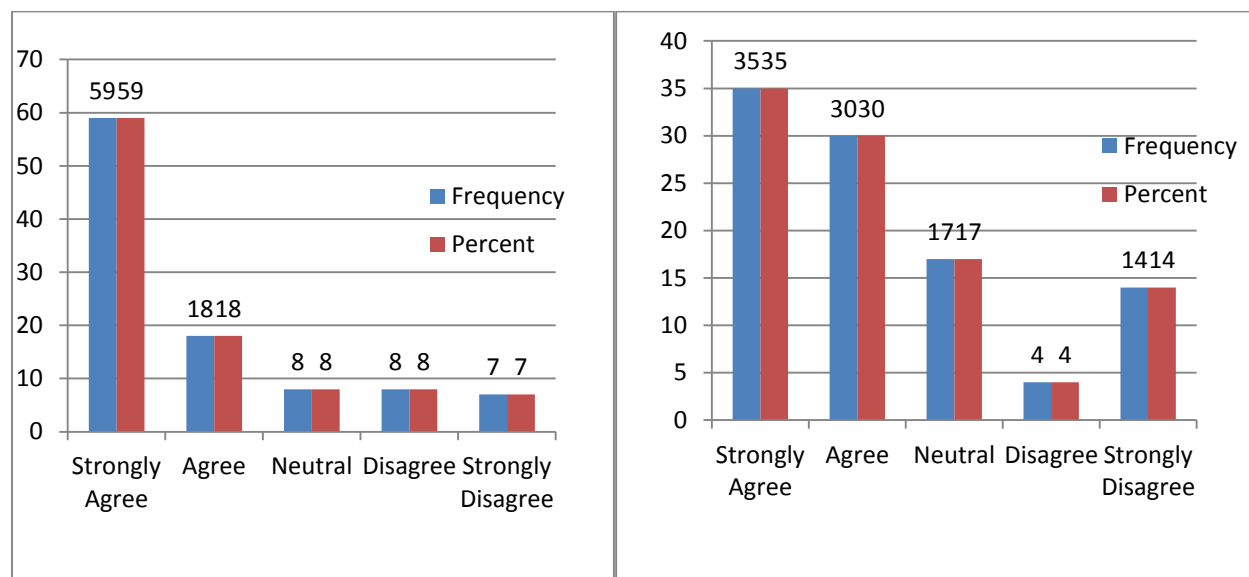


Figure 4.3.1: Accessibility of schools.

Figure 4.3.2: Job availability.

FIGURE 4.3: URBAN DEVELOPMENT

Figure 4.3.1 above indicates the response, in terms of whether the accessibility of schools has influence in rural to urban migration, which then affects service delivery. Figure 4.3.2 illustrates the findings on whether job availability is the reason respondents migrate from rural to urban spaces.

Correlation analysis of the results was performed to determine whether the accessibility of schools has an influence in rural to urban migration. The statistical results were found to be significant at ($\chi^2 = 31.3$; $df = 4$; $P = .000$), which confirms that the statistically significant results can be

trustworthy. Therefore, the hypothesis of this variable is accepted. This means that the variable has significant influence on the accessibility of schools having an influence in rural to urban migration.

To determine whether the job availability is the reason respondents migrate from rural to urban spaces, correlation analysis of the results was performed. The statistical results were found to be significant at ($X^2= 72.7$; $df= 4$; $P= .000$), which confirms that the statistically significant results can be trustworthy. Therefore, the hypothesis of this variable is accepted. This means that the variable has significant influence on whether job availability is the reason respondents migrate from rural to urban spaces.

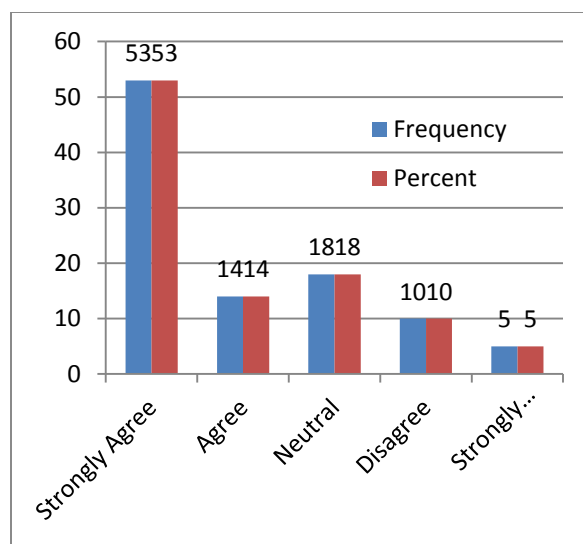


Figure 4.3.3: Good municipal services.

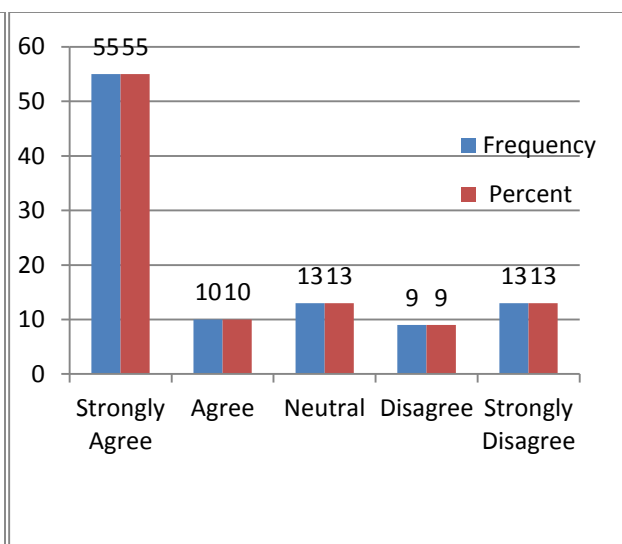


Figure 4.3.4: Good business opportunities.

Figure 4.3.3 shows the findings in terms of whether good municipal services are a major driver of internal migration. Figure 4.3.4 indicates whether good business opportunities were found to be the reason respondents migrate to eThekweni Municipality

Correlation analysis of the results was performed to determine whether good municipal services are a major driver of internal migration. The statistical results were found to be significant at ($X^2= 72.7$; $df= .4$; $P= .000$), which confirms the statistically significant results can be trustworthy. Therefore, the hypothesis of this variable is accepted, indicating the variable has significant influence on whether good municipal services are a major driver of internal migration.

In order to determine whether good business opportunities are the reason respondents migrate to eThekweni Municipality, correlation analysis of the results was performed. The statistical results were found to be significant at ($X^2 = 77.2$; $df = .4$; $P = .000$), which confirms the trustworthiness of the statistically significant findings. Therefore, the hypothesis of this variable is accepted. This connotes that the variable has significant influence on the statement that good business opportunities are the reason respondents migrate to eThekweni Municipality.

TABLE 4.3.5: URBAN DEVELOPMENT

Urban Development	Component	
	1	2
The accessibility of schools made me come and live here	0.865	0.086
The availability of jobs is a reason I decided to live here	0.169	0.735
Good Municipal services made me come and live here	0.820	0.022
Good business opportunities are the reason I live here	-0.063	0.787

A component test was conducted on the statement, regarding whether the accessibility of schools made respondents migrate from rural areas, with respondents indicating to two categories of components. One component shows 0.865, while the other group indicates 0.086, which shows that respondents did not have the same opinion with regard to this variable. On the other variables, regarding the availability of jobs for respondents, the first group indicated 0.169 while the other group components yielded 0.735. Component tests on whether good municipal services made respondents migrate showed the first group yield 0.820, while the second group component shows 0.22. Therefore, the other tested variable does not indicate significance to urban development.

Table 4.3 and Figure 4.3.1 illustrate the findings regarding respondents' opinion, in relation to the accessibility of schools. At least half of the respondents agreed there is easy access to schools in the eThekweni Municipal area at 59 percent, while eight percent indicated neutral and seven percent totally disagreed with the statement. The results on whether respondents think the availability of jobs is a reason they decided to migrate, yielded 35 percent that agreed, 17 percent were neutral and 14 percent disagreed. This indicates that some of the respondents migrate due to job seeking. In terms of the statement on whether municipal services were a drawcard, only five percent disagreed with the statement, 18 percent were neutral and 53 percent agreed with the statement. The findings indicate that respondents migrate due to job seeking in urban spaces in respect of urban development. The findings further showed that 55 percent agreed with the statement whether good business opportunities are the reason respondents migrate to urban spaces, with 13 percent that indicated neutral and 13 percent strongly disagreed.

Local administrations are principal providers of services but are faced with challenges where there is a small populace, since the municipalities' growth is entirely dependent on the population in its parameters that affect service delivery performance (SA Parliament 2012). However, the study revealed the following with regards to service delivery:

4.4 SERVICE DELIVERY

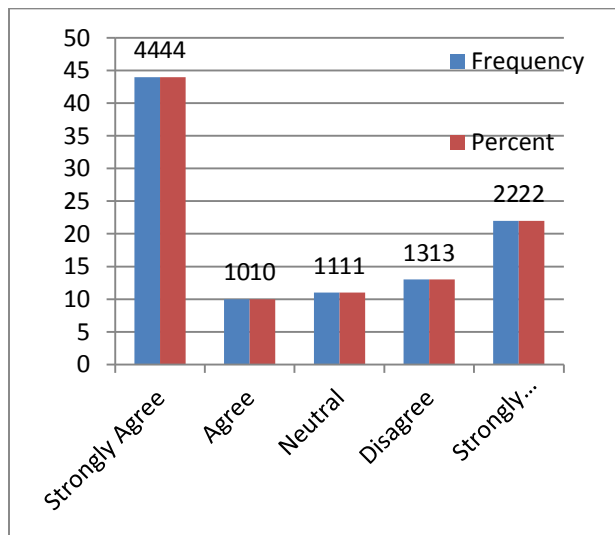


Figure 4.4.1: Poor municipal services.

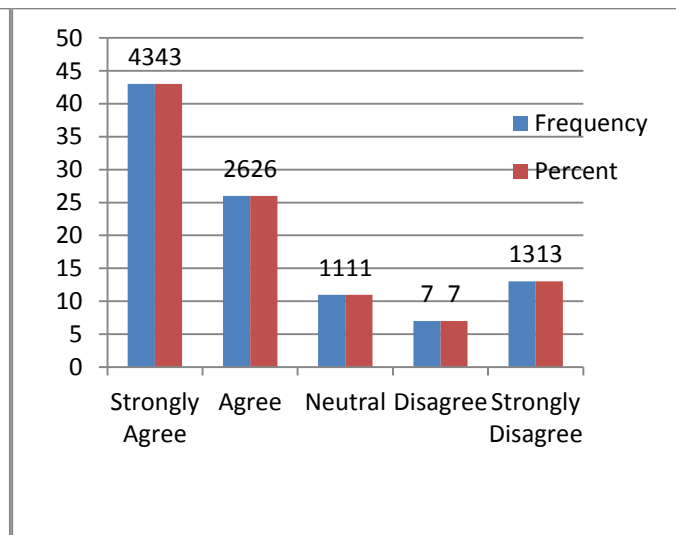


Figure 4.4.2: Unemployment levels.

FIGURE 4.4: SERVICE DELIVERY

Figure 4.4.1 illustrates whether poor municipal services in the area of origin of respondents is the reason for rural to urban migration, in search of good service delivery. Figure 4.4.2 illustrates results on findings in terms of whether unemployment levels are the reason for rural to urban Migration.

Correlation analysis of the results was performed to determine whether poor municipal services in the area of origin of respondents is the reason of rural to urban migration, in search of better service delivery. The statistical results were found to be significant at ($\chi^2=72.7$; $df= .4$; $P= .000$), which confirms the statistically significant result can be trustworthy. Therefore, the hypothesis of this variable is accepted. This means that the variable has significant influence on poor municipal services in the area of origin of respondents as the reason of rural to urban migration in search of better service delivery.

To determine whether unemployment levels are the reason of rural to urban migration, correlation analysis of the results was performed. The statistical results were found to be significant at ($\chi^2= 43.2$; $df= .4$; $P= .000$), which confirms that the statistically significant findings can be trustworthy. Therefore, the hypothesis of this variable is accepted, which means the variable has significant influence on unemployment levels as the reason of rural to urban migration.

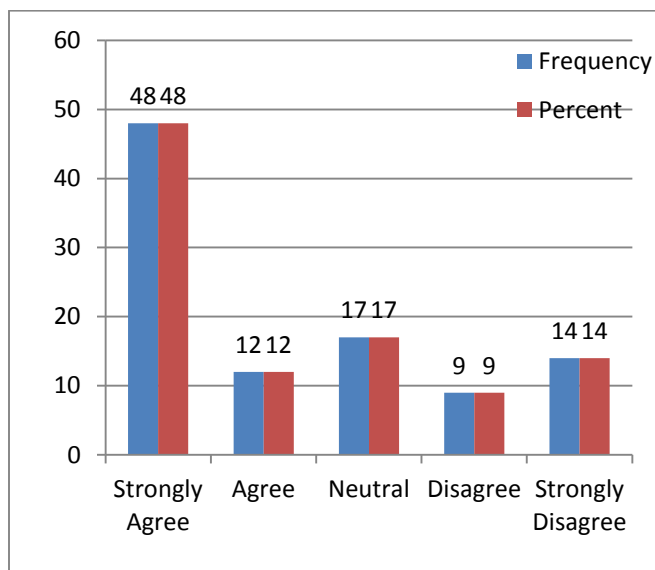


Figure 4.4.3: Better living conditions.

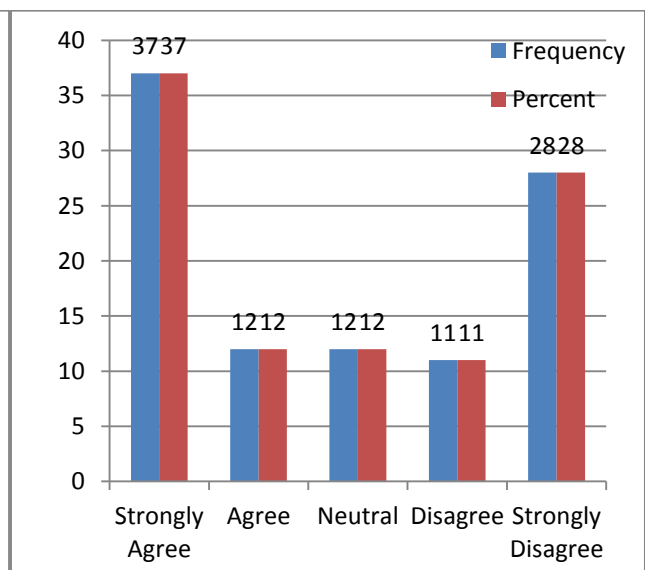


Figure 4.4.4: Migrated a long time ago.

Figure 4.4.3 shows whether better living conditions have a strong value in terms internal migration and service delivery. While, Figure 4.4.4 illustrates whether respondents that migrated a long time ago and who were permanent residents, have a strong value in terms of service delivery.

Correlation analysis of the results was performed to determine whether better living conditions have a strong value, in terms internal migration and service delivery. The statistical results were found to be significant at ($X^2= 50.7$; $df= .4$; $P= .000$), which confirms that the statistically significant result can be trustworthy. Therefore, the hypothesis of this variable is accepted, meaning the variable has significant influence on whether better living conditions have a strong value, in terms of internal migration and service delivery.

Correlation analysis of the results was performed to determine the significance of the statement, I am not a permanent resident of this area, I am a tenant. The statistical results were found to be significant at ($X^2= 28.1$; $df= .4$; $P= .000$), which confirms the trustworthiness of the statistically significant result. Therefore, the hypothesis of this variable is accepted, indicating that the variable has significant influence on the statement, I am not a permanent resident of this area, I am a tenant.

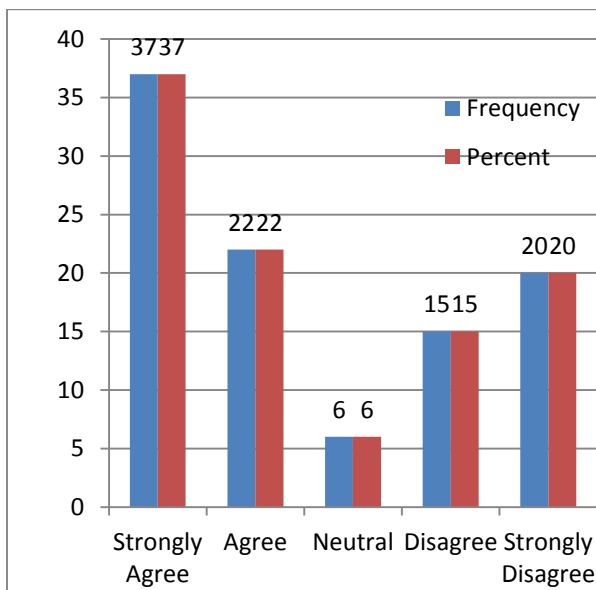


Figure 4.4.5: Children of rural immigrants.

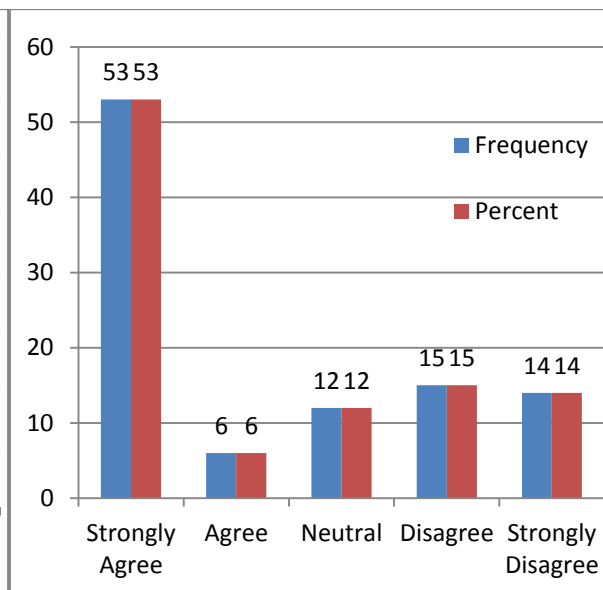


Figure 4.4.6: Waiting list for formal settlement.

Figure 4.4.5 indicates results of findings on whether respondents were children of rural migrants. Figure 4.4.6 shows whether respondents were on a waiting list currently waiting for the municipality to provide respondents with a formal settlement.

Correlation analysis of the results was performed to determine respondents that migrated a long time ago into the informal settlements. The statistical results were found to be significant at ($X^2=73.7$; $df=.4$; $P=.000$), which confirms that the statistically significant result are trustworthy. Therefore, the hypothesis of this variable is accepted, reflecting that the variable has significant influence on respondents who migrated a long time ago into the informal settlements.

Correlation analysis of the results was performed to determine whether respondents were on a waiting list, currently waiting for the municipality to provide respondents with a formal settlement. The statistical results were found to be significant at ($X^2=70.5$; $df=.4$; $P=.000$), which confirms that the statistically significant findings can be trusted. Therefore, the hypothesis of this variable is accepted. This means the variable has significant influence on whether respondents were on a waiting list, currently waiting for the municipality to provide respondents with a formal settlement.

Table 4.4.7: Are respondents on a waiting list for the municipality to provide formal settlement?

Valid	Frequency	Percent	Valid Percent	Cumulative Percent
Strongly Agree	53	53.0	53.0	53.0
Agree	6	6.0	6.0	59.0
Neutral	12	12.0	12.0	71.0
Disagree	15	15.0	15.0	86.0
Strongly Disagree	14	14.0	14.0	100.0
Total	100	100.0	100.0	

TABLE 4.4.8: SERVICE DELIVERY

Service Delivery	Component	
	1	2
Poor municipal services in my area of origin made me come and live here	0.268	0.698
Unemployment levels in my place of origin made me come and live here	-0.165	0.816
Better living conditions made me come and live here	0.806	-0.022
I came here a long time ago, Now I am a permanent resident	0.819	-0.042
I was born in this residential area, My parents were from the rural area	0.641	0.340

A component test was conducted on the statement regarding poor municipal services in the area of origin of respondents and indicated two categories of components, one component shows 0.268, while the other component shows 0.698, reflecting different opinions with regard to this variable. On the variable regarding unemployment levels in the place of origin of respondents, the first category of the group component shows 0.156, while the second group component indicated a significant 0.816. On the variable concerning better living conditions, the first group shows significance on service delivery, which yielded 0.806.

The second test on this variable yielded different results of 0.022, which were insignificant. There seems to be differing opinions with regard to this statement. The component test was done for the statement on whether respondents came to the city a long time ago and are now permanent residents. The first group component indicated 0.819, which was quite significant. The second component test resulted in 0.042, which is insignificant. This shows there were different perspectives with regard to this variable.

The component test was also done for the statement regarding whether respondents were born in the residential area and whether their parents were from the rural area. The first group test component yielded 0.641, while the second group test components indicated 0.340. Other variables were tested and do not show significance to service delivery.

Table 4.4.8 and Figure 4.4.1 illustrate results as to whether poor municipal services in the area of origin of respondents is the migration reason, with results indicating 44 percent that agreed with the statement, while 11 percent were neutral and 22 percent of the respondents totally disagreed with the statement.

Figure 4.4.2 indicates results whether unemployment levels in the place of origin for respondents was important, with 43 percent that agreed with the statement, while 13 percent totally disagreed and 11 percent indicated neutral to the statement.

Figure 4.4.3 yielded results on findings regarding the statement whether better living conditions made respondents migrate to the city, showing 48 percent of respondents that totally agreed with the statement, while 17 percent were neutral and 14 percent disagreed with the statement.

Figure 4.4.4 illustrates results on findings regarding the statement on whether respondents came to urban spaces a long time ago and are now respondents are permanent residents. Strong disagreement was indicated by 28 percent of the respondents, while 37 percent agreed with the statement and 12 percent were neutral on the statement.

Figure 4.4.5 shows results on findings with the statement regarding if respondents were born in the residential area, and whether respondents' parents were from the rural area. It was found that 37 percent of the respondents totally agreed with the statement, while six percent were neutral and 20 percent totally disagreed with the statement.

Table 4.4.7 and Figure 4.4.6 indicate results on findings regarding the statement whether respondents were on a waiting list, currently waiting for the municipality to provide respondents with a formal settlement. More than half or 53 percent of the respondents agreed with the statement, while 12 percent were neutral, and only 14 percent disagreed with the statement.

Figure 4 illustrate results on findings on whether respondents were born in this residential area, and whether their parents were from the rural area; 37 percent of the respondents strongly agreed, while six percent were neutral and 20 percent of respondents strongly disagreed.

There seem to be emphases with regards to the drivers of migration as, in migration studies, these drivers vary from individually-based decisions to household-based decisions to migrate, with reasons ranging from natural disasters, to political conflicts and better living condition (Mayer 2013: 90–117). Therefore, taking that notion into consideration, regarding the drivers of internal migration, this study revealed the following;

4.5 DRIVERS OF INTERNAL MIGRATION

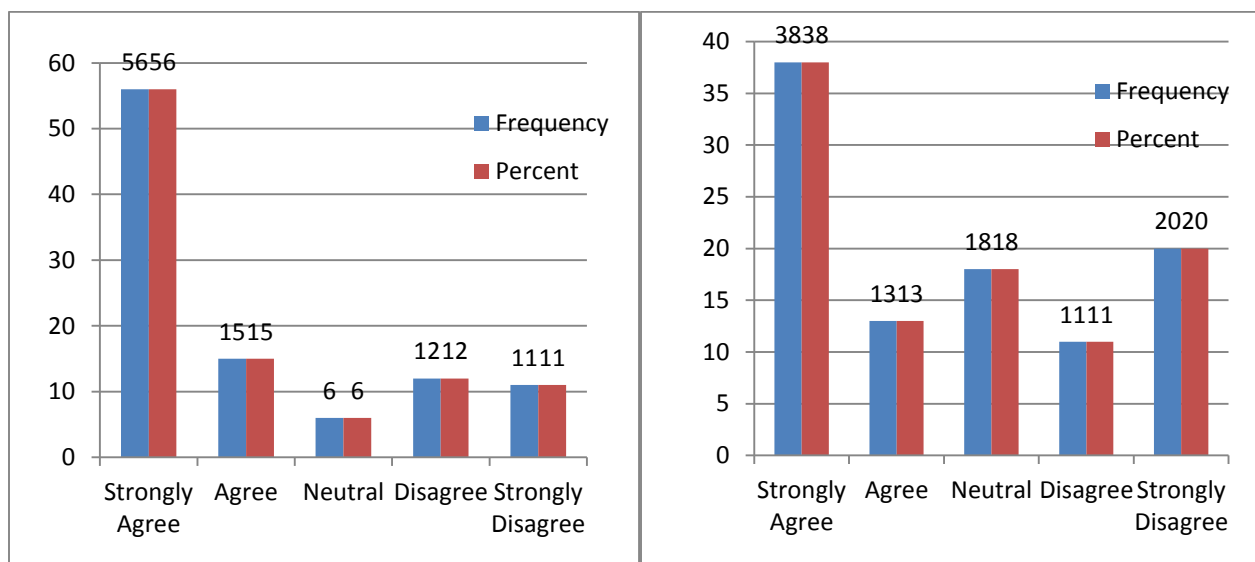


Figure 4.5.1: Political Conflict in rural area. Figure 4.5.2: Relocation due to work promotion
FIGURE 4.5: DRIVERS OF INTERNAL MIGRATION

Figure 4.5.1 illustrates results on findings in terms of whether political conflicts in the rural area have a strong value as a driver of internal migration. Figure 4.5.2 indicates results on findings regarding the statement on whether respondents relocated due to promotion at work.

Correlation analysis of the results was performed to determine if political conflicts in the rural area has a strong value as a driver of internal migration. The statistical results were found to be significant at ($X^2= 83.1$; $df= .4$; $P= .000$), which confirms that the statistically significant findings can be trusted. Therefore, the hypothesis of this variable is accepted. This means that the variable has significant influence on whether political conflicts in the rural area have a strong value as a driver of internal migration.

To determine on whether respondents relocated due to promotion at work, correlation analysis of the results was performed. The statistical results were found to be significant at ($X^2= 22.9$; $df= .4$; $P= .000$), which confirms that the statistically significant results can be considered trustworthy. Therefore, the hypothesis of this variable is accepted. This means the variable has significant influence on whether respondents relocated due to promotion at work.

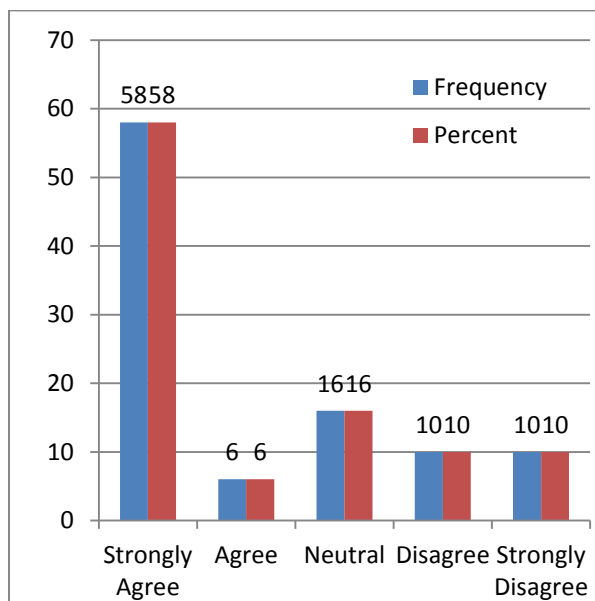


Figure 4.5.3: Own a business in town.

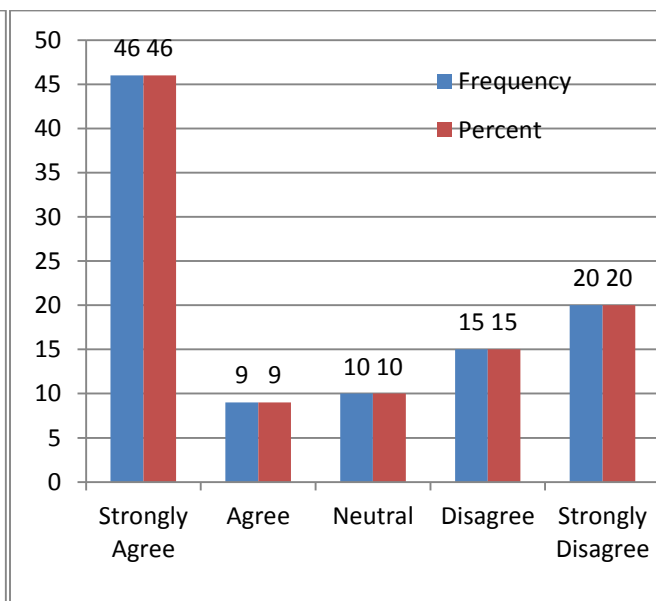


Figure 4.5.4: Travel cost from home to work.

Figure 4.5.3 shows results on findings in terms of whether respondents migrated due to owning business in town. Figure 4.5.4 indicates results of findings on whether traveling cost from home to work has a strong value as a driver of migration.

Correlation analysis of the results was performed to determine whether respondents migrated due to owning business in town. The statistical results were found to be significant at ($\chi^2 = 92.8$; $df = .4$; $P = .000$), which confirms that the statistically significant result can be trusted. Therefore, the hypothesis of this variable is accepted, which means it has significant influence on whether respondents migrated due to owning business in town.

To establish whether traveling cost from home to work has a strong value as a driver of migration, correlation analysis of the results was performed. The statistical results were found to be significant at ($\chi^2 = 46.1$; $df = .4$; $P = .000$), which confirms that the statistically significant can be trustworthy. Therefore, the hypothesis of this variable is accepted, indicating that the variable has significant influence on whether traveling cost from home to work has a strong value as a driver of migration.

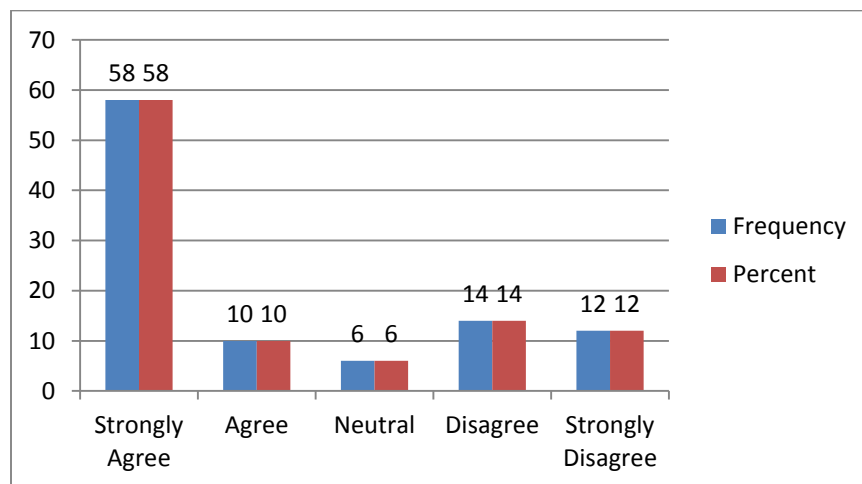


Figure 4.5.5: Better opportunity to get a house.

Figure 4.5.5 illustrates results of the findings regarding the statement on whether there are better opportunities of obtaining a house has a strong value as a driver of migration.

Correlation analysis of the results was performed to determine whether there are better opportunities of obtaining a house has a strong value as a driver of migration. The statistical results were found to be significant at ($\chi^2 = 92$; $df = .4$; $P = .000$), which confirms that the statistically significant result can be considered trustworthy. Therefore, the hypothesis of this variable is accepted. This means that the

variable has significant influence on whether there are better opportunities of obtaining a house has a strong value as a driver of migration.

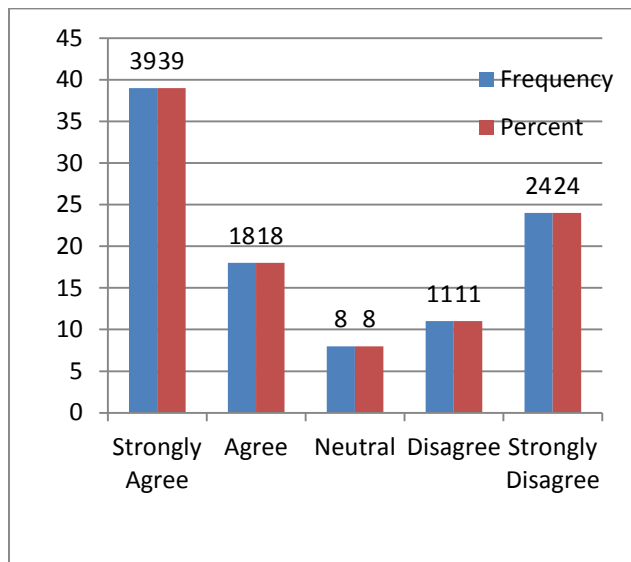


Figure 4.5.6: Limited room at home.

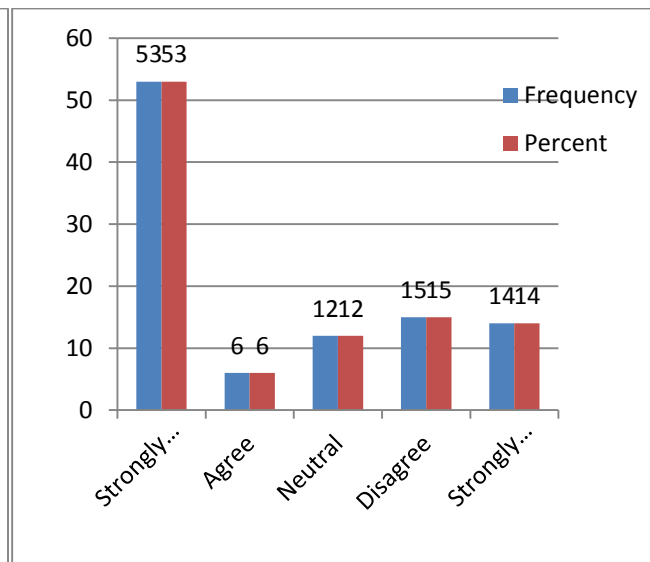


Figure 4.5.7: Provided with two rooms as Extended family.

Figure 4.5.6 indicates results of findings in terms of whether respondents were moving out of their homes because of limited room has a strong value as a driver of migration. Figure 4.5.7 illustrates results of findings in terms of whether respondents that were provided with two rooms while they were an extended family have a strong value as a driver of migration.

Correlation analysis of the results was performed to determine whether respondents moving out of their homes because of limited room have strong value as a driver of migration. The statistical results were found to be significant at ($X^2 = 30.3$; $df = .4$; $P = .000$), which confirms that the statistically significant result can be trusted. Therefore, the hypothesis of this variable is accepted, reflecting that the variable has significant influence on whether the respondents moved out of their homes because of limited rooms and has strong value as a driver of migration.

Correlation analysis of the results was performed to determine whether respondents that were provided with two rooms while they were an extended family has a strong value as a driver of migration. The statistical results were found to be significant at ($X^2 = 70$; $df = .4$; $P = .000$), which

confirms that the statistically significant result can be considered trustworthy. Therefore, the hypothesis of this variable is accepted. This means the variable has significant influence on whether respondents that were provided with two rooms while they were an extended family, has a strong value as a driver of migration.

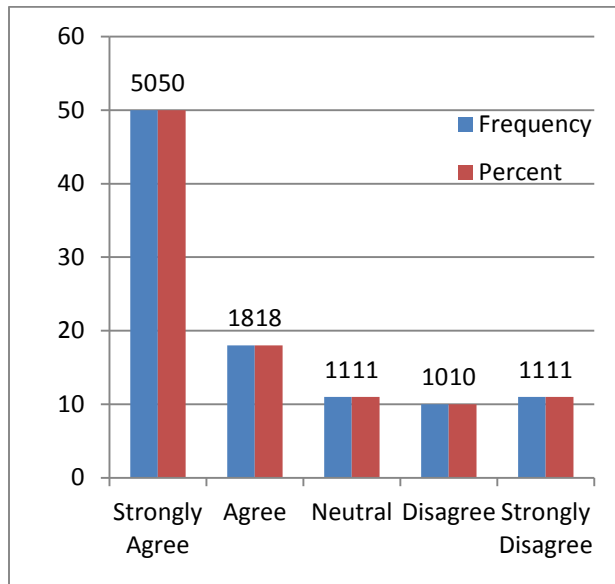


Figure 4.5.8: Basic services supplied in time.

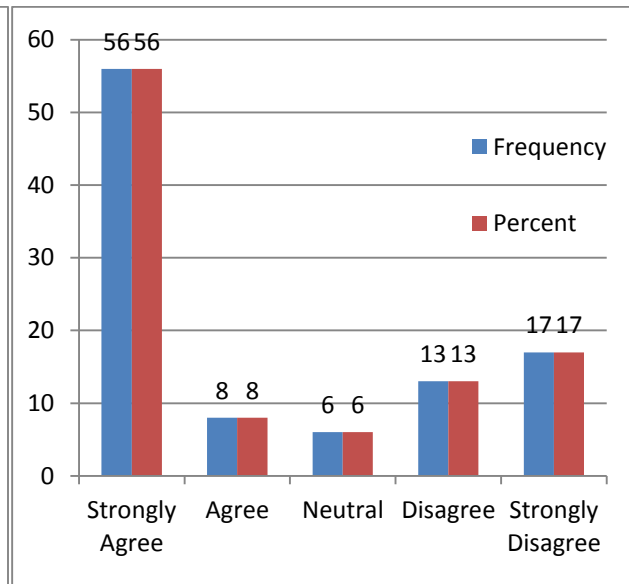


Figure 4.5.9: Municipal housing allocation.

Figure 4.5.8 illustrates results on findings in terms of whether the eThekweni municipality is providing all basic services in time has a strong value as a driver of migration. Figure 4.5.9 shows the results on findings in respect of municipal housing allocation having strong value as a driver of migration.

Correlation analysis of the results was performed to determine whether the eThekweni municipality is providing all basic services in time, has strong value as a driver of migration. The statistical results were found to be significant at ($\chi^2 = 58.3$; $df = .4$; $P = .000$), which confirms that the statistically significant result can be trusted. Therefore, the hypothesis of this variable is accepted. This means that the variable has significant influence on whether the eThekweni municipality is providing all basic services in time has strong value as a driver of migration.

Correlation analysis of the results was performed to determine if municipal housing allocation has strong value as a driver of migration. The statistical results were found to be significant at ($X^2=84.7$; $df= .4$; $P= .000$), which confirms that the statistically significant result can be considered as trustworthy. Therefore, the hypothesis of this variable is accepted, which means the variable has significant influence on whether municipal housing allocations have strong value as a driver of migration

TABLE 4.5.10: DRIVERS OF INTERNAL MIGRATION

Drivers of Internal Migration	Component		
	1	2	3
There were political conflicts in the rural area That is why I came to live here	-0.075	0.613	0.293
I relocated due to promotion at work	0.701	0.139	0.119
I run business in town that is why I live here	-0.036	0.720	-0.011
The traveling cost from home to work was too high, that why I live here	0.711	-0.242	0.109
There are better opportunities of getting a house if I live here	-0.352	0.540	0.494
I moved out from home because I did not have my own room	0.838	0.023	0.069
We were provided with two rooms while we are an extended family, That is why I decided to live here	0.229	0.004	0.654
The Ethekwini municipality is providing all basic services in time, That's why I live here	0.303	0.623	-0.312
I am pleased by the municipal housing allocation	0.112	0.044	0.811

A component test was conducted regarding the statement whether there were political conflicts in the rural area, leading respondents to migrate to the urban area, respondents indicated three group components. Testing of the first group yielded insignificant results of 0.075, the second group component test indicated significant results of 0.613, while the third group component test showed 0.293; this indicated mixed perspectives regarding the statement.

A component test was conducted on the statement regarding respondents having relocated due to promotion at work, with the first group component test showing 0.701, which was significant, while the second group test indicated 0.139 and the third group component test indicated 0.119.

Further component tests were conducted regarding the statement in relation to respondents who run a business in town, which is the reason they migrated to urban areas. The first group component test indicated 0.036, the second component test 0.720 and the third component test showed 0.011, which indicated mixed opinions on the statement.

A component test was conducted regarding the statement whether the travelling cost from home to work was too high, resulting in respondents migrating to urban spaces. The first component group test yielded 0.711 which indicated it is quite significant to the statement on the drivers of migration, while the second group component test indicated 0.242 and the third component test shows 0.109, reflecting different opinions regarding the statement.

A component test was conducted regarding the statement whether there are better opportunities of obtaining a house, should respondents migrate to urban areas. The first group component test indicated 0.352, whereas the second group showed a 0.540 result, which were significant to the statement on drivers of migration. The third group indicated 0.494.

A component test was conducted regarding the statement in relation to respondents who moved out of home because they did not own a room. The first group component shows quite significant results of 0.838 to the statement on the drivers of migration. The second group component test was 0.023, while third group component test was 0.069. The result indicates different opinions regarding the statement.

Other component tests were conducted regarding the statement on respondents who were provided with two rooms while they were an extended family, that is why respondents migrated to urban spaces. The first group component yielded results of 0.229. The second group test indicated results

of 0.004 which did not show strong significance. The third test group component indicated 0.654, which shows significance for the statement.

A component test was also conducted on the statement regarding the eThekweni Municipality providing all basic services in time that is why respondents migrate to town. The first group component test yielded 0.303, while the second group test indicated a significance of 0.623 and the third group component test shows 0.312.

Further component tests were conducted regarding the statement on respondents are pleased by the municipal housing allocation. The first results indicated 0.112 and the second group component test results indicated 0.044, whereas the third group component test shows a significant 0.811 - some of the tests conducted were significant, while some were insignificant.

Table 4.5.10 and Figure 4.5.1 illustrate results on findings regarding the statement on whether there were political conflicts in the rural area, that is why respondents migrated to the urban area. Total agreement was indicated by 53 percent of the respondents with the statement, while six percent yielded a neutral response and 11 percent totally disagreed.

Figure 4.5.2 indicates results on findings regarding the statement in relation to respondents who relocated due to a promotion at work, with 38 percent of the respondents that totally agreed with the statement, whereas 18 percent yielded neutral, and 20 percent totally disagreed with the statement.

Figure 4.5.3 shows results on findings regarding the statement respondents run businesses in town, that is why they migrate to the urban spaces. Strong agreement with the statement was indicated by 58 percent of respondents, 16 percent were neutral, and 10 percent disagreed with the statement.

Figure 4.5.4 indicates results on findings regarding the statement in relation to the travelling cost from home to work being too high, as the reason why respondents migrate to urban spaces. There was total agreement with the statement by 46 percent of the respondents, 10 percent were neutral, and 20 percent totally disagreed with the statement.

Figure 4.5.5 illustrates results regarding the statement on whether there are better opportunities of obtaining a house if respondents migrate to urban spaces, with 58 percent that totally agreed with the

statement, while 10 percent of the respondents were neutral and 12 percent totally disagreed with the statement.

Figure 4.5.6 indicates results on findings regarding the statement in relation to respondents having moved out of home because they did not own a room. Agreement with the statement was indicated by 39 percent of the respondents, while eight percent were neutral and 24 percent totally disagreed with the statement.

Figure 4.5.7 shows results regarding the statement on whether respondents were provided with two rooms while an extended family, which is why respondents migrate to the urban spaces. Total agreement was indicated by 53 percent, 12 percent were neutral, and 14 percent of the respondents totally disagreed with the statement.

Figure 4.5.8 indicates results of findings regarding the statement on whether the eThekweni municipality is providing all basic services in time, motivating respondents to migrate to the urban spaces. Half of the respondents or fifty percent totally agreed, and 11 percent were neutral, while 11 percent totally disagreed with the statement.

Figure 4.5.9 illustrates results of findings regarding the statement on whether respondents were pleased by the municipal housing allocation. This was totally agreed to by 56 percent of the respondents, with six percent indicating neutral, and 17 percent that totally disagreed with the statement.

4.6 CONCLUSION

The analysis of data indicated the conclusions that can be drawn from the study. From the given analysis of this study, it can be summarised that there is an impact by rural immigrants on service delivery. This should be a concern, especially for eThekweni municipality, as it seems a high number of people are unhappy with service delivered, as seen from the poor record of service delivery protesting over the years.

The following chapter will provide conclusions for the entire research, based on the main objectives of the research; it will also include recommendations by the researcher.

CHAPTER 5: FINDINGS, CONCLUSIONS AND RECOMMENDATIONS

5.1 INTRODUCTION

This chapter summarises the study; the findings related to the literature review; research questions; conclusions; and implications of the study, as well as recommendation for further study, along with a brief conclusion.

5.2 SUMMARY OF KEY FINDINGS

The study revealed several factors as major drivers for migration. The findings show that rural immigrants migrate due to the accessibility of schools in urban areas, which may have negative impact on urban development and service delivery, with 59 percent of respondents that agreed they migrated in order to access schools. The findings further indicate that 35 percent of respondents agreed they also migrated to obtain better jobs in the urban areas, which in respect of local authorities, requires the government to have urban planning mechanisms in place. Furthermore, the study reveals that 53 percent of respondents indicated that they migrated for good municipal services, in terms of basic services such as water, electricity and infrastructure. This is due to the lack of capacity in rural municipalities, since most of the South African population is found in urban spaces and population is a source of revenue for municipalities

However, the study indicates that rural immigrants migrate for good business opportunities in urban spaces, which leads to the overpopulation at eThekweni Municipality, with an increase in informal settlements that are deteriorating the environment. A total of 44 percent of the respondents agreed that rural municipalities perform poorly on service delivery, while a further 43 percent agreed they migrated in search of jobs, due to unemployment in their areas of origin.

The results further indicate that 48 percent agree that there are better living conditions at eThekweni Municipality, while 37 percent further indicated that they have been living in that area as a result of historic migration in SA. Most of the respondents indicated they are children of rural immigrants, with evidence of 37 percent; while 53 percent agreed they are on a waiting list for Human Settlements, which additionally affects service delivery. Rural migration seems to increase the number of people who are in need of houses.

One of the major drivers of migration revealed by the study, is political conflicts in the rural areas, which lead to people migrating from rural to urban areas. More than half, or 56 percent of the respondents agreed with the statement in relation to political conflict as a reason for rural to urban migration, while 38 percent of respondents confirmed migration due to promotions at work and other work-related migration, such as transfer from another geographical area of the organisation where respondents work.

The study further revealed that 58 percent of rural immigrants have businesses in town, while 46 percent of rural immigrants migrated due to travelling costs from home to work, indicating migration to avoid the cost of travelling from home to work by living in urban areas. Additionally, 58 percent of respondents also agreed they had migrated to obtain proper houses in urban areas, such as the eThekweni Municipality.

It was indicated by 39 percent of respondents that they are from other urban spaces, in close proximity with Emhlabeni, Silver city, Emalandeni and Ezimeleni, which leads to overcrowding. The study shows an interesting 53 percent of respondents who come from government provided subsidy to urban informal settlements at eThekweni Municipality. Respondents were shown to indicate eThekweni Municipality as providing all basic services in time; therefore, rural immigrants migrate to the municipality, with evidence of 50 percent of respondents that agreed with this notion. Half of the respondents indicated they are pleased with the municipal housing allocation, with evidence of 56 percent of respondents that agreed with this notion.

5.3 FINDINGS RELATED TO THE LITERATURE REVIEW

Literature indicates that the provision of adequate and functional infrastructure facilitates socio-economic development of any developing economy. Estimations internationally use United States dollars (USD), and indicate 600 billion, which represents only seven percent of their Gross Domestic Profit (GDP) (Kateja 2012: 368-378). There seem to also be less spending in developing economies, with regard to the delivery of infrastructure, estimated at three percent (Kateja 2012: 368-378).

A need thus exists, for sub-Saharan African countries, including SA, to increase budgeting on infrastructure that can assist in poverty alleviation. Sub-Saharan countries, including SA, had an estimated population of 683.8 Million in 2004. It was estimated to be at 2.5 billion in 2050 (Afmeasur 2013). Furthermore, approximately 30 percent of the population live in urban settlements in Sub-Saharan African countries, including SA, yet they have no electricity provision (Afmeasur 2013). There is a need for government to focus more on investment, especially inviting the private sector to intervene in investment for the provisioning of infrastructure to stimulate economic growth. At present, overpopulation in Sub-Saharan countries, including SA, is a reality, with considerable development in terms of infrastructure, with political instability, dual economies and deteriorating environments (Afdev 2013).

Nonetheless, public organisations in the entire spectrum of the public sector face similar challenges and constraints in terms of budget, and increased expectations in terms of effective, efficient service delivery, especially metro municipalities, such as eThekweni Municipality (Hartmann, Davies and Frederiksen 2010: 1165-1175). Moreover, the strain on resources and services in urban areas' municipalities caused by overpopulation leads to municipalities not being able to provide sustainable water systems. This then leads to contingency plans, such as the use of urban storm water, harvested through urban systems such as tunnels and pavements (Fletcher, Deletic, Mitchell, and Hatt 2008; Grant *et al.* 2013; Hatt, Deletic and Fletcher 2006).

Migration is a social issue seen in societies with different aspects in terms of cultural, social, political and economic arenas (Yousefifar and Riahi 2017: 169-186). Information communication technology (ICT) is one of the drivers of migration, with the rapid speed of the spread of information making people from other locations aware to move into areas, such as eThekweni Municipality, where there are business opportunities or for educational purposes (Alshehri, Drew and Alghamd 2012: 69-79). The decision to migrate is quite complex, with a number of motives and drivers (Niedomysl 2011).

While internal migration has been viewed on the basis of social-economic status, in terms of people who are poor, especially in the rural spaces, they move to big cities such as eThekweni Municipality in the hope of poverty eradication. This suggests rural immigrants migrating to municipalities, such as eThekweni Municipality, can bring prosperity (Norman 2010). Pull and push factors of rural to urban migration are categorised into two; the first are the factors that affect people's well-being, which is education, health, unemployment, and justice, as well as sanitation systems, and second, factors range from better education and health care, to employment and lifestyle change in urban spaces that act as a pull factor (Education cell 2001; Congdon 2010; Meen 2005). Moreover, service delivery is negatively affected by overpopulation of urban areas such as the eThekweni Municipality (Congdon 2010).

Based on the findings from the literature and this study, it is evident that rural migration remains an important variable and massive action should be taken in order to ensure that services are delivered adequately, which entails urban planning at eThekweni Municipality

5.4 CONCLUSIONS

5.4.1 Factors that affect urban development at eThekweni Municipality

This study concludes that respondents at the selected eThekweni Municipality residential area have access to formal schooling; evident from 59 percent of respondents in agreement with the statement regarding accessibility of schools as a pull factor of internal migration, which affects service delivery and development.

A further 35 percent of respondents also indicated one of the reasons for urban growth is the availability of jobs, which has a negative impact for urban development, with the population increasing every year.

The study further concluded that, with 53 percent of respondents having indicated their total agreement with good municipal services as the reason they left rural areas and migrated to urban spaces, better municipal services are a pull factor. This also holds true for good business opportunities being the reason for migration from rural to urban spaces, with 55 percent of the respondents supporting the statement.

5.4.2 Factors that affect service delivery at eThekweni Municipality

It was agreed by 44 percent of the respondents that rural municipalities perform poorly on service delivery, while a further 43 percent agreed they had migrated in search of jobs, due to unemployment in their areas of origin.

The results further indicate that 48 percent agreed there are better living conditions at eThekweni Municipality, while 37 percent of the respondents were shown to have been living in that area as a result of historic migration in SA.

Most of the respondents agreed to being children of rural immigrants, with evidence of 37 percent; while 53 percent agreed they are on a waiting list for human settlement. This affects service delivery, as rural migration increases the number of people who are in need of houses.

5.4.3 Factors affecting drivers of internal migration at eThekweni Municipality

More than half or 59 percent of respondents were in agreement with the statement that political conflicts in the rural area are the reason they migrated to the city. The study further found that 38 percent of respondents relocated due to promotion at work.

It is concluded that owning a business in eThekweni Municipality was indicated by 58 percent of respondents as the reason they migrated, while 46 percent agreed that travelling cost acts as a push factor of migration.

The study further indicates that 58 percent of respondents agreed the provision of houses acts as a pull factor, motivating migrants to migrate to urban spaces, especially to eThekweni Municipality. This calls for the municipality to improve human settlements for effective service delivery and counter urbanisation efforts need to also be taken into consideration.

The study also indicates 39 percent of respondents that agreed to having migrated due to factors relating to their households having limited rooms. This calls for the eThekweni Municipality to improve the provision of housing, in considering the number of family members when implementing the housing programme, in order to enhance service delivery. More than half of the respondents or

53 percent agreed the municipality does not take the number of family members into consideration when implementing housing programmes.

The study also indicates that 50 percent of the respondents agreed that eThekwini Municipality's ability to provide all services in time, had motivated them to migrate to urban spaces such as the eThekwini Municipality. Provision of services in time thus acts as a pull factor or attracts rural migrants to migrate to eThekwini Municipality in massive proportions, in search of better service delivery. Agreement was indicated by 56 percent of respondents that the eThekwini Municipality housing allocation seems to also be a pull factor for rural immigrants to migrate to eThekwini Municipality.

5.5 IMPLICATION OF THE STUDY

The study has highlighted some of the critical factors affecting the impact of rural immigrants on service delivery at selected areas within the eThekwini Municipality.

5.6 RECOMMENDATIONS

The following recommendations are made, based on the findings of the study:

- The eThekwini municipality should work with other stakeholders in terms of dealing with migrants that migrate for the reasons associated with urban development, such as the availability of schools, in terms of working with other spheres of government, since the availability of schools attracts rural immigrants to eThekwini Municipality.
- The study recommends that eThekwini Municipality needs to focus more on building capacity and budgets for urban planning, in order to counter urbanisation challenges, such as rural to urban migration, and to enhance service delivery at municipal level, since poor planning may lead to poor delivery of services, ranging from the delivery of houses, to water and electricity.
- The eThekwini Municipality needs to further increase the supply of water and electricity, since these services are affected by rural to urban migration. It increases the numbers of people residing in urban spaces, which in turn, increases the demand for services, which affects service delivery performance for eThekwini Municipality

- The study also recommends that eThekweni Municipality develop rural areas under its jurisdiction, in order to avoid massive migration caused by other municipalities and areas under the eThekweni Municipality that can improve service delivery.
- The eThekweni Municipality additionally needs to improve the administration of the waiting list for housing and improve the waiting list for the provision of houses, to enhance service delivery.

5.7 RECOMMENDATION FOR FURTHER STUDY

This study set out to analyse the impact of rural immigrants on service delivery in the context of eThekweni Municipality local government. This project aimed to provide information for municipalities in developing economies such as SA. Therefore, based on the findings of the research study, the following is recommended for further study:

- The study recommends further research on other municipalities and other stakeholders, also with other spheres of government, including national and provincial administration, in order to analyse internal plans and programmes and determine the manner in which that is going to help in urban planning and service delivery, as well as to enhance service delivery performance

5.8 CONCLUSION

The main focus for this chapter was to provide a summary of the study findings related to the literature review and data collected, with conclusions, recommendations and suggestions for further research for this study.

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APPENDIX A: DECLARATION BY THE RESPONDENT & QUESTIONNAIRE

DECLARATION BY RESPONDENT

I hereby agree to participate in the completion of this questionnaire

.....

Signature of the respondent

Date:.....

RESEARCH QUESTIONNAIRE

SECTION A

Please indicate the most appropriate response.

1. Please indicate your residential settlement area.

Emhlabeni	
Silver City	
Ezimeleni	
Emalandeni	

1.2. Please indicate your area of origin.

Empangeni	
Ulundi	

Nquthu	
Escourt	
Kwa-nongoma	
Nkandla	
Umlazi	
Kwamashu	
Adams Mission	
Embumbulu	
Richards Bay	
Pietermaritzburg	
Other areas in Kwazulu-Natal	
Other provinces and international	

SECTION B

1. Please indicate your response to the following statements with regards to the impact of rural migrants on the service delivery in Metropolitan Municipalities: EThekweni City

Statement	Strongly agree 1	Agree 2	Neutral 3	Disagree 4	Strongly Disagree 5
1. <i>The accessibility of schools made me come and live here.</i> Ukuba Khona Kwezikole okungenza ngihlale ngapha ethekweni					
2. <i>The availability of jobs is a reason I decided to live here.</i> Okuba khona kwama thuba omsebenzi ikona okungenza ngihlale la ezakhiweni.					
3. <i>Good Municipal services made me come and live here.</i>					

Ukuba khona kwezinsizo zikamaspala okungihlalisa la ezakhiweni.					
4. <i>Good business opportunities are the reason I live here.</i> Ukubakhona Kwamathuba kwezoma bhizinisi ikona okungihlalisa la ezakhiweni.					
5. <i>Poor municipal services in my area of origin made me come and live here.</i> Ukungahleleki kwezinsizo zikamaspala emakhaya iko okwangeza okuthi ngihlale la ezakhiweni.					
6. <i>Unemployment levels in my place of origin made me come and live here.</i> Ukungabikhona kwamathuba omsebenzi emakhaya kwangenza ngazo hlala la ezakhiweni					
7. <i>Better living conditions made me come and live here.</i> Impilo Egcono iyo eyaba nomthelela ekutheni ngizohlala ethekweni					
8. <i>I am not a permanent resident of this area, I am a tenant.</i> Angiwona umsinsi wokuzimilela kulendawo ngiqashile.					
9. <i>I came here a long time ago, Now I am a permanent resident.</i> Sesiside isikhathi ngihlala kulendawo sengiwnsinsi					

<p>10. I am on a waiting list currently waiting for the municipality to provide me with a formal settlement.</p> <p>Sathenjiswa izindlu nanamuhla ngisalindile namanje.</p>					
<p>11. <i>I was born in this residential area, My parents were from the rural area.</i></p> <p>Ngazalelwa kulendawo abazali bami abasemakhaya</p>					
<p>12. <i>There were political conflicts in the rural area That is why I came to live here.</i></p> <p>Kwakunezimpi zepolitiki emakhaya ingakho ngihlala la ethekweni.</p>					
<p>13. <i>I relocated due to promotion at work.</i></p> <p>Ngashitsha indawo ngesimo sokupromotwa at work.</p>					
<p>14. <i>I run business in town that is why I live here.</i></p> <p>Ngine business ethekweni yikho ngihlala la.</p>					
<p>15. <i>The traveling cost from home to work was too high, that why I live here.</i></p> <p>Imali yokugibela iphezulu iyo engenza ngihlalele ngapha ethekweni.</p>					
<p>16. <i>There are better opportunities of getting a house if I live here.</i></p> <p>Maningi amathuba okuthola indlu umangabe uhlala ethekweni.</p>					

<p>17. <i>I moved out from home because I did not have my own room.</i></p> <p>Ngahlala la ngesimo sokungabi neroom lami ekhaya.</p>					
<p>18. <i>We were provided with two rooms while we are an extended family, That is why I decided to live here.</i></p> <p>Indlu yomxaso yaba u two room kanti sibaningi ekhaya ingakho ngihlala la</p>					
<p>19. <i>The Ethekwini municipality is providing accommodation in time, That's why I live here.</i></p> <p>Uyashesha ukuthola indlu la kumaspala wetheku.</p>					
<p>20. <i>I am pleased by the municipal housing allocation.</i></p> <p>Iyanganelisa indlela Umaspala Unikezela ngayo izindlu.</p>					

APPENDIX B: FRC LETTER



31 October 2016

Reference: Proposal Approval: B Nkabinde, Student number: 21237444

Dear Mr B Nkabinde

MASTER OF MANAGEMENT SCIENCES: PUBLIC MANAGEMENT

This serves to confirm the approval of your research proposal by the Faculty Research Committee, at its meeting on 13 October 2016, as follows:

1. Research proposal and provisional dissertation title:

THE IMPACT OF RURAL IMMIGRANTS ON THE SERVICE DELIVERY IN METROPOLITAN MUNICIPALITIES: ETHEKWINI CITY

Supervisor: Dr LM Lekhanya

Co-supervisor: N/A

Please note that any proposed changes in the dissertation title require the approval of your supervisor/s, the Faculty Research Committee, as well as ratification thereof by the Higher Degrees Committee.

2. Research budget to the amount of **R10 000.00**

Please note that this funding is not a scholarship or bursary and is therefore not paid directly to you, but is controlled by your supervisor. Any proposed changes to use of this funding allocation require the approval of your supervisor and the Faculty Research Committee.

The Institutional Research Committee has stipulated that:

- (a) This University retains the ownership of any Intellectual Property (patent, design, etc.) registered in respect of the results of your Masters/Doctors Degree in Technology studies as a result of the award and the provisions of the above Act;
- (b) Should you find any of the terms above not acceptable then you are given the option to decline the Research budget award to your project in writing.

May we remind you that in terms of Rule G25(2)(b), if you fail to obtain the Masters/Doctors degree within the maximum time period allowed after first registering for the qualification, Senate may refuse to renew your registration or may impose any conditions it deems fit. You may apply to the Faculty Research Committee for an extension.

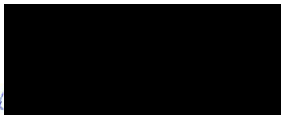
Please note that you are required to convert your registration from the informal to the formal course and re-register each year.

Should you experience any problems relating to your research, your supervisor must be informed of the matter as soon as possible. If the difficulties persist, you should then approach your Head of Department and thereafter the Executive Dean of the Faculty.

Please refer to the 2014 General Rule Book concerning the rules relating to postgraduate studies, which include *inter alia* acceptable minimum and maximum timeframes, submission of thesis/dissertations, etc. You are also advised to read the Postgraduate Students' Guide which is available on the DUT website.

Please do not hesitate to contact this office for any assistance. We wish you success in your studies.

Kind regards,



Prof R Balkaran

FRC Chairperson: Faculty of Management Sciences

Cc Supervisor: Dr LM Lekhanya

APPENDIX C: RELIABILITY STATISTICS

Section		Number of Items	Cronbach's Alpha
B1-4	Urban Development	2	0.614
B5-11	Service Delivery	4	0.613
B12-20	Drivers of Internal Migration	9	0.534

APPENDIX D: CHI-SQUARE TEST

The chi-square test is frequently used to test significance in social sciences. It is based on the null hypothesis: the assumption that there is no relationship between the two variables in the total population, given the observed distribution of values on the separate variables. The test of significance assesses the strength of the evidence against the null hypothesis, in terms of probability. The null hypothesis states that there is no significant association between the dependent variable and the factor whose strength is being tested (Struwig and Stead 2006: 481). The hypothesis is rejected at the alpha level of significance, which is 0.05, i.e. five percent; otherwise the null hypothesis is accepted (Cooper and Shindler, 2009: 54). When alpha is 0.05, it means that there are five chances in 100 that the hypothesis would be rejected. In this study, objectives were used to determine the relationships of variables. Chi-square tests were conducted on urban development, service delivery, drivers of internal migration and more specifically, because relationship testing is incorporated for this study. Therefore, in this study, chi-square test was used to compute the conjoint distribution that would be expected, if there were no relationship between variables.

A2	Please indicate your area of origin	39.36	12	0.000
B1	The accessibility of schools made me come and live here	99.1	4	0.000
B2	The availability of jobs is a reason I decided to live here	31.3	4	0.000
B3	Good Municipal services made me come and live here	72.7	4	0.000
B4	Good business opportunities are the reason I live here	77.2	4	0.000
C5	Poor municipal services in my area of origin made me come and live here	40.5	4	0.000
C6	Unemployment levels in my place of origin made me come and live here	43.2	4	0.000
C7	Better living conditions made me come and live here	50.7	4	0.000
C8	I am not a permanent resident of this area, I am a tenant	28.1	4	0.000
C9	I came here a long time ago, Now I am a permanent resident	73.7	4	0.000
C10	I am on a waiting list currently waiting for the municipality to provide me with a formal settlement	70.5	4	0.000
C11	I was born in this residential area, My parents were from the rural area	25.7	4	0.000
D12	There were political conflicts in the rural area That is why I came to live here	83.1	4	0.000
D13	I relocated due to promotion at work	22.9	4	0.000
D14	I run business in town that is why I live here	92.8	4	0.000
D15	The traveling cost from home to work was too high, that why I live here	46.1	4	0.000
D16	There are better opportunities of getting a house if I live here	92	4	0.000
D17	I moved out from home because I did not have my own room	30.3	4	0.000
D18	We were provided with two rooms while we are an extended family, That is why I decided to live here	70	4	0.000
D19	The Ethekwini municipality is providing all basic services in time, That's why I live here	58.3	4	0.000
D20	I am pleased by the municipal housing allocation	84.7	4	0.000

APPENDIX E: FREQUENCIES

FREQUENCIES

Please indicate your residential settlement area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Emhlabeni	25	25.0	25.0	25.0
	Silver City	25	25.0	25.0	50.0
	Ezimeleni	25	25.0	25.0	75.0
	Emalandeni	25	25.0	25.0	100.0
	Total	100	100.0	100.0	

Please indicate your area of origin

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Empangeni	6	6.0	6.0	6.0
	Ulundi	4	4.0	4.0	10.0
	Nquthu	16	16.0	16.0	26.0
	Escourt	12	12.0	12.0	38.0
	Kwa-nongoma	14	14.0	14.0	52.0
	Nkandla	6	6.0	6.0	58.0
	Umlazi	3	3.0	3.0	61.0
	Kwamashu	7	7.0	7.0	68.0
	Adams Mission	6	6.0	6.0	74.0
	Embumbulu	16	16.0	16.0	90.0
	Richards Bay	3	3.0	3.0	93.0
	Pietermaritzburg	5	5.0	5.0	98.0
	Other areas in Kwazulu-Natal	2	2.0	2.0	100.0
	Total	100	100.0	100.0	

The accessibility of schools made me come and live here

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	59	59.0	59.0	59.0
	Agree	18	18.0	18.0	77.0
	Neutral	8	8.0	8.0	85.0
	Disagree	8	8.0	8.0	93.0
	Strongly Disagree	7	7.0	7.0	100.0
	Total	100	100.0	100.0	

The availability of jobs is a reason I decided to live here

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	35	35.0	35.0	35.0
	Agree	30	30.0	30.0	65.0

Neutral	17	17.0	17.0	82.0
Disagree	4	4.0	4.0	86.0
Strongly Disagree	14	14.0	14.0	100.0
Total	100	100.0	100.0	

Good Municipal services made me come and live here

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	53	53.0	53.0	53.0
Agree	14	14.0	14.0	67.0
Neutral	18	18.0	18.0	85.0
Disagree	10	10.0	10.0	95.0
Strongly Disagree	5	5.0	5.0	100.0
Total	100	100.0	100.0	

Good business opportunities are the reason I live here

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	55	55.0	55.0	55.0
Agree	10	10.0	10.0	65.0
Neutral	13	13.0	13.0	78.0
Disagree	9	9.0	9.0	87.0
Strongly Disagree	13	13.0	13.0	100.0
Total	100	100.0	100.0	



Poor municipal services in my area of origin made me come and live here

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	44	44.0	44.0	44.0
Agree	10	10.0	10.0	54.0
Neutral	11	11.0	11.0	65.0
Disagree	13	13.0	13.0	78.0
Strongly Disagree	22	22.0	22.0	100.0
Total	100	100.0	100.0	

Unemployment levels in my place of origin made me come and live here

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	43	43.0	43.0	43.0
Agree	26	26.0	26.0	69.0

Neutral	11	11.0	11.0	80.0
Disagree	7	7.0	7.0	87.0
Strongly Disagree	13	13.0	13.0	100.0
Total	100	100.0	100.0	

Better living conditions made me come and live here

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	48	48.0	48.0	48.0
Agree	12	12.0	12.0	60.0
Neutral	17	17.0	17.0	77.0
Disagree	9	9.0	9.0	86.0
Strongly Disagree	14	14.0	14.0	100.0
Total	100	100.0	100.0	

I am not a permanent resident of this area, I am a tenant

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	37	37.0	37.0	37.0
Agree	12	12.0	12.0	49.0
Neutral	12	12.0	12.0	61.0
Disagree	11	11.0	11.0	72.0
Strongly Disagree	28	28.0	28.0	100.0
Total	100	100.0	100.0	

I came here a long time ago, Now I am a permanent resident

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	54	54.0	54.0	54.0
Agree	10	10.0	10.0	64.0
Neutral	9	9.0	9.0	73.0
Disagree	16	16.0	16.0	89.0
Strongly Disagree	11	11.0	11.0	100.0
Total	100	100.0	100.0	

I am on a waiting list currently waiting for the municipality to provide me with a formal settlement

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Agree	53	53.0	53.0	53.0
Agree	6	6.0	6.0	59.0
Neutral	12	12.0	12.0	71.0
Disagree	15	15.0	15.0	86.0
Strongly Disagree	14	14.0	14.0	100.0
Total	100	100.0	100.0	

I was born in this residential area, My parents were from the rural area

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	37	37.0	37.0	37.0
	Agree	22	22.0	22.0	59.0
	Neutral	6	6.0	6.0	65.0
	Disagree	15	15.0	15.0	80.0
	Strongly Disagree	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

There were political conflicts in the rural area That is why I came to live here

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	56	56.0	56.0	56.0
	Agree	15	15.0	15.0	71.0
	Neutral	6	6.0	6.0	77.0
	Disagree	12	12.0	12.0	89.0
	Strongly Disagree	11	11.0	11.0	100.0
	Total	100	100.0	100.0	

I relocated due to promotion at work

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	38	38.0	38.0	38.0
	Agree	13	13.0	13.0	51.0
	Neutral	18	18.0	18.0	69.0
	Disagree	11	11.0	11.0	80.0
	Strongly Disagree	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

I run business in town that is why I live here

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	58	58.0	58.0	58.0
	Agree	6	6.0	6.0	64.0
	Neutral	16	16.0	16.0	80.0
	Disagree	10	10.0	10.0	90.0
	Strongly Disagree	10	10.0	10.0	100.0
	Total	100	100.0	100.0	

The traveling cost from home to work was too high, that why I live here

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	46	46.0	46.0	46.0
	Agree	9	9.0	9.0	55.0
	Neutral	10	10.0	10.0	65.0
	Disagree	15	15.0	15.0	80.0
	Strongly Disagree	20	20.0	20.0	100.0
	Total	100	100.0	100.0	

There are better opportunities of getting a house if I live here

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	58	58.0	58.0	58.0
	Agree	10	10.0	10.0	68.0
	Neutral	6	6.0	6.0	74.0
	Disagree	14	14.0	14.0	88.0
	Strongly Disagree	12	12.0	12.0	100.0
	Total	100	100.0	100.0	

I moved out from home because I did not have my own room

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	39	39.0	39.0	39.0
	Agree	18	18.0	18.0	57.0
	Neutral	8	8.0	8.0	65.0
	Disagree	11	11.0	11.0	76.0
	Strongly Disagree	24	24.0	24.0	100.0
	Total	100	100.0	100.0	

We were provided with two rooms while we are an extended family, That is why I decided to live here

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	53	53.0	53.0	53.0
	Agree	14	14.0	14.0	67.0
	Neutral	15	15.0	15.0	82.0
	Disagree	7	7.0	7.0	89.0
	Strongly Disagree	11	11.0	11.0	100.0
	Total	100	100.0	100.0	

The Ethekwini municipality is providing all basic services in time, That's why I live here

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	50	50.0	50.0	50.0
	Agree	18	18.0	18.0	68.0
	Neutral	11	11.0	11.0	79.0
	Disagree	10	10.0	10.0	89.0
	Strongly Disagree	11	11.0	11.0	100.0
	Total	100	100.0	100.0	

I am pleased by the municipal housing allocation

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Agree	56	56.0	56.0	56.0
	Agree	8	8.0	8.0	64.0
	Neutral	6	6.0	6.0	70.0
	Disagree	13	13.0	13.0	83.0
	Strongly Disagree	17	17.0	17.0	100.0
	Total	100	100.0	100.0	

APPENDIX F: TURNITIN REPORT

THE FINAL DISSERTATION			
ORIGINALITY REPORT			
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APPENDIX G: EDITOR'S REPORT

Helen Richter

Advanced Editing, Proofreading
& Copy writing

feeljieding@gmail.com
(+27)72 9538169

12 May 2018

To whom it may concern:

CERTIFICATE OF EDITING & AUTHENTICATION

I have proofread and language edited the journal article titled:

**“The Impact of rural immigration on service delivery
in the Metropolitan Municipalities: eThekweni City”**

by
Buyani Nkabinde

To the best of my knowledge, the work is free of spelling, grammar, structural and stylistic errors,
as per institutional guidelines, and the contents are certified as the authors' own work.

With thanks.


H. S. Richter
