

**DURBAN UNIVERSITY OF TECHNOLOGY**

**DISBURSING OF SOCIAL SECURITY GRANTS: A  
CASE OF UMGUNGUNDLOVU DISTRICT, SOUTH  
AFRICA**

**MTHOKOZISI S. LUTHULI**

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# **DISBURSING OF SOCIAL SECURITY GRANTS: A CASE OF UMGUNGUNDLOVU DISTRICT, SOUTH AFRICA**

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**Mthokozisi Sydney Luthuli**

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# APPROVAL

SUPERVISOR

DR DC HLENGWA

Doctor of Technology in Business Administration (DUT); Master in Business Administration (Mancosa); Master of Recreation and Tourism (UniZulu); Post Graduate Diploma in Tertiary Education (UNISA); BA Hons (Geography); Bachelor of Pedagogics (UniZulu)

DATE: 20 May 2020

# DECLARATION

I declare that this study:

DISBURSING OF SOCIAL SECURITY GRANTS: A CASE OF UMGUNGUNDLOVU  
DISTRICT, SOUTH AFRICA

Unless specifically indicated to the contrary in the text, is my own work in both conception and execution. All the sources of information used or quoted have been duly acknowledged by means of complete references.

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Mthokozisi Sydney Luthuli

DATE: 19/05/2020

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## **DEDICATION**

I wish to dedicate this Masters dissertation to my late mother Ntombi Maria Luthuli, love of my life Bongekile Gwetyana, my daughter Nomvelo Luthuli, my only living younger sister Bawinile Sizakele Luthuli, all the destitute orphans at DUT and everybody who supported me. I did this as a token of my appreciation to you for constantly believing in me. There is no doubt in my mind that without your sustenance, reassurance, inspiration and guidance I would not have completed this work.

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# ABSTRACT

The strategic features of this study were to create new understanding of existing issues and identify new and emerging issues worthy of investigation and explanation. The distribution of disability grants is a long-standing practice that has been a way of life to people living with disability since the dawn of democracy, which started as of the year 1994. The purpose of this study is to examine the effectiveness of disbursing social security grants at Pietermaritzburg office KwaZulu–Natal. Although the ability for South African Social Security Agency (SASSA) is to execute the distribution of social grants, the practice over the years is mounted with allegations of issues of fraud, maladministration and dissatisfaction of beneficiaries. The SASSA is required to provide the services aligned to administrative approaches and systems of transmitting disability grants within SASSA institutions in South Africa and provide social relief of distress to beneficiaries. The study adopted a qualitative research methodology to collect and analyse data. The intention of using a qualitative paradigm is to respond to specific questions that directs to the applications in real world situation, and be able to address the specific societal problems. This study factors associated with ineffectiveness of the distribution processing of grants and implications for grant beneficiaries. A majority of selected respondents perceived the disability grant policy as unjust and saw very little hope of improvement. This study recommends the value of chain in the distribution of disability grants by training the employees, improving the infrastructures and the capacity of SASSA in providing the disability grants at Pietermaritzburg office.

## KEY CONCEPTS

- i. Disability Grant,
- ii. Fraud,
- iii. Inefficiency,
- iv. Control mechanisms,
- v. Legislation.



## ACRONYMS

AShelp	Assignment help
APC	Association for the physically challenged
ANA	African news agency
AHRC	Australian human rights commission
AsgiSA	Accelerated and shared growth initiative for South Africa
CRDP	Convention on the rights of persons with disabilities
CPI	Pay master services
DG	Disability grant
DSD	Department of Social Development
DoE	Department of Education
DPO	Disabled people organisation
DUT	Durban University of Technology
EC	Eastern Cape
FS	Free State
FRC	Faculty research committee
GDP	Gross domestic product
GP	Gauteng province
HAWKS	Directorate for priority crime investigation
HAT	Harmonised assessment tool
INDS	Integrated national development strategy
ICCD	Inter-departmental coordinating committee on disability
IREC	Institutional research ethics committee
KZN	KwaZulu-Natal

MP	Mpumalanga
NOG	Northern officer group
NC	Northern Cape
NIA	National interest analysis
NW	North West
NDP	National development plan
NGO	Non-governmental organisation
NPO	Non-profit organisation
NCPPDSA	National council for persons with physical disabilities in South Africa
OSISA	Open society initiative for Southern Africa
PSA	Public service act
PAJA	Promotion of administrative justice act
PFMA	Public finance management act
PMB	Pietermaritzburg
PAIA	Promotion of access to information act
QASA	Quad para association of South Africa
REMANCO	Regional manager committee
RSA	Republic of South Africa
SASSA	South African Social Security Agency
SAPS	South African police service
SOCPEN	National interface system that provide social grants to beneficiaries
SA	South Africa
SRO	South African Social Security Agency regional office
SLO	South African Social Security Agency local office
SAHRC	South African Human Rights Commission

SADA	South African Development Alliance
SDA	Skills development act
STATSA	Statistics South Africa
UN	United Nations
UNICEF	United Nations Children's Fund
UK	United Kingdoms
UNCRPD	United Nations Conventions on the Rights of Persons with disability
US	United States
UNESCO	United Nations Education, Scientific and Cultural Organisation
USD	United State Dollar
WC	Western Cape
WHO	World Health Organisation
WPRPD	White Paper on the Rights of People with Disabilities

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## **CHAPTER 1**

### **INTRODUCTION AND ORIENTATION TO THE STUDY**

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#### **1.1 INTRODUCTION**

The aim of this study is to investigate the effectiveness of the disbursement of social disability grants in the South African Social Security Agency (SASSA) in the Pietermaritzburg office of KwaZulu-Natal. The South African Constitution (Act 101 of 1996) states that everyone has the right to access social security and social assistance if they are unable to support and provide for their needs and those of their dependents.

It further commits to take reasonable measures within the limits of the law and available resources to progressively work toward the attainment and realisation of this right (Rights to Social Assistance, 2000-2002). The provision of disability grants is mounted by the allegations of growing evidence of fraud and maladministration. The disbursement of social grants in South Africa is a response to poverty and the growing society needs to provide assistance to the needy disabled people. Hence, the South African government passed various laws and policies to promote the equality of citizens, and entrenched the Bill of rights in the Constitution to protect SA citizens in the post-apartheid era. In addition, government in various provinces implemented social transformation programmes that are charged with the social responsibility to provide goods and services as a strategy to alleviate poverty in communities.

Kiregu, Murindahabi, Tumusiime, Thompson, Hedt-Gauthier and Ahayo, Hanass-Hancock and McKenzie (2017) argued that about 15% of the population worldwide lived with some form of disability with the figures being higher in Africa at 19%. As of 20 February, 2019 the Minister of Finance announced that the disability grant would increase from R1 695 to R1 780 after adding 5.0% (SAnews, 2019). Dampening the news of 5%

increase, an article written by Chulumanco Mahamba dated 28 March, 2019 reporting that social grants were stolen straight from the beneficiary account whose card kept declining as her grant had been mysteriously withdrawn by fraudsters who were alleged to have cloned her card. Meanwhile, another article written by Bongani Mthethwa dated 11 December, 2018 reported that SASSA had welcomed 37 years of sentencing to its officials who processed fraudulent social grants amounting to R750, 000. Aside from these incidents were issues of homeless people who faced an uphill battle to get SASSA disability grants living on the street as one of the standard requirements for obtaining disability grants is to have ID's which the victims could not get because Home Affairs require a physical address to issue out ID's (Wilhelm and Washinyira, 2018). According to the National Treasury (2014) in all provinces except Northern Cape, where coverage was already exceptionally high at the beginning of the period, disability spending more than or nearly doubled between 2000/01 and 2003/04, spending grew rapidly in the Free State and KwaZulu-Natal. Govender (2009) revealed that the number of disability grant holders in South Africa increased from 600 000 in 2000 to 1.3 million in 2004. Disability grant disbursement in South Africa is riddled with a number of challenges including fraudulent practices (ANA, 2016).

According to the Directorate for Priority Crime Investigation (HAWKS), the Crime Intelligence of the SAPS, Fraud Management and Compliance Department of SASSA, together with a private auditing and accounting firm 'SASSA was defrauded for an amount of R2.3 Million involving 400 disability grants in 2016'. The above agencies pointed out that 'all the alleged suspects were employed in the Grants Administration Department of SASSA, which is a division responsible for capturing and verifying social grants on SASSA's SOCPEN system, which is a national interface system that coordinates with the provincial government to provide social grants to beneficiaries in South Africa. The KwaZulu-Natal province was reported to have been part of this scam, which established a 'boiler room' that manufactured fraudulent identity documents (ANA, 28<sup>th</sup> May, 2016). Consequent to these reported incidents, SASSA is perceived as an inefficiency vetting institution, pervaded with chaos and fraud around the disbursement of disability grants.

The focus of the study was to examine the strategies and control mechanisms used by the South African government to curb inefficiencies and fraudulent practices when disbursing social disability grants. The study was conducted at uMgungundlovu, which is situated in KwaZulu-Natal. The theoretical framework used in the study was the institutional theory, which explores the intrinsic operational processes of public organisations. The study adopted two models namely: the collective action model of institutional innovation and the institutional model for policy analysis.

## **1.2 BACKGROUND TO THE PROBLEM**

Albeit, there was literature available around disability grant mechanisms but more literature such as (SASSA Spreadsheet, 2013) confirmed that a number of cases around DG fraud and inefficiency, which kept being reported were escalating to greater heights, which once again justified the need for the study of this nature. Moreover, the ultimate purpose of the study was intended at bridging such gap by investigating the effectiveness of disbursing social disability grants in South Africa. More attention was attributed to the KwaZulu-Natal province which had the highest number of allegations pertaining to fraud and inefficiency (ANA, 2016), Pietermaritzburg uMgungundlovu being used as the case study. Encyclopaedia refer to Pietermaritzburg as the capital city of the KZN province, and the research undertaken focused on the local areas under the district of uMgungundlovu. As stated earlier, the KwaZulu-Natal province was selected on the basis that it was arguably perceived as the province with many reported cases of fraud and inefficiency errors experienced when social disability grants are disbursed (see paragraph 3. Introduction). Subsequently, the cases reported here above created the spill over effect around the practices from the apartheid, which the democratic government was attempting to curb, whilst also impinged on the revenue from the tax-payers.

The probe undertaken indicated that people living with disability were previously marginalised by the apartheid government structures (ICCD, 1986). Apparently, the oppressions from the apartheid government imposed inequalities when distributing

essential services. The disability grant distribution imbalances transcended to a point where the apartheid government did not even recognise the United Nation's 1981 International Year of the persons living with disability. Subsequently, the apartheid government rather opted to establish a committee, which was largely made up of service providers called the Inter-Departmental Coordinating Committee on Disability (ICCD, 1986). The ICCD pointed out that the committee's task was to advise the new government of the policy reforms in response to the World Programme of Action concerning disabled persons (1982). What pervaded the chaos was that the committee produced 37 volumes of information and recommendations on disability that were perceived as a waste of time by many, especially, the disabled persons (ICCD, 1986). This report was inevitably rejected by the Disabled People South Africa (DPSA) (Howell, and Chalklen, 2003). This study provided an examination to the evolution of DG since the times of the apartheid government to the current era of democracy. The purpose was to look at both mechanisms used, identify shortfalls and forward recommendations.

Newly developed policies and legislations recognise the rights of persons living with disability as evidenced by chapter 6 of the Constitution of South Africa. The period witnessed the end of marginalisation imposed on persons living with disability cutting across all frameworks (Considine, 1994). The Constitution laid the foundation for the Social Assistance Act 13 of 2004 making provisions for the introduction of disability grant among other social grants. Goldblatt (2009) described this grant as 'critical for the survival of many disabled persons and their families'. Goldblatt further stated that the disability grant was the third largest social assistance grant after the child support grant and the old-age pension in terms of the numbers of people it reached and lifeline it provided.



### **1.3 THE VALUE CHAIN OF DISBURSING SOCIAL GRANTS IN SA**

The disbursement of the social grants in South Africa can be understood through a value chain strategy that can be adopted in the service sector context. The democratic government of national unity in South Africa considered the existence of social, economic, political other factors when providing services to the people. In consideration of social grants, it is imperative for this study to understand the operation of the SASSA as an organisation through the value chain. In view of the past-imbalances which marginalised and discriminated against the people living with disability, it became important that the democratic government must reinvents and strengthens the implementation of policies impacting on disability by considering the various factors (Considine, 1994). However, the allegations on the current disability grant policy have been observed through the implementation of the social grants programmes. In observing the effects of these programmes to the beneficiaries, it remains questionable to beneficiaries and administrators whether the grants administration is effective or not. This came through the escalation of number of reported cases of fraud, corruption and inefficiency when disability grants are disbursed. Goldblatt (2009) posits that the Social Assistance Act (Act 15 of 2004) has made provision which were meant to guide the practices of disbursing disability grant (DG) prior to its introduction. But, the number of maladministration incidents reported by the media indicated that there was not much which had been done when it came to testing the effectiveness of the mechanisms used to disburse disability grants. The media dispelled the fallacy of fraud as error around disbursement of social disability grants by South Africa Social Security Agency (SASSA). The Province of KwaZulu-Natal was perceived as a hub of corruption by many when it came to disbursing disability grants.

The study was informed by the fact that there was no known study of this nature, which had been undertaken before in the KwaZulu-Natal province, particularly; at the South African Social Security Agency (SASSA). As expected by the SASSA agency the findings would be presented to the Regional Manager Committee (REMANCO). Hence, the focal point of the study touched on the pertinent issues around the distribution of disability grants. The knowledge generated from the study findings envisaged to play a pivotal role

in that it would become the consultative stop point to both national and global organisations pursuing knowledge around disability grants. Briefly, researchers pursuing similar studies around issues concerned with the distribution of disability grants will find this documented as a source of information. As previously mentioned in the problem statement no such academic study had been conducted in the world and/or; KwaZulu-Natal (Pietermaritzburg Region), and as long as the newspapers kept reporting cases of fraudulent activities around the inefficiencies in the disbursement of disability grants, there was a justification for a study of this nature. Hence, there was other coverage touching on the issues around disability grant as the area of focus. However, it was not focusing on determining the effectiveness of disbursing social disability grants. The main focus of previous studies was mostly on capacity building, training of personnel and lack of resources. Therefore, the results of this study will be beneficial towards the current SASSA disability grant distribution system performed using SOCPEN, which was evaluated on the basis of testing the effectiveness.

As at 2010, the Open Society Initiative for Southern Africa (OSISA) undertook a study on disability rights. The findings revealed that persons living with disability are the most marginalised in Southern Africa. This ridiculed the frameworks and prescripts which encourage the government to treat the disabled persons as priority. As of 2015, the United Nations (UN) Committee on the Rights of Persons with Disability undertook an inquiry into the impact of the United Kingdom (UK) government's policies on people with disabilities in relation to their human rights obligations. Discoveries showed that most of the government's policies failed to adequately address the needs of the disabled and to implement human rights obligations developed to support the disabled. Hence another justification for the study of this nature.

#### **1.4 STATEMENT OF THE PROBLEM**

The South African Social Security Agency Act 13 of 2004, Section 9 stipulates the need for DG among other forms of social grants. Section 9 states that social grants were established to in order to provide social relief to distressed disabled persons of South Africa. The Act is regulated by Social Assistance Regulation R898 of 2008, which looks

at the operations of social grant policies. This means that SASSA remains responsible and accountable in their operations to the prescribed stipulations of social grants, regarding qualifying criteria of accessing social disability grants in South Africa.

According to the National Treasury, since 2000/01, spending on disability grants increased from R4.0 billion (US\$0.6 billion) to an estimated R10.3 billion (US\$1.5 billion). In 2003/04 an overall increase of more than R6.3 billion US\$(0.9 billion) in the disability grants was reported, which reflects continued growth in government spending on DG. As already stated, disability spending grew particularly rapidly in Free State and KwaZulu-Natal. According to Madlala (2006) the increase in disbursements of disability grants and care-dependency grants over the past several years (i.e. a doubling in beneficiaries, from 600 000 in 2000 to 1.3 million in 2004) greatly contributed to the rise in government spending (Nattrass, 2005). The focus of this study was to examine the mechanisms or strategy used by the South African government to curb inefficiency and fraud when disability grants are disbursed.

According to Flowerday and Ranga (2007) about 5% of the R3Bn invested in social grants per month was lost to fraud linked to identity management problems. This study investigated the underlying causes of policy inefficiency around the disability grants and its strategies, together with its control mechanism used by the South African government to curb inefficiency and fraud, when disability grants are disbursed. In short, the purpose for the study was to evaluate the efficiency of the current system as contained in the SASSA SOCPEN disability grant distribution system. The legendary biometric cards developed and issued to save to government R800 million per year (Social Development, 2012) did not prove to be effective as even in 2018 KZN alone cost tax payers about R25 m in DG scams (Newman, 2018).

## **1.5 RESEARCH AIM**

The aim of the study was to examine the effectiveness of disbursing social disability grants in South Africa using Pietermaritzburg (UMgungundlovu district) as a case of study. The requirements of this study were satisfied by addressing the following pertinent

issues of why South Africa is alleged to have such high numbers of disability grant administrative inefficiencies. The underlying causes of the alleged policy inefficiency around disability grants. The strategies and control mechanisms that can be adopted by the South African government to curb inefficiency and fraud when disbursing disability grants.

### **1.5.1 Research Objectives**

It was crucial to state the objectives of this study because these articulated what the researcher wanted to achieve through the study and addressed the most important aspects of the research problem. The research objectives were used to thread the investigation together, gave direction and coherence to the study and provided the framework for the final report (Bischoff and Rädler, 2011). This study was driven by the following research objectives:

#### Objective 1

To raise social security policy consciousness to social institutions when disbursing security grants

#### Objective 2

To determine the policy guidelines informing the distribution of disability grants at the SASSA

#### Objective 3

To establish the control mechanisms implemented by the South African government to combat fraud and inefficiency in the disbursement of disability grants

#### Objective 4

To assess the effectiveness of the currently existing mechanisms by the South African government to counter fraud and inefficiency when disability grants are disbursed

#### Objective 5

To determine challenges that obtain globally, nationally and locally regarding disbursement of disability grants

## Objective 6

To develop specific recommendations that could help improve social disability grant disbursement and reduce fraudulent practices by officials and recipients.

### **1.5.2 Research Questions**

Patelin (2015) argues that properly formulated research questions give scope to the study. The following research questions were aligned with the research objectives and they were important because they gave a project to the study and highlighted what the researcher did and did not do.

- What is the state of policy consciousness to social institutions when disbursing social security grants?
- What are the policy guidelines used by SASSA in their disability grant distribution policy?
- What are the control mechanisms implemented by the South African government to combat fraud and inefficiency in the disbursement of disability grants?
- How does SASSA assess the effectiveness of the existing mechanisms by the South African government to counter fraud and inefficiency when disability grants are disbursed?
- What are the determined challenges that obtain globally, nationally and locally regarding disbursement of disability grants?
- Which specific recommendations can be developed that could improve social disability grant disbursement and reduce fraudulent practices by officials and recipients?

## **1.6 MAIN CONCEPTS DEFINED**

It was of the paramount importance that the probe's main concepts and significant words are defined. This was simply because these viewpoints enlightened the reader on the understanding of the study context. Significant words outline the main concepts and vital

concerns of the study (Bidyarthi, Krishnapada and Sen, 2008). The researcher defined the concepts that follow because of their relevance and significance to the study:

### **1.6.1 Disability**

According to the Northern Officer Group (NOG: page 2)'an organisation of disabled people' and the Disability Discrimination Act found in the Constitution of the Republic of South Africa in Section 1 (2), explains that a person has a 'disability' if:

'He or she has a physical or mental impairment which has a substantial and long-term adverse effect on her or his ability to carry out normal day-to-day activities either permanently disabled (year long illness/longer) or temporarily disabled (6 months/less). For the purposes of this study, the focus was on permanent DG distribution. Of high importance was to understand that the DG is only for adults above 18 years of age, and minors who are disabled receive care-dependency grant (SASSA, 2010).

### **1.6.2 Disbursement**

Encyclopaedia defines disbursement as an act of paying out or disbursing money; such as money paid out to run a business, cash expenditures, dividend payments or the amounts that a lawyer might have to pay out on a person's behalf in connection with a transaction. Briefly, disbursing money forms part of cash flow. If cash flow is negative, meaning that disbursements are higher than revenues, it can be an early warning of potential insolvency. Disbursement formed crucial part of the DG policy because it entailed imperative processes to be followed when disbursing social disability grants.

### **1.6.3 Inefficiency**

Inefficiency is generally explained as an absence of efficiency. Furthermore, inefficiency is viewed as the lack of ability to do something or produce something without wasting materials, time, or energy (Webster, 1928). While inefficiency signifies a level of performance that described a process that uses the lowest amount of inputs to create the

greatest amount of outputs.

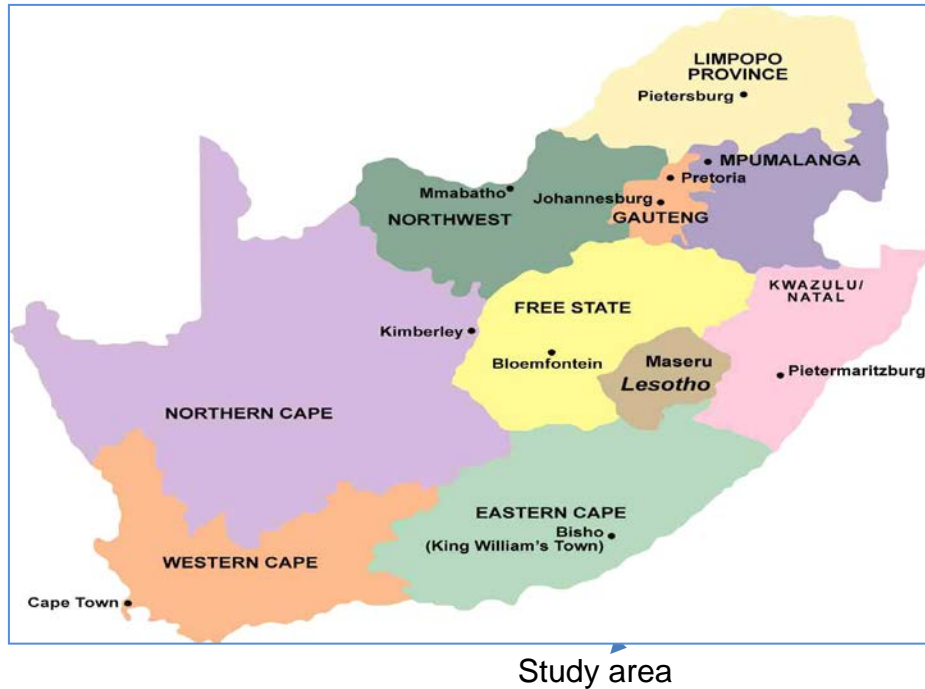
Explaining inefficiency was critical herein this study because it attributed to the aims and objectives, which was aimed at evaluating the effectiveness of the DG policy through assessing the efficiency of the policy and also identified gaps in knowledge, which was done in order to bridge such gaps as part of policy development and sustainability.

#### **1.6.4 Fraud**

According to the online Business Dictionary fraud can be explained as an 'Act or course of deception, an intentional concealment, omission, or perversion of truth, to gain unlawful or unfair advantage, induce another to part with some valuable item or surrender a legal right or inflict injury in some manner. Although the ultimate focus of this study was not directly looking into investigating the issues pertaining to fraud, it had since been established that there was a link between alleged cases of fraud and pertinent errors of inefficiency. Moreover, Hediger (2000) prompted people to challenge the argument on the issues of sustainability with the idea to view sustainability holistically, as forming part and parcel of developing the DG policy. Therefore, the main focus on this study was rather questioning the effective functioning of DG policy used by SASSA with the intention to encourage sustainability, efficiency all along the value chain which inevitably touches on the issues of fraud and maladministration.

### **1.7 SETTING OF THE STUDY**

This section provides the introduced the study area diagrammatically and statistically. The study was conducted in Pietermaritzburg, which is the capital and second largest city in the province of KwaZulu-Natal, South Africa with a population of 10 267 300 in 2011 (STATSSA, 2011).



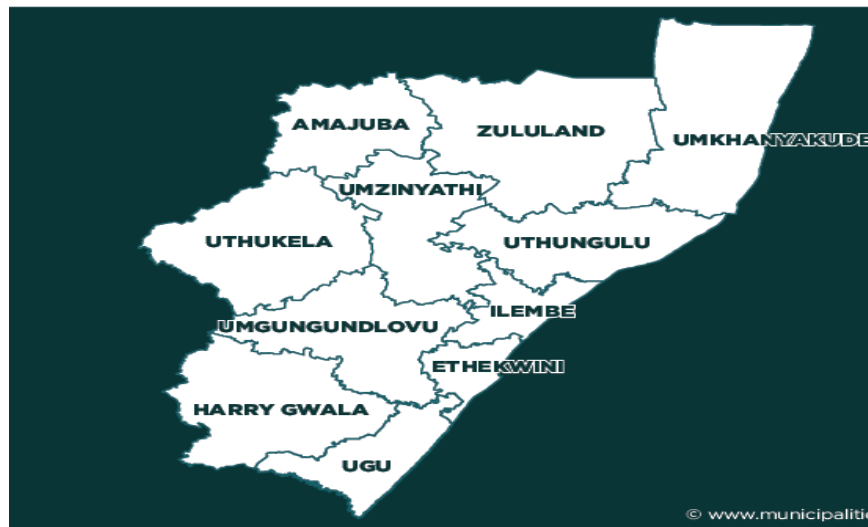
**Figure 1.1:** Map of South Africa showing all the provinces

**Source:** South Africa's Geography (2016)



**Figure1.1** shows the location of Pietermaritzburg which forms part of uMgungundlovu in KZN.





**Figure 1.2:** Map of Kwazulu-Natal

**Source:** [www.municipalities.co.za](http://www.municipalities.co.za)

The main focus of the study was the Association for the Physically Challenged (APC), which is an organisation where disability grant holders are housed within the uMsunduzi Municipal indicated on figure 1.3 in an area called Scottville. The organisation serve more than 350 DG beneficiaries who reside across different local areas under uMgungundlovu reflected on the maps above.

These 350 DG beneficiaries form part of the estimated 231 976 PMB populace reflected in table 1.1, from which the same 350 represents the clients served by the APC receiving DG from SASSA, amongst other forms of social assistance.

Region	Care Dependency Grant	Child Support Grant	Disability Grant		Foster Care Grant	Grant-In Aid	Old Age Grant	War Veteran's Grant	Grand Total
Eastern Cape	22,547	1,892,757	179,899		101,268	22,314	568,725	19	2,787,529
Free State	8,166	684,317	73,572		32,526	5,845	200,786	1	1,005,213
Gauteng	19,523	1,839,931	116,957		51,169	6,716	591,385	43	2,625,724
KwaZulu Natal	39,615	2,797,395	231,976		88,932	58,271	685,873	13	3,902,075
Limpopo	15,576	1,819,131	95,894		48,547	45,928	465,977	3	2,491,056
Mpumalanga	11,358	1,087,161	77,921		32,167	17,247	251,078	3	1,476,935
North West	10,061	846,566	71,775		33,871	11,359	258,489	2	1,232,123
Northern Cape	6,040	309,611	50,332		13,266	11,151	87,078	3	477,481
Western Cape	15,269	1,007,324	154,048		32,643	19,550	341,975	37	1,570,846
Total	148,155	12,284,193	1,052,374		434,389	198,381	3,451,366	124	17,568,982

**Table 1: Total Number of Social Grants by Grant Type and Region as at the end of June 2018**

**Source:** Fact Sheet: Issue no 2 of 2018-29 February 2018

The illustrated maps comprise of the geographical that falls within the district municipality of uMgungundlovu, which is where the study was undertaken. The SASSA office in Pietermaritzburg is the regional office surrounded by eight other smaller offices locally (SASSA, 2010).

## 1.8 ORGANISATION OF THE STUDY

This study was organised in an academically acceptable order commencing with the orientation and introduction, thereafter the conceptual frameworks, befitting methodology, data presentation and analysis, and ending with propositions, recommendations and conclusion.

### Chapter 1: Orientation to the study

The main focus of this chapter is to orientate the reader to issues that are pertinent to the study such as the study aim, the research problem, rationale for the study, research objectives and questions as well as guiding key concepts.

## **Chapter 2: Theoretical Framework and Legislation**

The theoretical framework is composed of theories that informs this study. The reader is introduced to the theory underpinning the study and the policy framework relevant to the research problem in chapter 2. This chapter is important as research cannot take place in a theoretic vacuum. This chapter allowed government policies to draw attention to what is legitimately correct insofar as the distribution of disability grant is concerned.

## **Chapter 3: Literature Review**

Literature review in Chapter 3 presents the substantial evidence and account of the widespread of issues around the distribution of disability grants following the problem statement that was mentioned in the first chapter. The aim of providing this section is to look at the nature of the problem using different lenses, and to make a case on the nature of the disbursement of social grants in South Africa.

## **Chapter 4: Research Methodology**

This chapter focuses on the analyses and research approach used to collect and analyse collected data when the probe was undertaken. It looked at the design and instruments that were used when the study was pursued (data collection methods), unleashing the study tone and character whilst justifying the choices of the researcher (Henning et al, 2007).

## **Chapter 5: Research Findings**

Empirical data were presented, analysed and interpreted in chapter 5. The data was translated and presented using thematic statements in order to coordinate issues and align research questions with the literature and findings of the study. This chapter laid the foundation for the conclusion and recommendations found in the final chapter.

## **Chapter 6: Discussion, Recommendations and conclusion**

In the final chapter the researcher discussed the findings and linked them to the research objectives, questions and the aim of concluding the study. This chapter was also used as a platform to identify the areas of further research.

## **1.9 CONCLUSION**

The purpose of the introductory chapter was to give an overview to the study. This was very crucial because it highlighted the relevance as well as the significance of the study. This section was even more critical because it was also aimed indicating how the study would contribute to the body of knowledge by bridging the gaps as identified in the literature. This study focused on the DG policy mechanisms with the view to identifying possible mechanisms to improve efficiency and reduce the level of fraudulent allocations of disability grants. Chapter one gave clear analysis to the research problem and aligned the study objectives with the problem statement. Critical key concepts of the phenomenon were explained taking into cognisance their relevance to the study. The chapter that follows explored the theoretical framework and government policies used to buttress the study.

## **CHAPTER TWO**

### **THEORETICAL FRAMEWORK AND LEGISLATION REGULATING DISABILITY GRANTS IN SOUTH AFRICA**

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#### **2.1 INTRODUCTION**

Chapter one was aimed at orientating the reader to the study by outlining the purpose, research problem and the objectives that the study sought to satisfy. Chapter two presents the theoretical framework that underpinned the study as well as the legislation within which Disability Grants (DG) are disbursed in South Africa. Therefore, chapter two gives conceptual meaning to the research objectives stated in chapter one and contextualises the research problem. The chapter is of particular significance because it provides the background in which Social Assistance mechanisms are used to distribute disability grant within South Africa and the KwaZulu- Natal as one of its provinces.

As stated in chapter one, the Institutional Theory as well as its two of its models, were used to buttress the study. Goal 16 of the United Nation's Sustainable Development Goals was also used as an international legislative piece alluding to the rights of people living with disability. This section of chapter two was then followed by disability environment as created by the legislation in South Africa. Pieces of legislation such as the Constitution, The White Paper on the Rights of People Living with Disability and Social Assistance Act No. 13 of 2004 were explored as underpinning the study. The study used these frameworks to determine the effectiveness of the DG policy in reaction to the fraudulent behaviors repeatedly reported on the media around the administration of disability grants. Interest in the study of this nature was sparked by ongoing reports of fraud and maladministration when Disability Grants are disbursed in South Africa. This was accompanied by the observation that little has been done and documented when it comes to assessing the effectiveness and efficiency of the legislation and mechanisms used to disburse social disability grants by the South African government.

## **2.2 CONCEPTUALISATION OF THE STUDY**

The prevailing and ever-growing evidence of fraud all along with the reported issues of maladministration that is mushrooming all over the media stems as sufficient evidence that the disability grant policy somewhat experience fraught and subsequently appear as inefficient in the public domain. The conceptualisation of this study reports on the adopted structures encompassing the different legislative frameworks that are used by the government to provide for state of resourcefulness to the current disability grant policy insofar as its disbursement is concerned.

### **2.2.1 Theoretical and legislative framework**

Mehta (2013) posits that a theoretical framework is as important in research as is a foundation in construction. Abraham (2008) argues that it is not clear if theory-free research can exist. Sunday (n.d.) states that a theory is a framework of observation and understanding which determines how the researcher views and would like readers to view the phenomenon under investigation. A theory, therefore channels the reader to the lens in which the problem is viewed by the researcher. As stated in chapter one, the Institutional Theory was chosen to provide a lens through which the problem of maladministration of Disability Grants in South Africa, focusing on the capital of KwaZulu Natal, was viewed. This theory was selected because according to Richard (2004), it considers policies, rules, processes, norms and routines, which are regarded as guidelines for institutional social behavior. Peters (2012) supports this statement when arguing that ‘persons within institutions are supposed to act within institutional framework involving institutional culture, policies, norms, values, standards and so on’.

### **2.2.2 Institutional Theory**

Lawrence and Shadnam (2008) regard the Institutional Theory as a theoretical framework for analysing social phenomena (organisations included). As the world is composed of institutions of various forms and sizes, enduring rules, culture, practices and structures

set conditions for behaviour and action. The Institutional Theory interrogates the resilience, sustainability and survival aspects of social structures by looking at social behaviour in processes and routines that emanate from policies, norms, and structures (Richard, 2004; Hargrave and van de Ven, 2006; Carvalho, da Cunha, Lima and Carstens, 2017). This theory was chosen to buttress the study because it is able to highlight links between deliberate and accidental choices made and the values, and ideologies of organisations (Higher Ed Professor, 2017). Zucker (1987) argues that institutions are dynamic due to the volatile environments in which they operate. Institutions are subjected to enormous pressures, from both externally and internally, which throw them into states of chaos. However, rules, operating procedures, professional certification and state requirements are used as rubrics to bring institutions back to equilibrium. Peters (2000) refers to the following four measures of institutionalisation to qualify organisations as institutions. Fully fledged institutions are complex with a variety of interlocking structures that function in unison to achieve organisational objectives. They are autonomous and have capacity to make and implement own decisions. They are adaptable to be in synchrony with the environment around them. Finally, they are expected to exhibit a high level of coherence and ability to live up to their missions by a 'totality of relevant actors' (Carvalho *et al*, 2017). The actors, their behaviour and actions either individual or collective are guided by the policy framework of the institution. These four measures are critical for institutions to convince the public that they and their offerings are legitimate and deserve to be supported. In agreement Raffaelli and Glynn (2013) regards institutions as stable, desirable, permanent in order to "produce and reproduce their material subsistence" are space and time.

#### 2.2.2.1 Collective Action model for Institutional Innovation

According to Hargrave and van De Ven (2006) Collective Action Model is focused on the views of institutional change, which looks at dialectical processes in which partisan actors, espousing conflicting views confront each other and engage in political behaviour in-order to create and change institutions. This is perpetuated by various environment disruptions leading to innovation (Raffaelli and Glynn 2013) for performance and sustainability. The

study used collective action model to address problems, injustices, confirmations of and dis-confirmation obtaining around DG disbursement. The idea to this was that the findings would unveil the hidden truth about SASSA DG policy. Hayagreeva, Calvin and Mayer (2000) add that this structural philosophy stresses the way in which the new-fangled managerial procedures are shaped by industrial modernisation; the authors further states that the collective action model advances as an ingredient, an impression of institutional entrepreneurship, which expands its speculative spread of neo-institutionalism. While this is the case, Michael and Ellen (2007) are of the opinion that neo institutionalists have developed the collective action model as an opulent assortment of imaginary and experiential insight instrument, to assist officials learn how first-hand practices become customary through legality and dispersion.

#### 2.2.2.2 *Institutional Model for Policy Analysis*

Cloete and De Coning (2000) argue that the institutional model for policy analysis is regarded as the most effective mechanism for policy analysis. The model is useful in analysing behaviour of different public institutions, which was also the aim of this study since the proponents of this model are legitimised by government prescripts. Hence, the probe was determining the effectiveness of the disability grant distribution policy mechanisms in order to discern, analyse and make recommendations basing them on the findings with the intention to expand DG policy knowledge at SASSA. Maarten and Hendrik (2003) are of the view that the policy analysis strategy includes deliberative policy analysis, which helps the policy analysers to create a space whereby the policy makes a community territory in which people of numerous backgrounds measure their future as well as their interrelationships and their relationships to the government. This makes the model relevant to the study.



### **2.2.3           EMPERICAL STUDY**

The contextualisation of this inquiry provides empirical data that compares obtained secondary data extracted from charters, treaties, local and international frameworks which deals with the disbursement of social security grants in South Africa with the elicited primary data of the beneficiaries of social disability grant as served by SASSA jointly with the APC. The aim was to provide evidence of available legislative frameworks that the government made available as part of the recognised legislative control mechanisms that are used to safeguard the mannerism in which social security grants are disbursed.

#### **2.2.3.1           The 2030 Agenda for Sustainable Development**

**Goal 16: Promote peaceful and inclusive society for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.**

Goal 16 of the 17 Sustainable Development Goals of the United Nations directly speaks to the problem being investigated by this study. It addresses important issues of social inclusivity and access to social justice, which would promote peace and inclusivity for all including people living with disability. Goal 16 was significant for this study in that the goal articulated the core objective of the study as development has to be inclusive and just for it to be regarded as sustainable. People with disability are members of societies and all pieces of legislation, whether international or national should cater for their welfare and development. Goal 16 also refers to accountability, which cannot exist without responsibility and control. As stated in 2.2.1 for institutions to be resilient and sustainable, they have to be able to adapt to environmental changes (both international and national) that take place around them. The policies, culture, norms and values help them retain a certain measure of consistency and identity in a fast-paced environment. These institutional tools become valueless without responsibility and accountability of those entrusted with positions to discharge institutional duties. Goal 16 goes further to incorporate rule of law, equal access to justice for all and reduction of corruption and bribery in all forms. This cannot exclude fraud and corruption in the administration of Disability Grants. Attributes of goal 16 also touch on the crucial discriminatory issues,

which disability grant beneficiaries are faced with and therefore will be rectified by 'Promoting and enforcement of non-discriminatory laws and policies for sustainable development' (UN, 2015).

## **2.4            OBTAINING GLOBAL FRAMEWORKS REGULATING DISABILITY**

The section below presents available regulatory frameworks, and discoveries pertaining to disability issues from experts and global legislative frameworks passed to control disability challenges.

### **2.4.1            Treaties Regulating Disability across the Globe**

The South African Human Rights Commission (SAHRC) has a national mandate to protect and secure the rights of all citizens, including, and especially, those citizens vulnerable to the abuse of their fundamental human rights. Disabled people, as a group whose history is characterized by oppression, exclusion and marginality, fall into this category. The SAHRC comprise of aspects of legislation such as 'Human Rights', which is relevant to the emancipation of people living with disability. Human Rights allude to human dignity, equality and freedom, which include people living with disability. Meanwhile, the White Paper stipulates norms and standards for the removal of discrimination barriers that perpetuate the exclusion and segregation of person with disabilities. This broad outline also looks at the responsibilities and accountabilities of the various stakeholders involved in providing barrier free, appropriate, effective, efficient and coordinated service delivery to persons with disabilities, which inevitably helps guide self-representation of persons with disabilities.

### **2.4.2            South African Disability Human Rights Charter**

The online encyclopedia states that the South African Disability Human Rights Charter is pronounced as a mechanism used to address and protect the needs of the disabled

individuals. The charter comprises of various sections which refers to prompt disability administration and effective monitoring of government programmes. It is imperative to mention that another critical tool invoked on the charter is the 'Plan of Action on the African Decade for Disabled People', which is part of the strategy used to address participation towards the disabled people whom were previously marginalised. The constituent parts of this disability instrument has set the standard rules on the equalisation of opportunities for people living with disability. The ultimate purpose behind enactment of these standard rules was to create the expansion toward the scope of rights the people living with disability are entitled to across the different societies. Disability rights are constitutionally recognised rights, therefore; it was of a particular significance that the study first understands the prescribed disability rights as contained in the South African Disability Human Rights Charter.

#### **2.4.3 Treaties Regulating Disability across the Globe**

The European and North American governments opted to introduce the 'street-level bureaucracy framework', which is an instrument that they apply when assessing the processes pertaining to their disability grants. The South African government established the 'International Covenant on Economic, Social and Cultural Rights' which helps the government to administer disability grants effectively (ICCPR, 2016). The ICCPR body is supported by the 'Convention on the Rights of People with Disability', which is another body that assist government to promote adequate administration of disability grants. The South African government further formed another alliance referred to as the South African Development Alliance (SADA), which comprise of 13 national organisations that represent disability in South Africa. SADA works collaboratively with another disability federation recognised as Disabled People South Africa (DPSA), another support structure that has established different initiatives to avoid the disabled. According to the Parent Convention (2008) the Optional Protocol to the Convention on the Rights of Persons with Disabilities (CRDP) entered into force on the 3 May 2008. CRDP looks at the violated rights of persons living with disability in Australia. As at 2016, this Australian Committee comprise of 92 signatories and 92 state parties whose task is to discern the violated rights

of the disabled persons and accordingly make recommendations to the party, which South Africa is party to. The Committee has an obligation to investigate institutions, which are perceived to have violated the rights of disabled persons in one way or another. According to the Quad Para Association of South Africa (QASA), of 3 April 2012, the organisation exists to actively create opportunities which integrate disabled persons back into the mainstream of the society. The reaction follows the long-standing issue of marginalisation previously faced by the disabled. As at 2008, the National Interest Analysis on the Optional Protocol (NIA Optional Protocol) was formed. The ultimate purpose behind this formation was to render the Australian government more accountable for its convention obligations. NIA was designed to further promote disability rights within Australia and present Australia as an international leader committed to protecting the rights of disabled people within Australia and as an international leader committed to protecting the rights of disabled people with disability. Another purpose behind the establishment of NIA was that the body outlines the communication procedures and provide an inquiry formula to the Australian social institutions dealing with disability.

#### **2.4.4 Global Statutory Frameworks Regulating Disability**

The Kenyan government has established the 'Persons with Disability Act'. Provisions contained in this act envisage equalisation of opportunity for persons living with disability. Another purpose this act serves is that it provides the disabled with a National Council and other connected purposes. Provisions contained in the Persons with Disability Act has further helped the Kenyan government to align the Kenyan Constitution of 2010 to the Convention of the Rights of Persons with Disability and other international human treaties and conventions. By the same breath, Australia has the Disability Discrimination Act which was implemented by Australian Human Rights Commission (AHRC) in order to alleviate complaints and discrimination toward people living with disability. AHRC assists with the development of people living with disability and caters for appropriate proceedings which helps the disabled individuals. The Australian government further pronounced the Disability Discrimination Act, 1992 (Cth) and the Anti-Discrimination Act, 1993 (NSW 3), as the mechanisms used to monitor all operations of social institutions of

the Australian government. The ultimate purpose is that these instruments safeguard effective protection of the rights of persons with disability. On the other hand, the United Kingdom (UK) developed the 'Equality Act and Convention on Disability Rights', in order to protect the rights of people living with disability in UK. The inclusion of these statutory frameworks into this study was vital, given that the South African government has integrated many of its disability establishments into the newly developed treaties as offered by other states.

#### **2.4.6 United Nations Comprehensive and Integral International Convention on the Protection and Promotion of the Rights and Dignity of Persons with Disability**

The South African government introduced the United Nations Comprehensive and Integral International Convention on the Protection and Promotion of the Rights and Dignity of Persons with Disability in 2006 in order to tackle the issue of fullest possible integration into the society of persons living with disabilities. This is also supported by the United Nations Millennium Declaration of Human Rights, which deals with fundamental freedoms and protection of human rights of all people. The World Programme of Action Concerning Disabled Persons also deals with the promotion of effective measures for the prevention of disability discrimination in a social life and encourage acquisition of equal participation.

### **2.5 UNDERSTANDING SOUTH AFRICAN LEGISLATIVE FRAMEWORK SUPPORTING FAIRNESS IN DEALING WITH ISSUES OF DISABILITY**

This subsection explored the South African legislative framework on which the development and welfare of people living with disability is based starting with the Constitution, which is the highest law on the land as well as derived policies.

### **2.5.1 Constitution of the Republic of South Africa, 1996**

Chapter two of the Constitution of the Republic of South Africa is the Bill of Rights, which the human rights charter aimed at obligating the government to protect the civil, political and socio-economic rights of all the people of South Africa. Section 7 addresses the issues of human dignity, equality and freedom. Section 9 alludes to protection against unfair discrimination on all grounds including disability. Section 27 was of particular significance to this study because it addresses the rights to health care, food, water and social security in cases where people are not able to support themselves and their dependents, and it further committed the government to providing appropriate social assistance. This Section further stipulates that “a person qualifies for disability grant 'If he or she is a disabled person who has attained the age 18 years and whose disability is confirmed by a medical officer’”. Clearly, people living with disability have rights that are enshrined in the Constitution. However, the same constitutional rights are subject to the limitations stipulated in section 36 of the constitution. Provisions encompassed in section 36 of the RSA Constitution state such limitations to help the government draw parameters when exercising constitutional rights. In Section 33 (1) and (2) of the Constitution the stated limitations are: lawfulness, reasonableness and procedural fairness and accountability.

### **2.5.2 'Welfare Laws Amendment Act, 1997**

The Constitution of the Republic of South Africa first introduced the ‘Welfare Laws Amendment Act, 1997’. Later, the Welfare Laws Amendment Act was replaced by the ‘Social Assistance Act, 2004’. The integrative nature of both these legislative pieces entered into force in order to promote uniformity, equality of access and the effective regulation of the social disability assistance throughout South Africa. The provisions encompassed in the Welfare Laws Amendment Act further enforced new standards entrenched as part of the democratic governance disability mechanisms. Another aim was that the presentation of these mechanisms form part of bringing about change and inclusive tools that were going to replace the collapsed systems, which segregated a

number of disabled individuals during the apartheid regime. The ultimate purpose behind enactment of these mechanisms was that in the end they all cater for the social needs of the disabled persons. The inclusion of the Welfare Laws Amendment Act in this chapter became imperative because the study centered on mechanisms used by the South African government to promote efficient and effective when disability grants disbursement.

### **2.5.3 Criminal Procedures Act, 1997 Act No. 51**

Section 27 (2) of the Criminal Procedure Act outlined in the Constitution of the Republic of South Africa expresses the importance of providing social assistance within the specified limits that are constitutionally recognised. The statutory confines of this act further refer to the parameters within which finances should be regulated effectively, particularly, when disability grants are disbursed. Act No. 51 of the Criminal Procedures Act has embedded a great deal of customs toward public servants who engage in criminal activities by breaching the procedure when disability grants are paid out. Legislative piece such as the Criminal Procedure Act was imperative in the study as it allowed it to streamline the acceptable and unacceptable procedures of transmitting disability grants. Relatively, the examination was informed by the synergy found between the Criminal Procedure Act as a guiding prescript and the outlined procedures currently used at SASSA. It suffices to mention that this statutory framework intertwined with second objective of the probe, which sought to examine the effectiveness of the mechanisms used by the South African government to combat fraud and corruption, when disability grants are paid out to beneficiaries.

### **2.5.4 The White Paper on the Transformation of Service Delivery, 1997**

The White Paper on the Transformation of Service Delivery of 1997 invoked more than nine 'Batho Pele' principles (inclusive of the recent amendments). In translations, Batho Pele means 'putting people first'. In the context of service delivery, the first people these

principles refer to are the recipients of public services- which in this study are represented by the disabled persons as recipients of social disability grants, and whom government officials have to consider diligently. Amongst these principles, there is accountability and value for money. Both these principles were crucial in the study because they require officials to account publicly and to refrain from wasting and misappropriating public funds.

#### **2.5.5 Social Service Professions Act, 1998**

Act No. 110 of the Social Service Professions Act, 1998 made a pronouncement pertaining to governing the authenticity of social documents during the applications of disability grants. Provisions contained in this act invoked clear stipulations and the importance of managing the fraud crisis by different social institutions of government. Surprisingly, there has been allegations of document fraud referred to in the (SAnews Agency) pertaining to disability grant fraudulent claims. Such occurrences confirm the gap which exist between disability grant policy and practice. Ideally, the entrenchment of the Social Service Professions Act was to reduce the high levels of social documents used by fraudulent claimants to gain government financial benefits unduly. Further, parameters contained in this piece of legislation were key in the investigation of this nature in that they gave clarity to the mechanisms alluded to earlier in the second objective in 1.5.1. The second objective in this study intended to discover the effectiveness of the mechanisms used to combat fraud and minimise corruption at SASSA. Hence, the applicability of this statutory as another mechanism used by SASSA to combat fraud and corruption remains fundamental.

#### **2.5.6 Public Finance Management Act, No. 1 of 1999**

The South African government pronounced the 'Summary of the Public Finance Management Act of 1999 (With Amendments). Provisions encapsulated in the PFMA has set the conditions used to regulate and manage finances in National and Provincial



government institutions, which the regulatory of social disability grants forms part of these core functions. Meanwhile, there are arguable cases on fraud and corruption which the media keeps reporting when disability grants are disbursed (see ANA, 28 May, 2016). Alleged incidents of fraud and maladministration conflict with the set out procedure contained in the PFMA, which alludes to the effective and efficient management of revenue, expenditure assets and liabilities. Terms of the section furnished the guidelines which inform the practices of mandated officials from different institutions who disburse social disability grants. The PFMA further outlines the duties and responsibilities of government officials who act as custodians of government funds. Another critical role envisaged in the PFMA is the manner in which all government social institutions should adopt strategies to combat fraud and maladministration when disability grants are disbursed. It was critical to refer to the PFMA as it dealt with public finances being distributed by public institutions.

#### **2.5.7 Promotion of Equality and Prevention of Unfair Discrimination Act 2000**

Act No.4 of 2000 of the Promotion of Equality and Prevention of Unfair Discrimination Act is a created piece of legislation that is aimed at preserving the liberty of people living with disability in a society. Provisions of this act further provide for rules of prohibition, prevention and elimination of any unfair discrimination, hate speech as well as harassment toward people living with disability. Another critical role of this act is the liberty preservation of the previously marginalised disabled individuals. Wilhelm and Washinyira (2018) comments on the marginalisation issue of (Warren Ronald Evens) who was denied his right to receiving disability grant. Incidents of this nature clearly show that provisions of this act somewhat lack when it comes to administration and monitoring.

#### **2.5.8 Promotion of Administrative Justice Act 3 of 2000 states in section**

In terms of section 33 of the Promotion of Administrative Justice (PAJA) Act No.3 of 2000 encompassed in the Constitution of the Republic of South Africa, the enactment of this

piece of legislation aims to make the administration of public institutions more effective. This legislative framework further enforces officers to remain accountable for their actions. PAJA is a decree which ensures that the administration of all public sector institutions function in a manner that is fair and transparent. The provisions of PAJA exist to ensure that officials carefully measure their decisions and that the public is involved in every decision-making that influence them. The constituency of the act has invoked the right to fair administrative procedure, the right to inquire and the right to have administrative action that is examined by courts as these attributes remain major pillars of this declaration. PAJA processes further include administrative services which promote fairness to the disabled. Relating PAJA to the study was important because its applicability would help compare the DG policy practices with the licit provisions of the RSA Constitution.

#### **2.5.9 South African Agency (Act 9 of 2004)**

The South African Agency Act No. 9 of 2004 invoked section 195 which consists of important principles and values that officials at SASSA are required to uphold. This piece of legislation has enacted social assistance disbursing mechanisms using the principle of fairness, application of equitability, ensuring impartiality and non-bias services as their set standard guide. Part of this legislative framework further highlights issues of ethical and professional services as another requirement used to transmit social grants, which forms part of the mandate required from SASSA officers. Another essential part of the South African Agency Act is that of providing services within the correct turnaround times. Pronouncement of these standards include the requisite norms and values set as part of the framework which promote good relations between SASSA officers and their customers. The expectation is that officers treat all their customers with respect and consideration.

#### **2.5.10 Social Assistance Act (Act 13 of 2004)**

In terms of the Constitution of the Republic of South Africa, the democratic government has passed the Social Assistance Act No. 13 of 2004. The government further committed into integrating this framework with the South African Agency Act No. 9 of 2004. The establishment of both these statutory frameworks was aimed at ensuring that the government is able to separate the social welfare grant systems from the other forms of social welfare assistance services. There is a synergy between the Social Assistance Act and the South African Agency Act. The commonality of these frameworks serve as instruments that guide the officers when social services are administered. The difference between these frameworks is that the Social Assistance Act focuses more on a broader range of different forms of social assistance programmes, whereas the Social Agency Act deals specifically with the operational capability of the mechanisms used for different kinds of social assistance. For an example, the SOCPEN system used by SASSA was monitored and evaluated in terms of its effectiveness using the pronouncements prescribed in the Social Agency Act. Both these legislative prescripts were of a particular significance to the study as they gave meaning to the mechanisms used by SASSA when social disability grants are distributed. Testing the effectiveness of the mechanisms used by SASSA to pay out disability grants was another objective of this study as stated in chapter 1. Another important role played by the Social Assistance Act is that its framework ensures the correlation between the application of disbursing disability grants and the prescribed requirements contained in the Constitution of the Republic of South Africa. Lastly, the aim of Social Assistance Act was to provide a legitimate government body that will be in charge of monitoring services delivery, when disability grant is disbursed.

#### **2.5.11 South African Citizenship Act 88 of 1995**

Pronouncement of the South African Citizenship Act No. 88 of 1995 were aimed at ensuring that people living with various forms of disability have an equal right to national access, including migrants who have secured themselves state citizenship within the South African borders. Provisions contained in this act were of a specific significance to

this study considering the number of cases the news and literature keep confirming pertaining to issues of nationality that prevents citizens from accessing disability grants in South Africa. For an example, Goera (2017) refers to an incident of a migrant who was denied access because of issues pertaining to their nationality. Here remains yet another questionable incident toward the effectiveness of the mechanisms used when disability grants are disbursed, despite numerous legislation directed toward DG.

#### **2.5.12 Prevention and Combating of Corrupt Activity Act 12 of 2004**

The Prevention and Combating of Corrupt Activity Act No. 12 of 2004 provides for the strengthening of measures used to prevent and combat corruption. Its further sets the conditions of dealing with conducts associated with corruption. Further, issues of responsibility allocation and accountability are part and parcel of this, particularly; to the persons in authority. The oath requires any affected party to expose corruption and charges pertaining to illegal trades, which includes fraud towards people living with disability. The provision is designed as a platform used to expose and dishonor corruption within the public sector environment, which include corruption and fraud that may be prevailing when disability grants are disbursed. The third objective of this study aligns with the clause as it seeks to identify and examine the effectiveness of the tools used to curb fraud and corruption at SASSA.

#### **2.5.13 Public Service Act, 1999**

The Public Service Act provides mechanisms that help the government to re-adjust the functions of the heads according to their provincial administrations, which includes revisits towards the disability grant policy. The PSA further exists to regulate the functions and the conditions of service delivery across the three spheres including the National, Provincial and the Municipal government. Heads of these various sections are required to appoint responsible persons on the ground to tackle issues of policy considerations. The officials appointed for policy consideration are required to make other provisions

deemed critical for inclusion in the policy, which may include the disability grant policy as used by SASSA. Briefly, the PSA is responsible for developing, monitoring and controlling the policy expansion across the different institutions of government. The Public Service Act integrates with the first objective as stated in 1.1.5 in chapter of the study.

#### **2.5.14 Skills Development Act, 1998**

The Skills Development Act of 1998 became paramount in the inquiry. Its provisions of SDA highlight role the government has to play in developing requisite skills towards the workforce following the realisation that most public institutions were not equipped with required skills to render some of the essential services. SDA seeks to improve skills through the delivery of social services, which provides employees with the opportunity to acquire new skills and by encouraging employers to use workplace as an active learning environment. Officials who administer social disability grants at SASSA should have all the requisite skills for efficiency and effectiveness. However, the lack of skills has been noticed in some SASSA offices when services are being rendered. For an example, the allegations leveled against Mitchel Plains' and Gugulethu doctors who were not registered with the Health Professions Council of South Africa, yet fraudulently submitted disability application forms for their families and accomplices who paid bribes (Johns, 2015).

### **2.6 CHARTERS, TREATIES AND OTHER PLANS OF ACTION TO TACKLE DISABILITY ISSUES**

This section presents charters, treaties and different plans of action that have been adopted by government to tackle issues of disability in South Africa.

#### **2.6.1 Back to Basics Municipal approach**

David (2015) announced that the South African government has introduced the Back to Basics Approach as a new strategy to improve municipal service delivery. The aim was

to deal with issues of past imbalances, which includes the marginalisation of the people living with disability, particularly; when it comes to addressing their social needs. The government granted social institutions with the opportunity to correct actions that deprive the social rights of all citizens, by coming up with a number of developmental initiatives. The 'Back to Basics' is a strategy designed to support initiatives that seeks to address the needs of all citizens locally, which includes people living with disability who were previously disadvantaged. This movement formed part of the new democratic governance systems which phased in after the year 1994. The aim of the strategy is to support the marginalised citizens, especially those who live with disability across the local municipalities. Back to basics strategy provides essential services at the municipal level. Therefore, the strategy is used as a mechanism by the South African government to promote a high degree of efficiency around any public service delivery.

#### **2.6.2 Summary of the Integrated National Disability Strategy**

As at 1997, the South African government enacted the Integrated National Disability Strategy. The strategy is one of many mechanisms which were designed to help the government promote human rights, particularly, of the disabled individuals. The INDS is designed such that it increases 'citizen generosity of spirit' through looking at the most vulnerable citizens in receipt of government social grants. The strategy seeks to bring back the disabled individuals into the mainstream of society following their long standing marginalisation imposed by the apartheid regime and its policies. Including this strategy adds value to the study as this gives an indication of attempts made to tackle issues pertaining to disability.

#### **2.7 THE ROLE OF THE SOUTH AFRICAN SOCIAL SECURITY AGENCY ACT 9 OF 2004.**

As of 2004, the South African government was faced with a major challenge pertaining to effective administration of social DG. Subsequently, the Social Assistance Act of 2004 was introduced to serve the nine provinces in terms of disbursing social assistance,

including disability grants. Section 14 of the Promotion of Access to Information Act Manual (PAIA) was further introduced by the South African government in order to deal with matters pertaining to social assistance programmes. Provisions contained in this manual outline the role of the South African Social Security Agency (SASSA). The institution was established as a public entity which is regulated by the provisions pronounced in the South African Social Security Agency Act, 2004. In terms of Act No. 9 of 2004 the South African Social Security Agency Act -SASSA is required to act as a government agency which coordinates financial functions pertaining to resolving social financial needs to all those who need it the most. Therefore, the Act further provides for the establishment of the South African Social Security Agency as an agent for the administration and payment of social security benefits. As stipulated in the provisions of the Social Assistance Act No. 13 of 2004, this framework exists to provide for the rendering of services to qualifying persons in need and provide for mechanisms for rendering of such social assistance. SASSA has a role to 'establish a compliance and fraud mechanism in order to ensure that the integrity of the social security system is maintained'. The continued growth in fraud and maladministration the media keeps reporting around the disbursement of disability grants indicates service delivery failure, providing for justification of this study.

## **2.8 ABRIDGED VERSION OF THE DISABILITY GRANT POLICY OF SOUTH AFRICA**

The Constitution of the Republic of South Africa, 1996 enacted the disability grant policy used at the South African Social Security Agency. Provisions contained in Chapter 2 section 36 states that 'Everyone is equal before the law, therefore; has the right to equal protection and benefit of the law'. The DG policy further guarantees the rights of persons living with disability to equality, non-discrimination and human dignity. Section 36 outlined in the DG policy commits to protecting the rights of person living with disability. The purpose is that these pronouncements promote full equity of opportunities for persons with disabilities. Another important purpose is that these provisions assist the government to integrate the disabled individuals back into the mainstream of the society using the

social model and the human rights policy frameworks. By the same breath, the DG policy further adopted the White Paper on the Rights of Persons with Disability. Page 28 alludes to the conditions of the policies and legislations that require government to ensure that such policies are reviewed against prescribed obligations as they affect the lives of the people living with disabilities. Page 7 of the DG policy further states that ‘the integration and mainstreaming of disability is within the social development practices, which aims to facilitate the transformation shifts in line with the current policy frameworks’.

## **2.9 THE SUMMARY OF THE WHITE PAPER ON THE RIGHTS OF PERSONS WITH DISABILITY: SOUTH AFRICA.**

According to the South African Social Security Agency (SASSA), the White Paper for Social Welfare, 1997 was enacted in order to describe the principles, guidelines, recommendations, proposed policies and programmes for developmental social welfare in South Africa. As at 2016, the White Paper on the Rights of Persons with Disability has been amended in order to further address the social disability needs.

### **2.9.1 Strategic approaches to realising the rights of persons with disability**

The White Paper on the Rights of People with Disability (WPRPD) used the social model to address issues of disability in South Africa. Envisaged in the social model of the WPRPD is the life-cycle waylay which is based on the all-round themes pertaining to the emancipation of disabled persons. The Right-Based Approach is set as an instrument utilised to customise performance standards along which social formations are required to address social disability rights and accountability.

Next to the Right-Based Approach is the Main Stream Approach that focuses on ensuring that disability initiatives lay down norms, policy principles, budgets, plans and programmes which address the individual needs of persons with disabilities. These considerations relate to the third objective of the study of assessing the effectiveness of



the currently existing mechanisms by the South African government to counter fraud and inefficiency when disability grants are disbursed.

### **2.9.2 The Significance of the White Paper on the Rights of Persons with Disability**

The South African government has made available the 'White Paper on the Rights of Persons Living with Disability'. The paper dwells on the provisions outlined in the Social Assistance Act of 2004. For an example, section 5 and 9 contained in the Social Assistance Act prescribed the condition of dealing with disability. Such conditions were critical in the study in that they allowed the researcher to clearly examine the effectiveness of the mechanisms used when disability grants are disbursed. Briefly, the conditions contained in the White Paper on the Rights of Persons with Disability allowed the researcher to debate concerns within the periphery of what is constitutionally dispensed as legal prescripts, when disability grants are disbursed. The paper further contains other useful exempted rights of the disabled which guide officials when they deal with issues of disability. Other critical components of the WPRPD include issues of disability policy, legislative framework and other measures considered to protect the disabled. It is imperative to mention that the WPRPD further integrated the obligation of the United Nations Convention on the Right of Person with disability (UNCRPD) in sync with the Continental Plan of Action for the African Decade of Persons with Disabilities. This approach is regulated by South Africa's legislation, policy frameworks and the national development plan of up to the year 2030. The notion is to sanction the mainstreaming of rights to the persons challenged by paraplegia. Another significance attached to this outline is the guidance it has toward the reviews of all in effect and newly developed sectoral policies, programmes, budgets as well as reporting systems.

### **2.10 THE RIGHTS AND RESPONSIBILITIES OF PERSONS WITH DISABILITY, SOUTH AFRICA.**

Section 9 of the Constitution of the Republic of South Africa contains the values entrenched as part of the Bill of Rights. Conditions of this prescript guarantees the right

to equality to all and the disabled citizens are part of this benefit. This decree further prohibits any form of discrimination on the grounds of disability. Another condition encompassed in the statutory framework is the 'Right Based Approach', which envisage a predominant value pertaining to the work of work development value. The first value ascertains frameworks for different kinds of policies, which includes government social policies. The second value relates to the enclosed 'power to demand accountability' created for the poor which helps them to overcome poverty, and this includes the disabled individuals. Provisions embedded in the Constitution of the Republic of South Africa in the preamble section further committed to the attainment of social justice and improvement of the quality of life for everyone, which includes the disabled. Entitlement to the protected liberty of freedom, human dignity and equality are some of the constitutional rights that ought to be accorded the disabled persons. Provided to this, in the White Paper on the Rights of Persons with Disability which alludes on page 33 paragraph one to the principle of 'equitability', this must be accorded to the disabled persons as it forms part of their social rights. Besides, such provisions of social rights enable full participation in the life of all society. Another important framework which supports these provisions is the National Development Plan (NDP), which detailed the social rights of all people including the individuals living with various forms of disability. Totality, in social inclusion is vital, particularly; when it comes provisions of this nature in that it allows all social rights to be realised without any form of prejudice to a certain group of people such as the disabled.

## **2.11 CONCLUSION**

The purpose of Chapter two was to explore the legislative frameworks regulating disability grants of South Africa. These agendas provide legal prescripts, which enables the diverse governments to effectively regulate disability grants, which is done within the parameters of such different constitutions across the different states. The first section chapter 2 furnished a detailed explanation of the institutional theory, discussed its models and thereafter commented on the significance of these features as included in this study. Goal 16 of the 2030 Agenda for Sustainable Development was also discussed because it

addresses the same issue dealt with in this study. The chapter then focused on global frameworks regulating disability grants. These included treaties regulating disability across the globe, the South African Disability Human Rights Charter, offered global statutory frameworks regulating disability, and ended with the discussion around the United Nations Comprehensive and Integral International Convention on the Protection and Promotion of the Rights and Dignity of Persons with Disability. Similarly, Chapter 2 furnished the understanding around the South African legislative frameworks supporting fairness in dealing with issues of disability. Charters, treaties and other plans of action used to tackle disability issues were also presented. This chapter further engaged in discussing the back to basics municipal approach and the summary of the Integrated National Disability Strategy. Additionally, the chapter also looked at the role of the South African Social Security Agency as pronounced in the provisions of Act No. 9 of 2004. Lastly, chapter 2 discussed the rights and responsibilities of persons with disabilities in South Africa.

## CHAPTER 3

### LITERATURE REVIEW

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#### 3.1 INTRODUCTION

Chapter three presents the literature and newspaper articles in the area of disability grant. The aim is to bring forth growing evidence of the issues noticed when disability grants are disbursed. This chapter together with chapter 2 provide a theoretical and literature context within which the study takes place. They are used to allow the experts in the field of social development to participate and enrich the study by providing arguments that locate the study within its relevant field. Vithal and Jansen (2010) posit that literature review is an analysis of text that aims to present imperative points of the interim knowledge. Mchunu (2014) relates that literature should include substantive findings and theories that are used to buttress the current study. The debate explores discourses and ambiguities in disability grants distribution. Chapter 3 was informed by the two last research objectives outlined in the first chapter of this dissertation, as recommended by (Patelin, 2015).

The World Health Organisation (WHO) has defined disability as “any restriction or lack (resulting from an impairment) of the ability to perform an activity in the manner or within the range considered normal for a human being”. In addition, the South African Social Cluster Programme posit, “disability is a moderate to severe limitation in functioning (activity) or participation that is permanent”. To sum up, the Social Assistance Act (13 of 2004) has pronounced that a person has disability if they “have attained the prescribed age and is, owing to his or her physical or mental disability, unfit to obtain by virtue of any service, employment or profession the means needed to enable him or her to provide for his or her maintenance”. The purpose of the study was to examine the effectiveness of the mechanisms used to disburse disability grants in South Africa using UMgungundlovu as a case of study.

### **3.2 CHALLENGES THAT OBTAIN GLOBALLY AND NATIONALLY REGARDING DISBURSEMENT OF DISABILITY GRANTS**

According to World Health Organisation and World Bank (2011), Kiregu, Murindahabi, Tumusiime, Thomson, Hedt-Gauthier and Ahayo (2016) an overwhelming one billion (15%) of the worldwide population live with one form of disability or the other with the figures being higher in Africa at 19%. UNESCO (2010) highlighted that a significant 3000 million of the people in Africa were affected by disability. This means that the burgeoning numbers of people living with some form of disability and inherent challenges is not a phenomenon in developing countries only, but worldwide.

#### **3.2.1 Global Challenges**

Meekosha (2011) suggests that ‘the complexity of disability require to be challenged as an essential issue by different governments than being treated exclusively by an effort of a certain government’. In addition, the preamble of the Convention on the Rights of Persons with Disability (CRDP) realised that most persons with disability live in conditions of poverty even though Rischewski (2008) refutes the linkage between poverty and disability in the case of Rwanda. The notion of link between poverty and disability is supported by Braithwaite and Mont (2008) when stating that poverty and disability intertwine, while Hoogeveen (2005) and the World Bank (2007) concur that there was a link between poverty and disability in most of the households of Uganda and India.

According to Gooding and Marriot (2009) there were very few developing countries, which did not perceive disability as a limitation reasonable enough to include as part of the social assistance programs, while Graham, Moodley and Selipsky (2013) argue that providing disability grant to the disabled people is crucial in that the income makes them function well in a society. A newspaper article published by Mmegionline on the 9 March 2017 expressed the view that people living with disability were segregated and abused in the rural villages of Botswana. According to Van der Berg, Siebrits and Lekezwa (2010) Denmark is the only country that exceeds the GDP demand of South Africa when it comes to social spending. Figure 3.1 is an estimation of the number of people living with

disability worldwide in 2011 (15%) of the global population illustrating the gravity of the issue at a global level.



**Figure 3.1:** People living with disability globally

Source: World Health Organisation (2011)

### 3.2.1.1 **Fraudulent activities around disbursement of disability grants**

This section looks at policy implementation failure and fraudulent activities around payment of social disability grants. In the year 2019, the media still reports on the exacerbated cases of fraud in disability grants (see figure 3.2).

Surprisingly, even after SASSA institution has strained itself by introducing a new disability grant card that is intended to curb fraudulent practices, fraudsters have since managed to clone these cards, and many beneficiaries have fallen victims of this scam. Mitra (2010) criticised the disability grant policy for creating state dependent citizenry and worsening the quality of life of the people. In support, Potts (2011) pointed out that giveaways that come in a form of disability grants push individuals to rely more on government than doing the actual work in order to earn a decent living. Knight, Hosegood and Timaeus (2013), discovered that the policy-makers struggle to distinguish between chronic diseases and disability and clear explanation as to who is eligible for disability

grant and who is not, while Broadkin (2012) is of the view that it is important to align policy with practice as the gap may promote fraudulent activities.

## beneficiaries fall victim to alleged Sassa fraud

NEWS / 28 MARCH 2019, 6:08PM / CHULUMANCO MAHAMBHA



**Figure 3.2:** Cloned new disability cards

Source: SASSA, 2019

Social assistance fraud related to disability grants exists in developed countries as well. In Washington D.C, the state allegedly lost \$144, 293 to James William Smith who faked his disability receiving \$6, 773 disability payments on a monthly basis (US Attorney, 2016). In North Carolina, it was reported that Mr Anthony Patrick Stanford from Fayetteville apparently defrauded the state \$7, 575 Social Security Disability Insurance by faking his disability to the Veteran Affairs Physician. The same attorney office also reported another event from Puerto Rico, whereby a social security worker together with a gaggle of medical doctors jointly defrauded the state system an amount of \$6, 000 in disability grants by creating a sophisticated fraudulent system. The News24 of 22 May 2005 published a report on a Nigerian doctor who was arrested by the Scorpion for the allegations of disability grant fraud amounting to R2m. The article included other issues of fraud including doctors who recruited people to apply for disability grants, doctors who filled medical parts of the application form without examining the patients, doctors who kept part of the money paid to applicants to themselves, doctors who loaned the disability

grant money to applicants, which was payable with interest. In the same manner, issues included medical documents and identity documents from Congo, Nigeria and Ghana (Malcom, 2005).

Similarly, the Daily and Sunday Express of 13 May 2012 reported a bust from the Secretary of the State for Work and Pensions where Mr Duncan Smith revealed that \$43 million of disability grants went into fraud from claimants who presumably lived abroad. It appears that suspected fraudsters claimed disability grants while working in other countries. Identified hotspots of this form of fraud included Spain, Portugal, US, Thailand and Sweden. It was also alleged that some of the disability grant claims were from the beneficiaries who were long deceased. A study conducted by Klinghorn (2005) showed that the disability grant applications proliferated drastically in the last few years, not only in South Africa, but in other developed regions such as Western Europe and North America as well.

### **3.2.2 National Challenges**

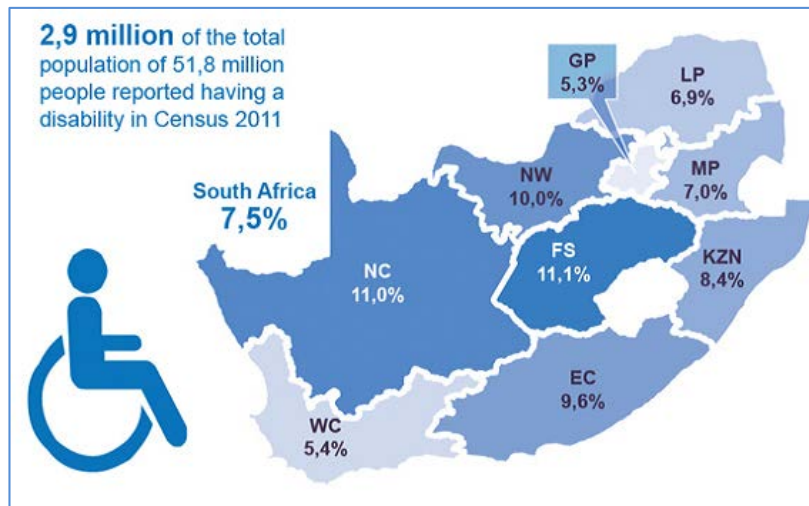
The section that follows presents the different challenges faced by the national government of South Africa.

#### **3.2.2.1 Proliferating demand in disability grants**

Figure 3.3 illustrated that the number of people living with disability in South Africa was about 2.9 million of the total population of about 51.8 million (5.6%) in 2011. KwaZulu Natal which was the focus of this study was shown to be contributing 8.4% (243 600) to the total number of people living with disability. As at the year 2014, SASSA (2014) the KwaZulu-Natal province was having a considerably large number of social assistance beneficiaries with the figures amounting to 3,761,662 (Armstrong and Burger, 2014). While this was the case in 2011, Fiszbein and Schady (2015) point out that the number of social grant holders in South Africa has been on a steady increase from 2015, and Mukundi (2009) attributes these burgeoning numbers and big expenditure to poor policy



frameworks guiding social assistance and more lenient process and awareness programmes throughout South Africa (Mitra, 2010).



**Figure 3.3:** People living with disability in South Africa

Source: [www.sassa.gov.za](http://www.sassa.gov.za)

SASSA statistics showed that the disability grant grew regularly from 629 between the years 1996/97 to a significant 1 310 761 in the year 2014. The South African Social Security Agency (SASSA, 2012) established that the disability grant had an exponential increase of 11.3 %. This growth in the number of grant recipients was also observed by Gutura and Tanga (2015) when pointing out that the demand in social grants grew from 2.4 million in April 1998 to an astounding 16 million in 2014.

Clearly, the numbers are increasing drastically, especially in countries with a poor resource setting such as South Africa. There has also been a significant increase in payments of social grants which has grown from 4 million in the year 2016 to 17 191 121 as at February 2017 (STATSSA). The exponential increase is limited to 20 years, since the phasing in of social grants of South Africa. At the present moment, the statistics published by SASSA show that about 1, 067, 402 receive R 1510.00 per month in a form of disability grant because they are disabled, therefore unable to work as opposed to R1 420.00, which amounted to \$107 (as at 2015) (SASSA, 2015).

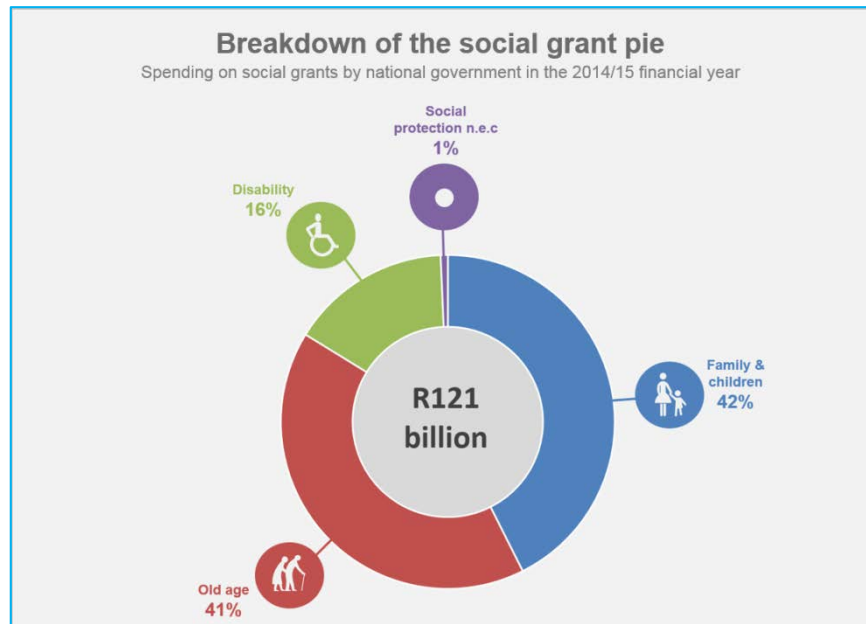
**Table 3.1:** Amounts in R millions spend in South African social grants from 2010 to 2015

R' million	2010/11	2011/12	2012/13	2013/14	2014/15
<i>Family and children*</i>	36 476	41 067	45 400	46 939	51 349
<i>Old age**</i>	33 764	37 132	40 793	44 072	50 336
<i>Sickness and disability</i>	16 840	17 256	17 240	17 769	18 743
<i>Social protection n.e.c***</i>	412	509	456	807	827
<b>Total</b>	<b>87 492</b>	<b>95 964</b>	<b>103 889</b>	<b>109 587</b>	<b>121 255</b>

Source: [www.sassa.gov.za](http://www.sassa.gov.za)

Table 3.1 illustrates that the estimated amount spent on sickness and disability grew from R16 840 000 in 2010/2011 financial year to R18 743 000 in the 2014/2015 financial year. Even though sickness and disability was far less than family and children and old age, it still contributed 15.5/16.0% to the total South African grant expenditure in 2014/2015 as shown on Figure 3.3 and this number and amounts spent are growing steadily every financial year as illustrated in Table 3.1.

The report provided by the General Household Survey investigated by STATSSA (2008) concurred that disability grant has led to unnecessary dependency from individuals who were lazy to secure employment. Mukundi (2009) noted that the social grant system of South Africa lacks good support from other relative policies. Then again, the status quo becomes worsened by unproductive governmental processes, staff who lacked proper training, weak administration, severe deferrals and bottlenecks faced by some government departments. An astounding 50 to 70 disability grant applications per week were noticed at the Cape Flats of Bishop Lavis (Druss, 2000). The dramatic rise in disability grant applications called for an investigation to be conducted. Findings showed that the doctors who conducted medical assessments were employed on a contract basis and they lacked experience, which promoted fraud in the distribution of disability grants.



**Figure 3.4:** Breakdown of social grant expenditure in 2014/2015

Source: [www.statssa.gov.za](http://www.statssa.gov.za)

The National Council for Persons with Physical Disabilities in South Africa (NCPDPSA) published a newspaper article, which was written by the Escort and Midlands on 09 February 2017 edited by Danielle Grieves, which wrote that 'the local officer from the South African Social Security Agency (SASSA) suddenly denied Mr Daniel Schultz his disability grant' after his involvement in a car accident and was declared permanently disabled by a medical doctor in Ladysmith. In 2004, the South African Social Security Agency (SASSA) attempted to reduce illegitimate beneficiaries that were on the system, which was part of their substantial moves to curb corruption (Bhorat, Poswell and Naidoo, 2004).

### 3.2.2.2 Disability Grant Distribution Process

The criteria used to allocate disability grants were based on asset evaluation of applicants, medical assessment and a means testing. SASSA concurs that allocation of disability grant should be based on the clinical conditions and the level of disability of that particular individual (de Paoli, 2012). In response, Hanass (2017) argued that social

protection instruments should be shared equitably in order to effectively respond to the needs of the disabled than just focusing on the disability status of the applicants.

According to (Baron, 2017) the application process for disability grant was full of discrepancies because of unclear guidelines. For instance, most clients complained about the approval process, which is allegedly becoming confusing by the day and labelled the South African Social Security Systems as the most extensive welfare systems, which remain a major antipoverty instrument of the post-apartheid reorganisations (Pillay, 2008). Mitra (2010) observed that the disability inclusion and exclusion error comes as a difficulty of determining disability processes when applicants are assessed. The South Africa's Initial Country Report (article 8 of 2012) aimed at raising awareness on the Rights of Persons with Disabilities revealed that South African society in general still remain largely ignorant of the rights of persons with disabilities, unless personally affected by disability. While Graham, Moodley and Selipsky (2013) argue that providing disability grant to the disabled people is crucial because it makes them function in a society, the South Africa's Initial Country Report (article 8 of 2012) is of the view that "if screening the disability into disability benefit programs had no errors, the supply of disability benefit would not have had an impact on the labour supply decisions". The justification was that "if this was not the case only those who are disabled would be unemployed, therefore receiving disability benefits".

The media keeps complaining about fraud and corruption mushrooming in most government social institutions during the process of disbursing social disability grants (News Crime & Courts, 2017). Mr Johannes Henry who was previously shot and wounded and unable to walk up straight was denied social disability grant for no apparent reason (Cape Town Times, 2017). Hence, the media is convinced that the disabled are not accorded the rights they deserve (Schuland, 2014). In the New Era News Paper of 6 March 2017, Obrein Simasiku reported on Omuthiya, a 64-year old pensioner whose legs were blown away when he worked for the land mine during the apartheid era. Apparently, Mr. Omuthiya had never been able to receive disability grant since the inception of the DG programme by the Ministry of Veterans Affairs and Ministry of Gender Equality and Child Welfare. This case was not an exception as Gabriel Sheetekela who worked as a

policeman of the apartheid government had also struggled to receive his disability grant until the year 2017. The publication also reported on the nature of identity errors, which apparently created complications and fraud loopholes. Most errors occurred in the enrolment phase, which according to New Era News Paper was due to negligence of officials resulting in some people sharing ID numbers and both qualifying to receive the disability grant (Macozoma, 2006). As the system is only able to issue a payout once, the other qualifying beneficiary would be greatly disadvantaged. Faded fingerprints and damaged thumbs due to the nature of employment compounded the social grant challenges (Rusere, 2006).

Soldatic and Greech (2014) recommended that 'for government plans to go very far when dealing with the disability identity problems the government need to go beyond than just the ordinary protection of the rights of the disabled'. The writers suggest that the government should consider how these rights remain not infringed, effective system to identify qualifying disabled persons and determining if there is a need for transitional justice required to resolve identity issues of the disabled. In 2014, the South African government started using a means test (explained in 3.4.2) to allocate disability grants, which at a time was \$129 USD per month (South African Government Services, 2014).

### 3.2.2.3 Defrauded Disability Grant System and Renegades

South Africa is not immune to issues of fraud in disability grants. The media keeps reporting so many premeditated cases of fraud and corruption around social disability grants. Briefly, the rate at which the issues of fraud and maladministration are going when disability grants are allocated shows that an urgent attention is required by the South African government. The Directorate for Priority Crime Investigation (HAWKS), the Crime Intelligence of the SAPS, the Fraud Management and Compliance Department of SASSA, together with the private auditing and accounting firm, pointed out that SASSA was defrauded for an amount of R2.3 million involving 400 disability grants in 2016. All alleged suspects were employed in the Grants Administration Department of SASSA, a department responsible for capturing and verifying social grants on SASSA's SOCPEN

system. KwaZulu-Natal was reported to be part of a scam, where a 'boiler room' that manufactured fraudulent identity documents was used (African News Agency, 28<sup>th</sup> May 2016). Also involved in a multiple fraudulent and corrupt social grant activities were two women from Thembisa who ripped SASSA off R1.2 million by selling government social disability grants to undeserving beneficiaries as reported by Brendan Roane of the Star Newspaper of 19 October 2012. The scam was discovered by a joint operation involving the SAPS, the Social Development Ministry and SA Social Security Agency (SASSA). Suspects were accused of recruiting people who paid for getting into disability system without a medical assessment. Reddy and Sokomani (2008) revealed that in 2003 the Department of Social Development introduced a range of measures to curb corruption following the realisation that the department was losing about R1.5 billion per annum due to corruption and maladministration in the delivery of social grants.

The disability grant policy has also been frowned upon when Renay Ogle of News Crime & Courts published a newspaper article dated 10 December 2015, which revealed that about R7 million was lost to disability grant fraud. Allegations were leveled against Mitchel Plain and Gugulethu doctors, who were not registered with the Health Professions Council of South Africa, and fraudulently submitted disability application forms for their families and accomplices who paid bribes. The Telegraph (30 January 2017) reported of a grandmother who claimed \$170, 000 in benefits for a member of her family who lived 12000 miles away in Africa. Khirunissa Daud pocketed a significant number of social security benefit for her granddaughter who was alleged to be perfectly healthy and fit enough to work. About one third of the disability grant beneficiaries around the Western Cape Province were found to be working inspite of the fact that there is a means test aimed at identifying such cases prior to allocating disability grants (Venkataramani, Maughan, Nattrass and Ruger, 2010).

The extermination of law was also seen when the news Crime & Courts dated 03 April 2014 by Phill Magakoe reported that SASSA lost R68 million because of fraudulent grant claims over two years. It was reported that out of these high figures R752 460 was defrauded in disability grants. This was also confirmed by the SASSA General Manager of Fraud and Compliance department, Renay Ogle, when revealing that 55 fraudulent

disability grants were captured and verified on the social pension (SOCPEN) system with neither physical application forms nor beneficiary files. Kelly (2013) discovered that the high demand noticed in the distribution of disability grants is as a result of distributing grants to people whom it is not intended to target. Gabrielle (2017) argued that unclear policy and guidelines also made the DG extremely difficult to administer effectively. Sipho Masombuka of The Time Live (04 April 2014) reported on another fraudulent disability claims amounting to R752 000 leading to the arrest of three officials based at the KwaMhlanga office of SASSA.

As far back as 2005, InfoSA (2005) argues that is a significant 5% of the total monthly social development expenditure was lost to fraud with some beneficiaries in possession of more than 1 smart cards and fake identity numbers enabling them to obtain grants in different locations (De Jongh, 2006). The alleged accusations highlighting the improper disability grant allocation has led to the civil society perceiving the needs of the disabled as ridiculous (AIDS Law Project, 2010; Black Sash, 2010; SPII, 2010; South African Council of Churches). The media has shown a significant number of DG fall out practices. Apparently, responsible government officials continue to violate the constitutional rights of the disabled (Treatment Action Campaign, 2010). No one is able to guarantee any full protection of the rights of the disabled alluded to in chapter two of the RSA Constitution, and all policy frameworks discussed in chapter 2. Despite amounts invested in technologies for 'deadlock removal' by the government, the media keeps identifying grants that are disbursed indecorously by officials (ANA, 2017) to the detriment of those in dire need for the DG (South African Social Security Agency, 2010). Subsequently, the DG policy problems have since become a government major concern and investment portfolio (SASSA, 2010). There have been various strategies and mechanisms developed and applied to curb fraud and corruption in the administration of disability and other social grants. This refers to mechanisms and strategies such as the Harmonised Assessment Tools (HAT), which was developed in order to determine and make clearer the eligibility criteria of qualifying for disability grant, amongst other relevant fraud and corruption combating tools (DSD, 2010). Nevertheless, the growing evidence around incorrectly transmitted disability grants has made the DG policy to remain inefficient and ineffective when it comes to fraud reduction and elimination (Mitra, 2016; News Crime &

Courts, 2017).

According to Gabrielle (2016), the disability concept has since become a global crisis enshrined in the Sustainable Development Goals of the United Nations as discussed in chapter 1. This challenge is more visible in the Global South part of the world. The closest these results got was that 'despite many efforts and attempts used by SASSA to control issues of fraud and corruption around disability grants, medical practitioners continued to frustrate the process and systems thus defeating the ends of justice. In spite of all the challenges, the South African government keeps spending rapidly on social assistance grants in an attempt to meet the pressing needs of citizens including those living with disability (SASSA, 2014). On a positive note in the year 2012, a joint research team between the Department of Social Development, SASSA and the United Nations Children's Fund (UNICEF) showed that the impacts of social grants normally exceed expectations. Presently, there have been compelling arguments from the media regarding the allegations of an irregular manner in which disability grants are disbursed (Hansen and Sait, 2012). Up till now, the South African disability grant policy keeps being criticised by many because of its weak output, which lacks sustainability (Kagee, 2014). Briefly, this glitch influenced this study to diligently look at the effectiveness of the mechanisms used in the DG policy.

The Grindrod Bank, SASSA and Net1 UEPS Technologies (Net 1) issued a considerably large number of at-least 10 million SASSA debit MasterCard social grant payment cards (Figure 3.5) in the year 2012. Initially, the idea was to provide support to the biometric finger print system that deals with the disbursement of social grants in South Africa. The designation of these cards also aimed at enabling the government to 'do-away' with the re-registration phase of the projects of this nature and to assist the beneficiaries to receive the new Debit MasterCard cards with a highly advanced functionality. More than 22 million social grant beneficiaries have re-registered into this system, which helps the government to minimise fraudulent applications, collections and the manual administration of social grants into an electronic form.



### 3.3 PRACTICES TO IMPROVE SOCIAL DISABILITY GRANT DISBURSEMENT



**Figure 3.5** : SASSA master card/biometric fingerprint machine for disability grant beneficiaries 2012/2018. Source: [www.mastercard.com](http://www.mastercard.com)

This card comprises of identifiers such as beneficiary fingerprints, voice together with other personal information, therefore; only allows the beneficiary to collect his/her social grant.

#### 3.3.1 Interdependent Nature and Impact of Social Security Policy toward Disability Grant Policy of South Africa

According to the South African government, 'the social security policy generates from the national income tax and payments contributed by insurance-based monies'. The Ministry of Social Development and other institutions that promote co-operative governance have a role to manage the social security policy. Further, the South African Social Security Agency (SASSA) has established thresholds for paying social assistance to eligible applicants. The spelled out procedure require social assistance applicants to earn below a certain margin and they undergo a requisite process known as a means test. The means test refers to a process facilitated by SASSA in order to screen the eligibility of social grant applicants. It is a condition of SASSA that applicants should be declared free from being in any possession of any property that may generate extra income for them.

Therefore, the social security policy acts as an umbrella policy in that the policy overshadows many other sub-policies that advance technology, economy, legislature and so forth.

### **3.3.2 Impact of social security policy on the disability grant policy of South Africa**

Seekings (2012) highlights on the targeted reforms of the social security policy that have been pro-poor because of its newly established poverty reduction programmes. The impact of these programmes has been noticed to be wide enough to affect the disability grant policy of South Africa. This is simply because the disability grant policy is a major sub-part of the social security policy. Another issue underlined by Seekings was the means test, which SASSA uses as a tool to screen social disability grant applicants. Then, the South African Department of Social Development (2016) dwelled on the growing body of cash transfers as introduced by the South African government. Ideally, these cash transfers are other parts of the mechanisms used to distribute social disability grants of South Africa. The media has also perceived these transfers as another one of the pro-poor mechanisms introduced by the government in an attempt to alleviate poverty. By virtue of being dependent on the social security policy, the disability grant policy continues to receive reviews.

### **3.3.3 Relationship between Poverty and Disability**

Hanass-Hancock and McKenzie (2017) pointed out that most disabilities occur to poverty-stricken families, especially in low middle income. Schneider (2011) concurs that most governments, and especially; in developing countries have introduced social protection mechanisms and other forms of social disability programmes in order to prevent disability, which occur because of poverty. Also, the South African Department of Social Development (2015) investigated and discovered that poverty and the disability nuances intertwine. CSDA (2014) points out that there were more disabled people (46%) than non-

disabled people (21%) who were grant dependent, thus concluding that the social grant for the disabled should be viewed positively.

### **3.3.4 Disability Grant as an Alleviation Tool for Poverty**

As explained by Hagemeyer and ILO (2009), the South African government has introduced the social disability grant as an access to essential service that will assist people living with disability. In addition, the South African Social Security Agency (2013) included that 'the institution has also established other social protection measures' in order to cater for the social needs of the disabled. For instance, SASSA supports the individuals who live with no source or meagre income; which is below a particular level specified in the policy, and the disabled persons are part of these individuals. As an illustration, SASSA mentioned the 'social relief of distress food vouchers', which is used to bail out deprived disability grant applicants and beneficiaries while waiting to receive their first payment or are in the process of renewing their grants (South African Department of Social Development, 2015). It remains compulsory for all grants to be renewed every of five years. Furthermore, the South African government has also introduced social security instruments targeting people with disabilities in order to alleviate poverty as a major cause that creates a widespread of disability (International Disability Alliance, 2015).

### **3.3.5 Marginalisation of the Disabled and Impact**

In 2013, the United Nation's (UN) wrote a report on the previously marginalised disabled individuals. The global partnership section of the report (which deals with eradication of poverty and transformation) confirmed that the issue of marginalised disabled persons has since been recognised as a global issue. Another form of marginalisation toward the disabled people was conceded by the 'Millennium Development Goals' (UN 2013a, 2013b). Wehr (2009) alluded to a Bismarckian system as one of the previous strategies, which have short-changed the disabled individuals. Apparently, Bismarckian refers to an old social security system that was associated with some larger public pension

expenditures, which was extended to most of the European countries in the Global South. It is alleged that the system did not reach a larger portion of the developing countries. Consequently, the response from this seclusion formalised the Global South market to a lesser extent when it comes to the effectiveness of their social security systems. Mkandawe (2005) raised an interesting argument about the social security policy, in so far as it has failed to learn from the historical experiences when it comes to the adopted universalism strategies. The argument arose around the poor nature of the social security outputs as the government failed to consider that South Africa was not ready to adopt the western social policies because their targeting is too costly and demanding. If one were to consider the availability of skills and capacities required when social disability grants are distributed. de Haan (2011) raised a concern on the issue of social the universalism policy. Seemingly, the argument arose around the fact that some parts of the policy favoured a particular minority group when it comes to social disability grant benefits. Considering these policy shortfalls toward the social policy became much more visible. Certainly, these loose ends made the disability grant policy of South Africa to malfunction, when considering the policy outputs. Needless to say, there were consequences to the policy that occurred as a result of suffering from the exerted pressure of having to produce a lot with limited financial resources.

By the same breath, Powell, Menendian and Reece (2009) are of the view that sub-social security policies such as the disability grant policy of South Africa would yield more positive results if the 'universalism approach' did not favour more a certain constituency group, when it comes to the same social fabric of disability grant benefits. The writers are also convinced that the DG policy fails to address the needs of the disabled because it is more focused on closing the disparities caused by the 'universalism approach' than actually addressing the needs of the disabled. On the contrary, Jelsma (2008) discovered that the intake of the DG eligibility criteria had a number of inclusion and exclusion errors, particularly; towards a group of disabled Xhosa speaking group of South Africa. Chibber (2010) is very clear in saying that the South African government should avoid pitfalls of "false universalism". The researcher perceives political liability as drawbacks used to limit the scope of the DG social policy in order to exclude a certain group of a population; which in this regard it is the disabled individuals. Luebolt (2013) posits that the democratisation

process of South Africa has demanded service delivery to include the social rights of the groups such as the disabled; who were previously marginalised by the apartheid system. Ironically, the South African media continues to report on violation of rights towards the disabled when social disability grants are disbursed. According to the (ANFIP, 2008) Brazil has established the most effective social security standards with a wide visible influence which can be of great assistance to institutions dealing with social disability grants such as SASSA. It would appear that what makes the system even more effective is the fact that it has diligently included the welfare of the disabled population who reside in rural areas. Also, the rights of the disabled are also violated and endangered by the social policy fiscal problems. It is reported that these policy fiscal barriers violate and endanger the reformed pension system, the new social assistance programmes, and the disability grant of South Africa, which forms major part of the social policy (IPEA, 2011). To show that that these challenges are not unique to South Africa, Fischer and Luebolt (2012) commented on the Brazilian cash transfers program used as a government mechanism to distribute social disability grants, faced major issues of the weakening investments.

### **3.3.6 Disability grant issues of liberation**

According to Turok (2008) internal criticism arose when the South Africa government neglected the 'liberal conception' when developing the social policy. It would appear that the policy was supposed to address the needs of the 'deserving poor' such as unemployment. Failure to advocate this practice meant that the needs of the most destitute were not adequately met. This affected mostly the disabled individuals who are unable to take care of their needs due to the limitation of facing severe disability and therefore were unable to work. In addition, when South Africa was democratised the approach focused mostly on the political realm and overlooked other issues such as compromised skilled of the potential labour (Webster, 2006). To demonstrate, Webster highlighted the issue of the new democratic government who scarcely considers that although the apartheid regime was phased out with the policies developed by an oppression government, the white people still had an advantage of being skilled when

compared to a majority of blacks. Hence, the new democratic government included the white skilled labours into the reformed social systems with the aim to give a constitutional way towards social dealings as the majority of the blacks were unskilled to carry out most of these social responsibilities.

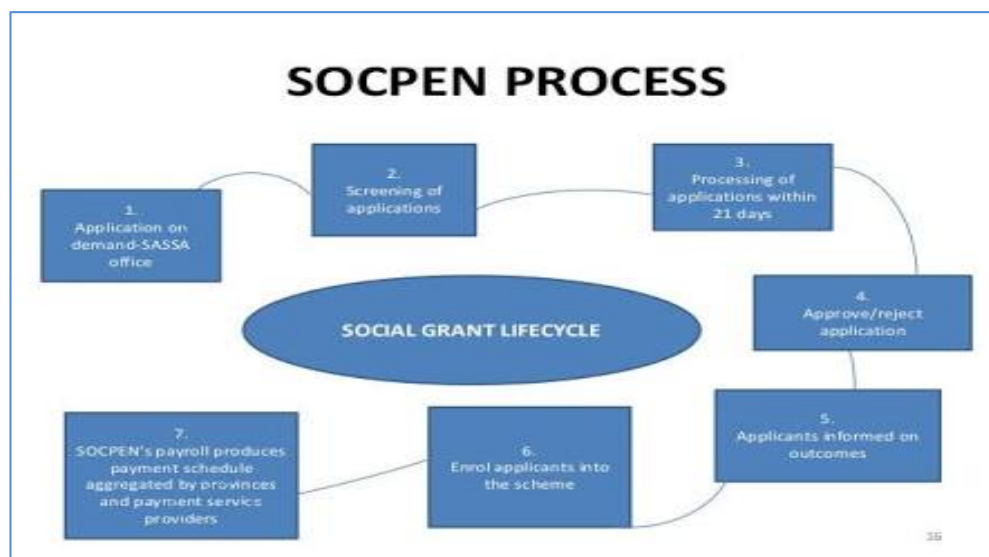
Another important consideration disregarded by the new democratic government was that the new social policy did not consider that universalisation of social rights amidst the process of de-racialising the policy meant that there are rising expenditures competing against the limited revenue (Lund, 2001). Besides, high crime rates kept occurring affecting the social policy from some of the historically disadvantaged individuals, who due to facing poverty viewed crime and robbery as more honourable than imploring, when faced with adversities (Frye, 2007). Other initiatives such as Accelerated and Shared Growth Initiative for South Africa (AsgiSA) that the South African government phased in to develop the welfare state could not even recognise the grand scale of the social investments, which is one of the critical features influencing the social policy (Turok, 2008). Leibbrand (2010) has raised an interesting point on the South African grant systems, which follows liberal ideologies of the poor laws such as 'Means testing', which is used by the South African Social Security Agency (SASSA). Leibbrand is of the opinion that the ideology failed to consider the fact that given the high unemployment rate a considerable number of the South African disability grant applicants are unemployed with the inclusion of migrants. Therefore, the argument was that 'if majority of citizens and migrants are unemployed'; there is a big chance that the 'means test system' will automatically have a lot of disability grant applicants qualify to receive social disability grant. The loophole in the system allow for undeserving people to unduly receive disability grant benefits.

Mkandawire (2005) placed his argument around the undermined social rights of the social grant beneficiaries who have to undergo a 'means test'. The author views means testing as an unnecessarily costly exercise utilised by the South African government to screen disability applicants. Mkandawire is intrigued by the narrow 'developmental welfare' attributed as focus used towards driving social security policy strategies by the South African government. The author believes that the 'welfare of social security' used by the

government, as policy strategies should be integrated into a wide range of social and economic policies. Seeking and Natrass (2005) agree that there should be a collective intervention in the economy, which will guide and grant access towards adequate strategies used as a social security policy.

### 3.4 SUMMARY OF THE SOCPEN SYSTEM

Barca and Chirchir (2014) described SOCPEN as a national interface system used by SASSA to issue social disability grants of South Africa, amongst other forms of social assistance.



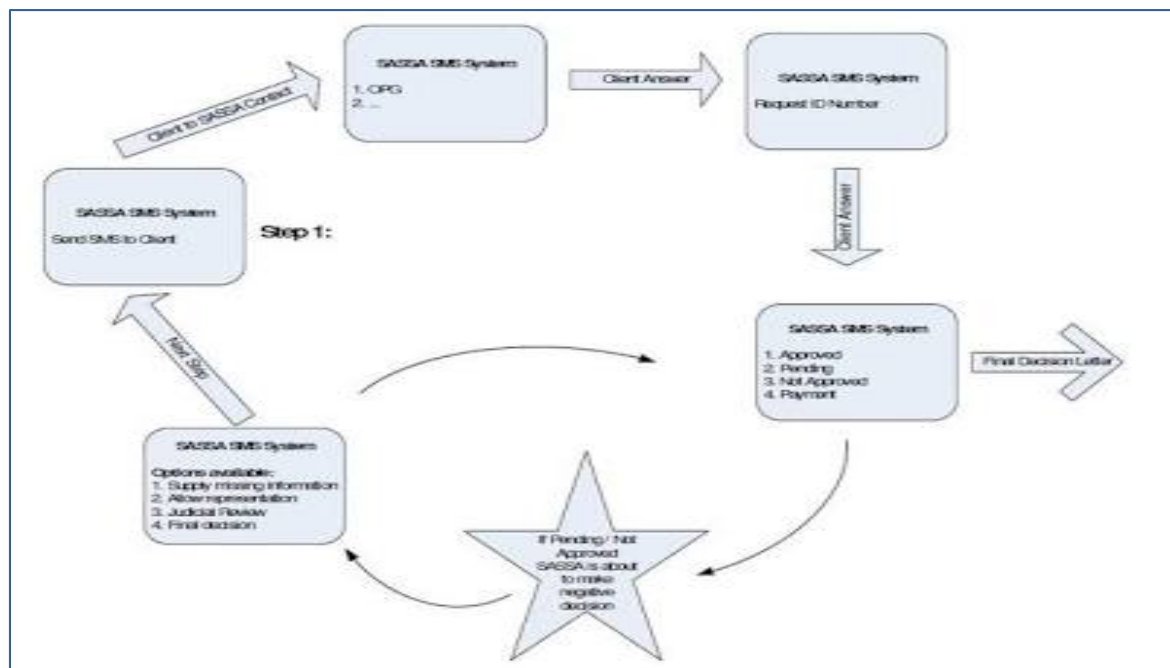
**Figure 3.6:** SOCPEN as a requisite paying process of disability grants

Source: [www.mastercard.com](http://www.mastercard.com)

Figure 3.6 describes the SOCPEN process followed by SASSA when disability grants are disbursed as well as its origination.

### 3.4.1 Origin of the SOCPEN system

According to the Department of Social Development and the South African Social Security Agency (SASSA), the SOCPEN system started as a legacy of information management in the early 1980s. To date, the South African governments track an extensive system of the social assistance grants using the software. Suffice is to mention that this field only focused on the disability grants as one of the five forms of social assistance. In the SOCPEN system, there is an 'Adabas' tool used to control over 2300 operators to run concurrently.



**Figure 3.7:** Means test SASSA process used to screen disability grant applicants

Source: [www.mastercard.com](http://www.mastercard.com)

As of the year 2017, the system has enlisted a significant 16.5 million beneficiaries, which is likely to sprout at least every year if one were to consider the endless media reports on fraud and maladministration. The diagram above illustrates the requisite SOCPEN process undertaken by responsible officers before and after issuing disability grants.



This section outlines the simplest understanding of a means test as a process (Figure 3.7). According to SASSA (2017), means testing refers to a system, which SASSA has phased in in order to gauge the earnings and properties of the applicants in request of social assistance. Inter-alia, if the applicant income is beneath the specified amount it makes them eligible to receive social assistance as it is designed to support those applicants with insufficient means; therefore, cannot support themselves. Once approved applicants become beneficiaries of social assistance.

#### **3.4.2 Means Test as another social assistance assessment tool**

SASSA (2010) announced that the main objective of a 'means test' is to evaluate if the social grant applicants are in possession of (I) any enhanced income which may come in a form of property, and/or; (II) the applicant has sufficient income such as a salary, which allows them to earn a sufficient living, when applying for social assistance. The DSD (2010) noticed that most of the tools used by SASSA as their plans of determining the eligibility criteria have not been very contributory in attending to the needs of the disabled successfully. The aim of the third objective of this study was to determine the effectiveness of the mechanisms used by SASSA to disburse social DG.

#### **3.4.3 Indistinct disability grant tools**

Media reports are very involved in questioning policy adherence by officials who administer social disability grants (Schneider, 2013). In some instances, the media complains about the lack of expertise from responsible officials (Gabriele, 2016). As demonstrated by Govender and Mijji (2009), travesty of justice has been shown in the so called articulate mechanisms used to transfer disability grants. The DSD (2010) further critiqued the mechanisms such as the DG Harmonised Assessment Tool (HAT), which SASSA had initially employed as a strategy for determining the eligibility criteria for the people who live with disability. Seemingly this tool was also not very instrumental in addressing the needs of the disabled effectively. To elaborate, other tools like a 'means

test' are no exception considering negative media reports; which criticise the low standards offered by this mechanism before disability grants are passed on to beneficiaries (SASSA, 2010).

As far as the provisions outlined in sub-section 33 of the 'Promotion of Just Administrative Act No. 3 of 2000,' officials have a responsibility to uphold the requirements of the constitution when rendering services to the public. The section points to the constitutional mandate, which should apply when responsible officials are distributing disability grants, including any other public service for that matter. This inquiry has identified the need to explore the effectiveness of the mechanisms in DG policy used to issue social disability grants.

### **3.5                    CONTROLLING ACCESS TO DISABILITY GRANTS OF SOUTH AFRICA**

Based on the findings of McGregor (2010) there are still uncertainties around who is eligible or who is not eligible when it comes to chronic illnesses. As of July 2013, the South African Social Security Agency (SASSA) provides the DG to at least 1.14 million disabled individuals, which can be aggregated to a significant 3.4 percent of the employed labour market (AltMan, 2013). Clearly, the financial power does not rest with the burgeoning minority who are working citizens, instead this minority is overpowered by the ever increasing majority of beneficiaries who receive the DG. Besides, Hansen & Sait (2012) maintain that the procedure used to conceptualise the issue of disability requires two different parts involving (I) the previously discriminated disabled individuals and; (II) the disabled group who came after democracy. In conclusion, the approach would have been fair because it would have considered the fact that these two groups were subjected to different problems, therefore; required to be treated in the same different accord when disability grants are disbursed.

### **3.6 EXAMINING THE EFFECTIVENESS OF THE MECHANISMS USED TO DISTRIBUTE THE DISABILITY GRANTS OF SOUTH AFRICA**

This section provides for the literature obtained as evidence on the ongoing cases of fraud and maladministration at SASSA. The aim was to look at the obtaining literature and compare it with the mechanisms used by SASSA in order to assess the effectiveness of distributing the DG. The focus was on looking at the great deal of various findings presented by other scholars in the field of transmitting disability grants. This area further shows significant growth on the issues experienced when disability grants are disbursed.

#### **3.6.1 System corrupted disability identification cards**

An increasing issue of disability grant cards gained prominence when the South African Social Security Agency (SASSA) battled with the system as cards used to access social disability grants became corrupt (Mont, Palmer, Mitra & Groce, 2016). For an example, disability grant beneficiaries could not access their monthly payments because the system did to recognise their cards; therefore, the accessibility cards were corrupt.

Hereunder, one discussed scenarios of fraud and tools used to enforce compliance in disability grants.

### **3.7 THE OVERVIEW STATE OF AFFAIRS TOWARD DISBURSEMENT OF DISABILITY GRANTS OF SOUTH AFRICA.**

This section presents brief findings of other authors who explored issues facing the disability grant policy of South Africa.

#### **3.7.1 Exchanging views around the issue of disability**

According to Sibanda (2017), the rights of people living with disability are not adequately expressed and protected as stipulated in the constitution and derived policies. Meanwhile,

Presley (2010) further observed that the perceived fuzzier disability grant admissibility conditions has made it difficult to identify deserving individuals that are qualified to access disability grant. Subsequently, this issue has contributed to a 'great deal' of other long debated issues of fraud. Other issues mentioned in this discovery involved bias which was noticed when the disability grant assessment are processed taking places between the medical practitioners and the beneficiaries. Gooding and Marriot (2009), added that in the past there were very few developing countries which perceived disability as a limitation reasonable enough to form part of social assistance. Gibson and Walker (2004), Le Marcis and Grad (2015) and Muller (2016) remarked there is a scanty information in Africa pertaining to how the health care workers have an effect on service delivery if one were to debate within the barometers of providing social DG. This argument was viewed within the lens of examining how the DG policy is grasped on the land by responsible officials who disburse disability grants.

Gabrielle (2016) investigated the Conceptions of disability and desert in the South African welfare state using the 'Street-level bureaucracy theory', which is the theory that captures the pluralism of norms and ideas on the ground 'street-level-actions', allowing for observations and patterns emerging in the street-level dimensions. Gabrielle's study findings showed that despite numerous efforts used by SASSA to streamline their DG policy discretion, the doctors inserted their own subjective understanding of disability and deservingness into the processes as they interpreted and applied disability grant policy in their interactions with claimants-bending the rules and applying rules in undeserving cases. Meghan, Malcom and Gubela (2017) looked at the United Nations (UN) Convention on the Right of Persons with Disabilities (CRDP), which is a milestone in recognition of the human rights of persons with disabilities. The outcomes disclosed that there were mindset barricades toward the implication, important effects for strategies and actions to implement CRPD. Qina (2015) looked at how the E-Governance is contextualised in public participation debates by looking at the SASSA electronic payment systems using Mooiplaas community as the case, and the findings showed that the electronic payment system implemented by SASSA was not accessible to its intended beneficiaries. It became apparent that the electronic payment system implemented by SASSA was not accessible to its intended beneficiaries.

### **3.8 CONCLUSION**

According to (Baron, 2017) disability grant applicants and other affected parties lacked confidence toward the twisted application process with unclear disability grant policy guidelines. Scholarly views around the DG policy guidelines were provided for the understanding benefit of the reader and to buttress the study. Other parts explored were the irregular disability grant allocation procedures and the criteria. The proliferating demand of disability grants was unpacked. Then, the researcher ventured into examining the literature on the effectiveness of the mechanisms used to issue disability grants. The review also looked at the strategies used to combat fraud and enforce compliance around disability grants. Lastly, this section looked at the notions that are used by the government to control the disability grant access. Chapter four which follows presents the methodology used to provide a research pattern of this study.

## CHAPTER 4

### RESEARCH METHODOLOGY

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#### 4.1 INTRODUCTION

- Chapter four gives a detailed description of the research method, designs, data collection tools and procedure while also providing a justification for the methodological choices made by the researcher to satisfy the requirements of the research objectives and try to address the research problem. The method, design and tools were employed because they were methodologically appropriate in addressing the research questions as stated in chapter 1. These research questions were:
  - What is the state of policy consciousness to social institutions when disbursing social security grants?
  - What are the policy guidelines used by SASSA in their disability grant distribution policy?
  - What are the control mechanisms implemented by the South African government to combat fraud and inefficiency in the disbursement of disability grants?
  - How does SASSA assess the effectiveness of the existing mechanisms by the South African government to counter fraud and inefficiency when disability grants are disbursed?
  - What are the noticed challenges that obtain globally, nationally and locally regarding disbursement of disability grants?

- What are the recommendations that could improve social disability grant disbursement and reduce fraudulent practices by officials and recipients?

## 4.2 RESEARCH PARADIGM, METHOD AND DESIGN

Samuel (2017) regards a research paradigm as the umbrella approach that determines the rest. Chilisa and Kawulich (2016) argue that a paradigm is an individual view of the world that is informed by the philosophical assumptions about the nature of reality. As a result, realities may vary from individual to individual (Aliyu, Bello, Kasim and Martin, 2014). The world view adopted in this study is non-positivist phenomenological, meaning that what a situation means to the person or groups assign meanings to the situations they experience. The phenomenology view was chosen because it would be in a better position to satisfy the requirements of the research objectives. Research methods and designs adopted for this study therefore stemmed from and are aligned to the phenomenological paradigm. Eagleton (1983) argues that phenomenology promotes going back to the things themselves to capture immediate experiences.

Table 4.1 Summary of research method, design and tools

Research paradigm	Non-positivist, phenomenological
Nature of knowledge and reality	Subjective
Research method	Qualitative
Research design	Case design, cross-sectional
Data collection tools	Questionnaire, interview
Data analysis	Thematic, descriptive codes and actual responses

Table 4.1 provides a summary of the research paradigm, nature of knowledge, method design tools and the approach to data analysis.

#### **4.2.1 Research Method**

Emanating from the phenomenological view, the research regards knowledge and reality as subjective and not independent of those who experience the phenomenon (Ratner, 2002), making the nature of truth many and socially constructed (Samuel, 2017). This study used the qualitative research method to answer the research questions and satisfy the requirements of the research objectives. The research approach was subjective, humanistic, and interpretative investigation in order to understand the issue being studied, creating knowledge and understand in consultation with the people experiencing the situation. According to Pellissier (2007) qualitative research can be explained as the approach in research which is concerned with descriptions through words and pictures, thus appropriate for the kind of questions that this study was asking.

#### **4.2.2 Research Design**

Kruger and Welman (2001) are of the opinion that the research design refers to the inclusive run-through used to answer the research questions. Burn and Grove (2003) agree that a research design is a layout used to undertake a probe, while Creswell and Plano (2007) view research design as a 'system used to collect, dissect, understand and report the assembled data in investigative research'. Mouton (2010) posit that 'the essential reason of the research design is to warrant the study appropriate exploration result. This is done in order to make paramount the rationality of the last outcomes. The research was an explorative case study design undertaken cross-sectionally. Managers, a medical practitioner and an administrator within the PMB Regional office of SASSA were interviewed. PMB SASSA Regional and local offices at Impendle were used as a case study. Creswell (1998) regard a case as an exploration or an in-depth analysis of a bounded system. Bryman (2012) explains that case studies entail the detailed and intensive analysis of a single case using data from various sources. An explorative inquiry tactic was preferred for this study. The approach espoused an explorative research technique tactic as it fits well with this study based on numerous reasons. For instance, explorative research occurs in customary sceneries where physical occasions take place;



which presents a chance to benefit maximally from a particular state of affair or event (Creswell, 2009).

Furthermore, the explorative research tactic is a useful technique for scholars whose interest is on awareness, innovation, as well as understanding to a certain extent than mere presumptions (Noor, 2008). Another importance is that an explorative research is appropriate to tackle definite problems where the scholar has slight information or understanding of the topic (Morse and Richard, 2002). Explorative research often includes sharing methods of data range laying emphasis on the respondents' insight and their experiences of a particular affair (Creswell, 2009), which resonated with the intentions of this particular study. Most of all, the explorative design allowed the researcher to use a variety of data collection techniques such as questionnaires, interviews and casual observation. It also presented the researcher with a chance for exhaustive check-ups on subjects as well as making sure that meticulous answers are obtained (Nykiel, 2007).

#### **4.3 TARGET POPULATION AND SAMPLING**

According to Peterson (2014), the study population refers to an aggregate of subjects, individuals, groups, organisations, human products and events, which conforms to set research parameters and specifications. Welman, Kruger and Mitchel (2005) further view the population as the study entity, which can be human beings, masses, institutes, anthropological produces and activities, or the circumstances to which these are subjected. A population joins the overall constituents of the inquiry about which the researcher desire to build explicit inferences. Bless, Higson-Smith and Kagee (2007) refers to population as a set of comprehensive customary elements or humans that the research is focused on, and about which the researcher desire to control some of such attributes. SASSA (2018) 232 256 of this number were recipients of DG in 2018. Available secondary data do not provide statistics per district. The target population was therefore a portion of the given figure referring to DG recipients in uMgungundlovu, which is one of the 11 districts (see figures 1.2 and 1.3). As previously mentioned, the local respondents

included in this study comprise of respondents from UMgungundlovu district between the seventeen areas named: Peattie, JO, Oribi, NHM, City central, Mkhondeni, Sobantu, Scottville, Coopersville, Northdale, Hostel, Table Mountain, Crammond, Swayimane, Mpolweni, Taylors and lastly; the APC non-profit organisational work centre based in Scottville. Each area is represented by at-least two respondents, which in some cases by one respondent as there are no other respondents who reside in that particular area served by APC.

#### **4.3.1 Sampling Method**

Neumann (2005) states that the sampling method refers to the method of deciding on the sample from target population to obtain data in relation to observable fact or event that describes the characteristics of the population of interest to the researcher. As explained by Welman, Kruger and Mitchell (2005)-the respondents become the elements of the intended examination. The study identified participants that are of benefit to the inquiry, and were available to respond. Purposive sampling was used to ensure that all the suitable population elements were represented in the study. The sample was drawn using purposive sampling from SASSA experts, APC and beneficiaries from various areas served by APC as already enumerated. A total of 7 respondents was drawn into this inquiry consisting of experts from SASSA starting from their PMB regional office to local office at Impendle. This sample also included the 30 APC disability grant beneficiaries and two of their NPO experts, who were carefully chosen because of their direct experience, practical DG policy knowledge, their industry know-how as well as their contribution in the DG policy expansion. This had a total count of 37 respondents.

Bryman (2008) posits 'purposive sampling can be classified as a form of non-probability sampling within which decisions in relation to human beings are considered by the scholar who uses different criterions, which may include expert knowledge of the inquiry issue, and/or; the respondents' ability as well as readiness to play a part in a particular examination'. Selecting purposive sampling for this study was based on its cost-

effectiveness, which therefore; allowed the researcher to include respondents who would be able to offer relevant data to address the research questions.

#### **4.3.2 Sample Size**

As stated in 4.5, this study was undertaken in the seventeen recognised areas of uMgungundlovu district, which is one of the 11 districts of the KwaZulu-Natal Province. It is important to mention that all seventeen areas were selected on the basis that a considerable number of respondents who reside in these areas had some experience in the issues of disability grants and they were involved in the execution of the DG policy and available to respond.

Another reason for choosing these areas was because the alleged poor outcomes of the DG policy affects mostly the most vulnerable areas of the South African country, and these areas formed part of. In totality, this inquiry had an aggregated total sample size of thirty DG beneficiaries, two experts from the APC and five SASSA experts. Glazer and Strauss (1967) are of the opinion that qualitative sample size should be large enough to obtain proper feedback for most or all issues. According to the APC (2016) data base, this NPO serves a significant number of 300 disability grant beneficiaries residing in different local areas under UMgungundlovu district.

Table 4.2 is a total breakdown of the 30 interviewed beneficiary respondents, 2 APC experts and 5 SASSA regional and local office respondents. No respondent of the 37 completed questionnaires, as mostly; it was either they cannot write and/or; the researcher used the interview schedule to capture data. Facilitation of the interview proceedings for the beneficiaries included APC social workers who were trained and supervised by the researcher on the vital study ethics. SASSA expert interviews was facilitated separately by the researcher.

Table 4.2: Details of Participants

Date	Duration	Codes	Categories	Organisation	Interviews
05/11/18	48:16 m	SRO	A	SASSA	1
02/11/18	1:31 m	SLO	B	SASSA	3
01/11/18	1:23 m	APC	C	APC	3
31/10/18	7:10 m	SRO	A	APC	8
29/10/18	6:26 m	SLO	B	APC	7
26/10/18	2:31 m	SRO	A	APC	5
25/10/18	3:17 m	APC	C	APC	5
24/10/18	2:44 m	SLO	B	APC	5

**Category A-** Represents the respondents who were experts at SASSA PMB Regional offices;

**Category B-** Represents the respondent who were experts at SASSA Impendle District offices;

**Category C-** Represents the respondents from the Association for the Physically Challenged (APC): an NPO for the disabled at PMB served by SASSA.

#### 4.4 Data collection process

Data collection remains a fundamental facet of research. Polansky and Wallet (2011) highlight the fact that a preferred research method enjoys main influence because it has the power over different behaviours of the selected participants. The use of open-ended questions was adopted by the researcher for unstructured interviews. Churchill and Lacobucci (2004) view data collection as a significant process used to tackle research barriers undertaken by researchers as their inquiry unfolds. The interviews included the PMB SASSA Regional manager, SASSA local manager, medical practitioner, local manager, disability grant administrator, APC Manager, two APC social workers as well as the NPO beneficiaries who are in receipt of social disability grant. Using the study objectives as a guide, the researcher drew up question and answer rubrics, the need for specific inquiry questions developed, together with the range of the inquiry objectives. The researcher opted for daytime question and answer sessions using specific hours in

the course of interviews with all the participants who were preferred for the study of this nature. The aim behind daytime interviews was informed by the researcher's interest of getting participant trust in terms of face recognition, and them giving accurate information without any doubts.

The voice recorder was used as an information gathering garget, which helped the researcher to store accurate information, used as a backup for ascribing of information, post research referrals, maximised concentration levels between him as an interviewer and the respondents as interviewees. The initial time allocated for all interviews was at least 15 minutes depending on the state of respondents' health, but however; some interviews took longer than expected because of the follow-up questions on certain responses. In terms of accommodating language barriers, the structure of interviews was either translated in English and/or; in IsiZulu, which helped the respondents to have clear understanding of the asked questions. Deaf respondents at the APC ought to receive translation from the trained professional translator who works for the organisation.

#### 4.4.1 **Data collection instruments**

The section on data collection instruments presents the different tools used by the researcher to unveil assembled data. These tools comprise of interview guide for individual respondents, interview guide for focus group meetings and pilot testing of the study mechanisms used.

##### 4.4.1.1 Interview guide

The researcher used interviews as a data collection method. Interviews remain the most important classification when it comes to the explorative methods the researcher use to collect data in social science inquiries. The approach allows the researcher to pose direct questions, and this technique is deemed the most operational way of collecting reliable data from selected respondents. Clough and Nutbrown (2007) refer to the interviews as 'controlled oral conversations'. Likewise, interview's efficacy strongly rest on the

communication abilities of the interviewer. Gomm (2004) adds that 'interviews take account of unambiguously well-thought-out questions, focused listening, intermission, digging further aptly, whilst urging the respondent to speak unreservedly, and notwithstanding making it easy for interviewees to respond'. The purpose for choosing 'non-directive interviews' was to benefit awareness of participant's viewpoints in relation to the problems pertaining to the disbursement of disability grants, effectiveness of the mechanisms and their opinions about the growth of the DG policy. Another aim for using non-directive interviews was to determine if SASSA as an institution has mechanisms they use to combat fraud in relation to disability grants, as well as assess the effectiveness of such mechanisms should they occur. At first, the interview schedule was disseminated to all the selected respondents two weeks' prior the actual interview was conducted. The researcher used the e-mails and in some instances relied on physical distribution to transmit the interview schedule/s. The purpose was to allow the respondents to prepare their responses extensively and adequately. This approach further helped the researcher to find out on the most accurate responses, which has enhanced the validity of findings.

The researcher personally carried out most of the interviews and in some instances was assisted by the supervising social workers employed by the APC. Respondents were urged to express their viewpoints freely, share perceptions and indicate what their intent is, insofar as this particular research was concerned. The entire examination relied on the use of IsiZulu, English and sign language (through the help of APC translator) in terms of means of communicating with the respondents. The researcher is well-versed with communicating in two languages (IsiZulu and English). Interviews were scheduled as per the agreed upon time and place with each participant. Interview schedule used on participants was centred on finding out the effectiveness of disability grants to beneficiaries, assess the level of awareness when it comes to fraud from experts and determine if there are any mechanisms devised to combat fraudulent practices in government.

APC respondents were allocated 15 minutes each to round up their responses understanding the nature of their disabilities. SASSA experts were allocated 20 minutes each for their interviews. The two shortest interviews were with the medical practitioner

from SASSA Impendle local office and one beneficiary from APC who felt ill in the middle of interview. The long interview was with the SASSA regional manager who had so much insight to share. This particular interview remains the most revealing when compared to all other that were organised. The overall course of action lasted for about 2 weeks as some participants were at times not available due to one reason or the other. The researcher obtained consent from participants to record the interviews, which commenced as soon as they all agreed. As part of the noticed limitations, some disabled respondents struggled with speech to respond to the questions as quick as within 15 minutes, therefore; the researcher had to make an exception time wise for the betterment of findings and for the courtesy of such participants.

#### 4.4.1.1.1 Profiles of Interviewees

Table 4.3 offers the respondents that contributed in this inquiry. Participants included the SASSA regional experts, Impendle local office and APC members, which are respondents that were either/or; directly affected by the distribution of the South African disability grants, and in particular; under PMB UMgungundlovu district local areas.

**Table 4.3: Breakdown of Respondents**

Name of the organisation, or agency	Interview code	Total number of interviews
SASSA Regional Office PMB	SROP	+1
SASSA Impendle local office	SILO	+3
APC Scottville PMB office	ASPO	+ 33
<b>Total</b>	<b>SASSA &amp; APC</b>	<b>+ 37</b>

#### 4.4.1.1.2 Respondent Enlistment Method

This inquiry included the respondent enrolment process. E-mails were sent to all affected respondents as a medium of communication (see appendices). Communication sent to respondents included the final proposal of this study, which was approved by the review committee recommended by DUT. The breakdown of respondents included the following: SASSA regional office experts, APC disability grant beneficiaries and their fraternity, together with experts from Impendle SASSA local office. Request of permission to conduct the study was issued by the researcher to the office of the Regional Manager at UMgungundlovu SASSA, and another to the APC manager in charge of the disability grant recipients served by UMgungundlovu district and both offices approved. The respective study areas of operation started at the PMB Regional office premises (provincial SASSA experts), followed by the Impendle local office (SASSA local experts), and lastly; was held at the APC premises where disability beneficiaries housed together were interviewed. The study procedure entailed the following:

- The residents of the APC (NPO disability organisation), which falls under the directive of UMgungundlovu district municipality was preferred in this particular study. The researcher issued letters of consent to all the participants following the grant of permission he received to conduct and participate in this study. Consent letters detailed the inquiry purpose, type of the research, contact details and other essential information, which was organised to enhance the validity of research findings. At first, the researcher interviewed beneficiaries individually with the help of social workers, and later on; the researcher began with the interviews using focus groups, which took place under the observation of social workers and dwelled on the use of non-directive interviews.
- Lastly, the expert respondents from Impendle SASSA local office were also interviewed. It was important to interview particular respondents because they serve in the local office, which deals directly with the DG beneficiaries as guided by the directive of the SASSA regional office. Disseminating the information pertaining to the aims and objectives of this inquiry was extended to particular



respondents, and thereafter; the researcher requested them to sign the transmitted consent forms. SASSA local office at Impendle included the medical practitioner, the local manager and the disability grants administrator.

#### **4.4.1.2            Agenda for focus group meeting/s**

Data collection at the APC included the planned use of focus groups. Nchabeleng (2013) supports this approach when stating that ‘using focus groups helps the researcher with the dissimilarity of a specific form of group interview, which the change be situated in that the focus group interviews utilise specified systems and manoeuvres to extract data’. In other words, the researcher opted to use this approach as another form of eliciting more data from specified respondents.

Focus group constituents used in this survey included respondents from the APC (NPO), which the respondents were the beneficiaries who are in receipt of the social disability grant. Selecting these particular respondents to join focus groups was informed by the fact that the researcher realised that they had more information to offer, which was deemed essential in responding to this study’s objectives. As recommended by Lancaster (2005), the arrangement of these focus groups ranged between a minimum of 6 members to a maximum of 10. The researcher explored areas that required further investigation, created themes in respect of these areas and proceeded with the focus group meetings.

The benefit on using focus group meetings sits on exploring information that might have been overlooked by the respondent whilst conducting individual interviews with that particular respondent. Of particular importance, insofar as the focus group meetings are concerned the researcher is at liberty to create certain topics related to the investigation, and probe more information from respondents whose classification normally depends on the areas in which they reside in altogether with their heterogeneous demographics. Respondents are accorded an equal chance to openly discuss on a specified topic as allocated by the researcher, and thereafter respond accordingly.

#### **4.4.2 Pilot Testing of instruments**

O'Leary (2014) view pilot testing as a vital process which allow the researchers to examine questionnaires in relation to a set of participants who have comparable experiences to the actual sample. Subsequently, this inquiry used six disabled respondents who receive disability grant from Mpolweni village to pilot the developed data collection tools. Selecting specific respondents from an area known as Mpolweni mentioned in Figure 1.3 was informed by the fact that this area had SASSA offices that serve DG beneficiaries situated in the same village and this resonated with the study of this nature as it was also carried out in a similar setting, villages thereof. Choosing Mpolweni village was also good in that the place had experts who execute disability grants who were part of the chosen sample for this inquiry. The pilot sample of this nature was vital to meeting with the objectives of this inquiry as the actual examination was centred on determining the effectiveness of the mechanisms used to disburse disability grants, hence this area offered both the required types of respondents.

The aim behind pilot testing the questionnaires and the interview schedule of this study remained on identifying any potential difficulties that might have been experienced by the researcher when collecting the actual data from selected respondents. This approach was imperative because it helped the researcher to eliminate ambiguities prior to visiting the field, which might have limited the examination from obtaining the most accurate information that will help the study to address the objectives adequately.

#### **4.5 DATA ANALYSIS**

The process of data analysis commenced after the data collection was fully completed. This study used thematic analysis in research as a tool which is the foundational method for qualitative analysis, which has helped the researcher to categorise this study into different themes as recommended by (Holloway and Todres, 2003). Explorative data evaluation ought to be carried out through systematising data into groups based on subjects, perceptions or analogous descriptions. As part of enhancing quality of the research findings and presentation the researcher used windows, excel and manual to

analyse and interpret empirical data. Nueman (2006) suggests that 'qualitative investigators often analyse data by cultivating the new perceptions, articulating theoretical explanations and testing the interactions between views'. Lancaster (2005) states that the analysis of data can be placed as a technique used to convert data into an information. It is of particular significance to state that information refers to organised facts, which can be utilised to create awareness and make informed decisions.

In other words, the ultimate purpose of the analysis stays on sifting sizable quantities of data into procedures which are often effortlessly controlled and engrossed, and also that eliminate data which is not appropriate in the programming of the exploration design. Another essential aim of data analysis is that obtained data should be easily clarified. Founded on the philosophy and evidence obtainable in chapter 3 of this study, the classification of respondents was informed by discoveries from conducted non-directive interviews along with focus group dialogues.

Creswell (2009) is of the opinion that data analysis grasp numerous stages, which takes into cognisance the following:

- Systematising and arranging data for examination,
- Acquiring a wide-range logic of information,
- Coding and classifying the most important subjects,
- Demonstrating the key topics in an exploratory sequence of events, and;
- Understanding information in line with its literature and philosophies.

The researcher transcribed all the obtained information from interview sessions. It is crucial to mention that the process of transcribing the information into specific themes was guided by the discovered research outcomes. Welman, Kruger and Mitchell (2005) recommend that researchers make use of interpretations put together by tape records and examinations that are practical during exploratory inquiries. The researcher acquired and examined the information, organised data and separated it into suitable subjects that were classified and explored. McDaniel and Gates (2010) add that part of the data

methods in explorative research includes control of data, coding and summing that particular data up. The researcher translated information on voice records, rearranged it and moved the data into a hardcopy set-up, to which the evidence was formerly coded using the study objectives to classify it into a specific order. The advantage around data analysis is that such approach allows for unplanned relationship to be identified in explorative research.

#### **4.6 ETHICAL CONSIDERATIONS**

Nchabeleng (2013) highlights the particular importance around ethics in research when stating that ‘inquiries that tap into personal lives and what is more the dignity of individuals, require to be treated as an essential subject because it touches on the culture of concerned respondents’. Oliver (2003) supported this when adding that ‘more than anything the consideration goes beyond than the mere subject being treated with essentiality’, but its further requires the researcher to treat respondents with respect, upkeep and with sympathy. It is important to mention that the researcher obtained permission to undertake the study of this nature from the Durban University of Technology as authorised by the Faculty of Management Sciences. This follows an essential and meticulous process, which was facilitated by the Faculty Research Committee [FRC], and the Institutional Research Ethics Committee [IREC], which came out strongly on the ethical issues and considerations that the researcher ought to continuously adhere to, when the research is undertaken. The aim of this approach was to guarantee that this particular study without fail does encounter the required research ethical standards.

With regards to meeting the requirements and co-operating with set requisite procedure of both the APC organisation as well as SASSA, the associated employees were issued with the digital prints of the research proposal in order for them to issue approval for the study of this nature to take place. Provided to that, this inquiry placed greater emphasis on the importance of diligently considering confidentiality of the information supplied by all respondents, as this was another one of the main research ethics which has led this particular inquiry. The researcher fulfilled the obligation of explaining the need and aims

anticipated by this inquiry to respondents, whilst also responded to all their posed questions. Informed consent required all respondents to consent in writing and verbally when it comes to them committing to participate in the study of this nature. The section requesting permission to use audio records as part of this inquiry is included on the informed consent forms. The researcher refrained from using geographical hints, names and/or; any other identity information that jeopardised the anonymity status of all respondents. Furthermore, respondents were promised that all supplied information would not be used for any other purpose than this inquiry-hence, retaining the confidentiality clause. However, all respondents were informed that those who may be interested in the final dissertation of this study are more than entitled to obtain a copy following their request. The researcher further indicated to all respondents that they could withdraw from the study at any given stage without owing to the researcher and/or; any other affected party any sort of explanation.

The gate keeper's letter was obtained from SASSA office of the Regional Manager, which was emailed to the APC Manager and the Team Leader of the SASSA local office as an update memorandum before data was collected. The researcher visited all study premises with the gate keeper's letter for study's control purposes. Each visited station was served the gate keeper's letter daily prior to commencing with the data collection process. The researcher interviewed SASSA experts solitarily, and thus; received help from the trained social workers when disabled beneficiaries were interviewed, as understandably they are a vulnerable group who require prompt monitoring. The use of audio voice records was included after obtaining approval from concerned respondents.

#### **4.6.1 Confidentiality and Anonymity**

Grinyer (2002) writes that 'notwithstanding the stressed significance for upholding confidentiality whilst undertaking research, there is a very narrow supply of literature pertaining to how important it is for the researchers to disguise their respondents in qualitative studies'. Giordano, O'Reilly, Taylor and Dogra (2007) concurs that available literature on research design and the ethical codes rarely have the exact and applied

control methods on professional conducts the researchers should employ to disguise their fellow respondents in explorative studies. However, this study demonstrated confidentiality as well as anonymity when requesting respondents to sign consent letters prior to commencing with the interviews, and by which the respondents had solemn right to participate and/or; withdraw from the inquiry. The researcher obtained an informed written consent letter from concerned respondents throughout the interviews. Oliver (2003) refers to confidentiality is a process whereby the researchers are able to gain respondent trust in that the information they supplied cannot in one way or another be traced back to that particular respondent. In other words, the researcher remained obligated to ensuring that all record traces that are likely to reveal respondent identities are safely locked away. Hence, this probe ensured that all respondents remained anonymous. Respondents were given an assurance by the researcher that the information shared would remain between the study supervisor and the researcher beforehand, in the course of and to the rear of the investigation. In an attempt to retain confidentiality, the researcher opted to use the specific codes to describe respondents, excluding all the names and other identifiers. Lastly, the respondents were informed of the five year waiting period for record keeping before all their information supplied could be discarded.

#### **4.7 CONCLUSION**

Chapter four described the study style that the researcher used, which was illustrated in Table 4.1. The approach unfolded the research design, target population, sampling techniques, sample size alongside of the discussion on how the researcher utilised the dimensional tools to put this inquiry together. This chapter further took into account participant selection, data assemblage and the discussion on how data were analysed. Other parts included the explanation on how the tools were pilot tested, the unpacked data range and provided the justification of the research limitations and measurements of confidentiality were explained. The significance of ethical consideration was drawn into this chapter. The section also gave a comprehensive explanation of the research procedure, which included absorbed exploration plans, the building block of study tools

and its organisation, the gathering methods, the scrutiny and provided clarification on the assembled data. Chapter five that follows provides data analysis, and interpretation.

## **CHAPTER 5**

### **DATA PRESENTATION, ANALYSIS AND INTERPRETATION**

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#### **5.1 INTRODUCTION**

In chapter 5, the researcher deals with the analysis and interpretation of both quantitative and qualitative data. The section further comprises of the main phases that tie up the investigation together. Part of this qualitative phase examined the collected data, and further converted it into themes related to the study as they emerged from the data analysis process. This chapter starts by presenting and analysing quantitative data in order to introduce the socio-economic and cultural demographics of the disability grant recipient respondents.

Qualitative data were first presented using qualitative and in some cases quantitative techniques to reduce them for the purposes of recording. Data were then analysed and interpreted following the advice of O’Gorman and MacIntosh (2014). Emerging themes related to the research objectives were then determines. Data presentation, analysis and interpretation included pronouncing the way in which the themes connect to one another and the objectives of the study. The aim was to foster logical understanding of the reader as recommended by Wagstaff and Williams (2014). The gist of the section ties up the discoveries to the scholarly build of disability grants as expounded in chapter 3, while also laying a foundation for the conclusions and recommendation made in the last chapter of this dissertation. Therefore, chapter 5 connects to the last chapter, which reflects on the sub-questions discussed, and thereafter answer the key questions, highlights the findings, makes recommendations and discusses the contributions of the study. According to SASSA (2019), the disability grant pay-out as of January 2019 is R1 700, which has not changed as at the year 2017.



## 5.2 QUANTITATIVE DATA: BENEFICIARIES

Using the interviews as a data collection technique, the investigator conversed with a reasonable sum of persons who deal with disability grants in South Africa with specific reference to the areas delimited in chapter 4. This included the actual disability grant recipients, the DG policy enforcers and the executors of the policy under UMgungundlovu district municipality. The dialogues shared were amongst the thirty (30) respondents. The researcher purposively sampled the respondents based on their direct involvement in the DG policy. The study investigated respondents' insights and value of the disability grants of SASSA in UMgungundlovu district. The Association for the Physically Challenged (APC) an organization that house the disability grant beneficiaries is placed as the main source of respondents and the proprietor of the study including SASSA.

The nature of the research problem entailed intensive interviews with both the beneficiaries and key informants as specified in chapter 4. The study included 37 respondents, which comprised of the disability grant holders, APC social workers and SASSA experts. Out of the 37 respondents, there was SASSA Regional manager, the Disability Grant Unit Manager, the medical practitioner who assesses the disability clients and the disability grant administrator. APC respondents included the two social workers who deals with disability grant beneficiaries that reside across the seventeen specified areas of UMgungundlovu district municipality, and thirty disability grant beneficiaries served by this non-profit organization.



**Figure 5.1:** Gravel Road into Swayimane Village

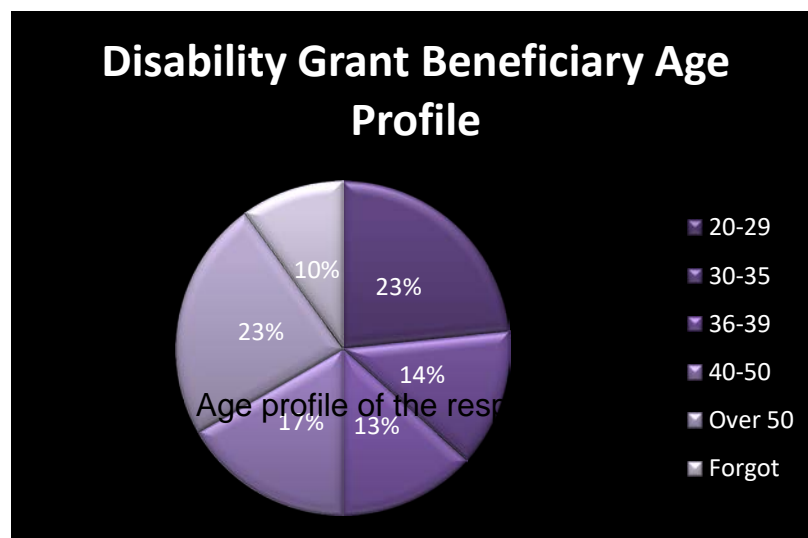
The overall number of interviews conducted was 37 over a period of two weeks, which started from the date 24 October-5 November 2018. Gaining access to the farmsteads (which is where some of the respondents that are served by the APC reside) included walking on foot and occasionally driving for a number of hours, as the wards, settlements and farmsteads were, more than half of instances, dispersed as displayed in Figure 5.1.

### 5.2.1 Biographical data

Sub-section presents biographical data of the respondents who were recipients of disability grant. This data assisted the researcher to classify the different kinds of responses and perceptions according to respondent age groups, gender, race, and level of education, nature of disability along with the education status.

This information was deemed crucial in that it assisted the researcher determine and classify information according to the demographics of the respondents. The presented information comes in the form of graphs, which the researcher used to display data prior to analysis.

#### 5.2.1.1 Age profile

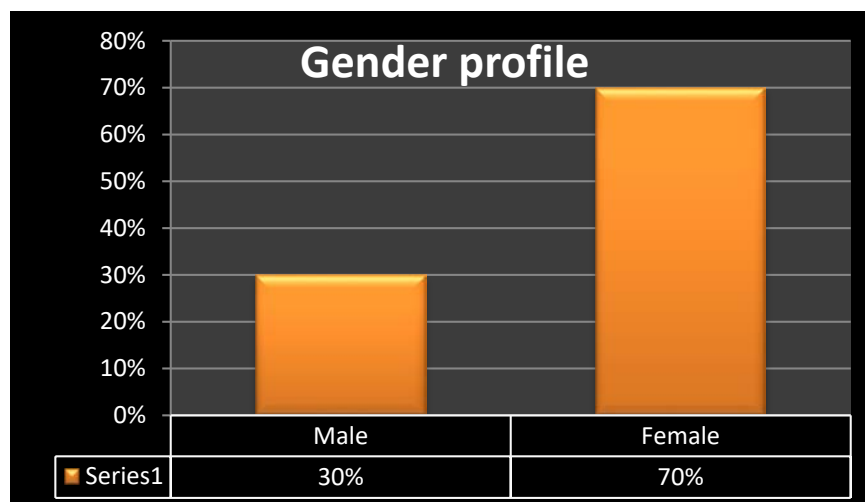


**Figure 5.2:** Disability Grant Beneficiary Age Profile

Figure 5.2 reveals the different age groups of the respondents who were the disability grant beneficiaries and clients served by both SASSA and APC. As illustrated, the number of beneficiaries proportionately spread across the age groups. A sizable 23%, (n=9) of the physically challenged respondents were between the ages 20 and 29. The other 23%, (n=9) were respondents over 50 years of age. These were followed by those between the age 40 and 50 accounting for 17%, (n=7). A low 14%, (n=4) were those between the ages 30 and 35. This was closely followed by a 13%, (n=3) of the age group 36 to 39. The least number of respondents 10%, (n=1) had forgotten the age.

#### 5.2.1.2 Gender profile

Figure 5.3 is an illustration of the gender profile for the disability grant recipients under UMgungundlovu district residing in 17 different areas as specified in 5.4. An overwhelming majority of 70%, (n=21) disability grant recipients were female with the remaining 30%, (n=9) being male. According to Kidd, Wapling, Bailey-Athias and Tran 2018:20) the disability index reflects a higher number of disability prevalence among females especially from the ages 15-19 and the gap widens from ages 30-34 to over 85. It was therefore not surprising to find that females accounted for the highest number of DG recipients in this study.

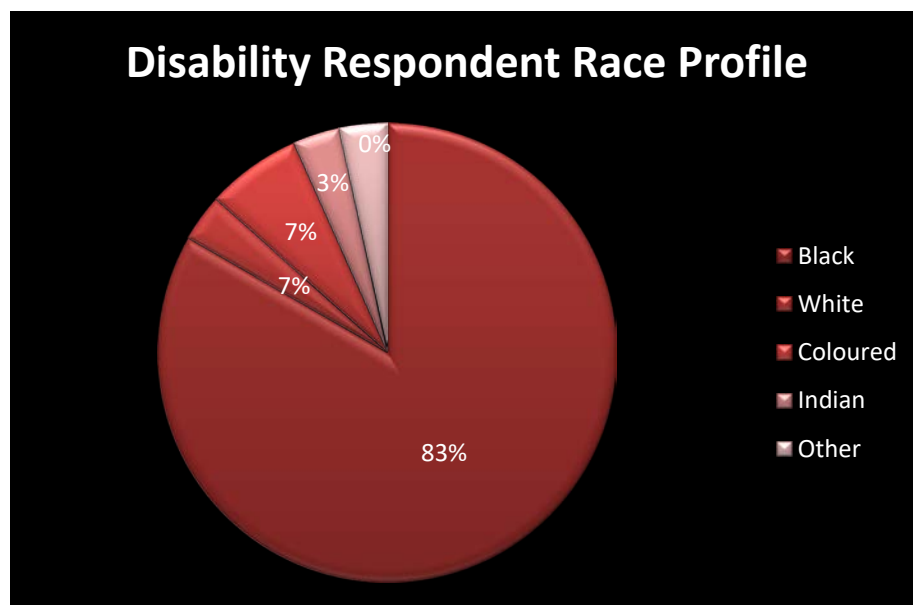


**Figure 5.3:** Gender Profile of the Respondents

### 5.2.1.3 Race profile

Figure 5.4 reflects the number of DG recipients according to race. This section comprises of the five different racial groups represented in the study. Figure 5.4 illustrates that an overwhelming majority of 83 %, (n=25) were Black. This did not come as a surprise because according the World Population Reviews (2019) of the 57 945 562 people in South Africa, 79.4% were Black with the other racial groups forming the remaining 20.6%.

Thereafter, its shows the second highest racial groups were Coloured and Whites who concurrently formed 7%, (n=2). The racial group that formed the lowest number of DG recipients were Indians at 3% (n=1). It is important to restate that these figures referred to recipients that were administered by the APC.

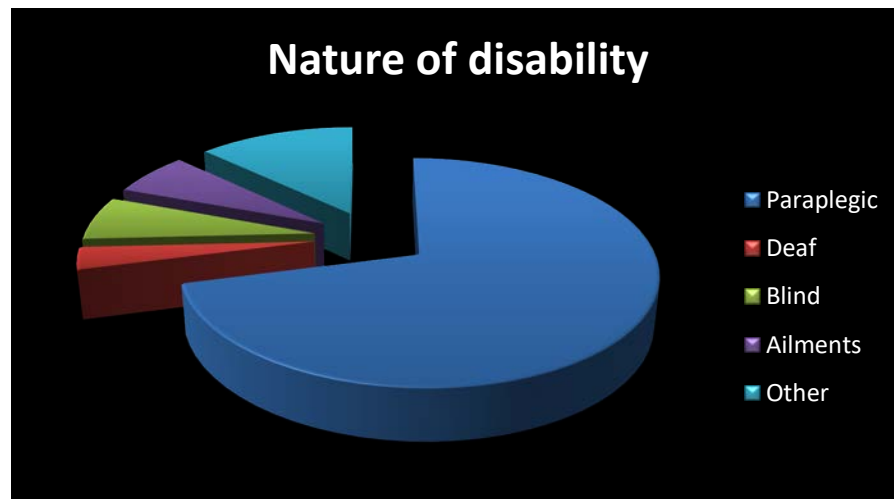


**Figure 5.4:** Race profile of disability grant beneficiaries

### 5.2.1.4 Nature of disability profile

It was important for this study to determine the nature of disability that led to recipients receiving DG from the government. Figure 5.5 illustrates that vast majority of respondents

70.0%, (n=21) were paraplegic. The blind and those with ailments constituted 6.7%, (n=2) respectively. The lowest number of respondents were deaf 3.3%, (n=1). The other (13.3%, n=4) was made of miscellaneous other disabilities. In chapter 3 McGregor (2010) argues that there are uncertainties around who is eligible and not when it comes to illnesses. However, it is noteworthy that these burgeoning statistics correlates with the discoveries made by UNESCO (2010) mentioned in 3.2, which showed that a significant 3000 million of the people in Africa are affected by disability.



**Figure 5.5:** Nature of disability profile

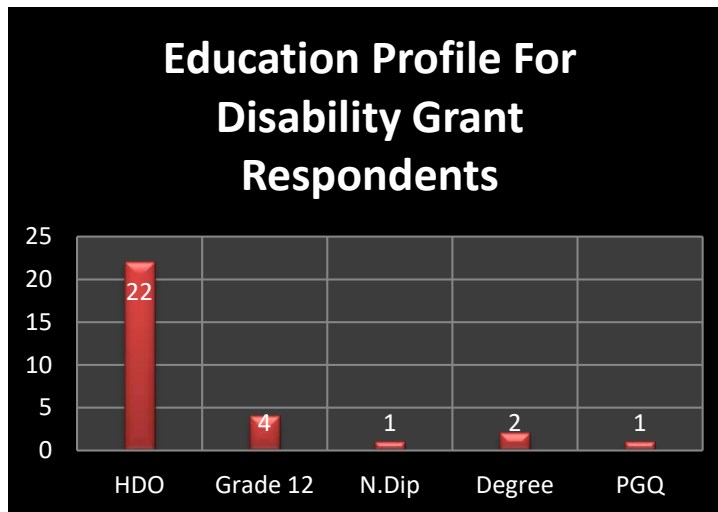
Similarly, Klinghorn (2005) cautioned on the proliferating disability grant applications in the South African region. In chapter 3 SASSA (2014) concurred that the KwaZulu-Natal province had a considerably large number of social assistance beneficiaries and Druss (2000) had pointed out that an astounding 50 to 70 grant applications per week were noticed in the Cape Flats.



**Figure 5.6:** A paraplegic respondent on wheel chair

#### **5.2.1.5**      *Education profile for respondents*

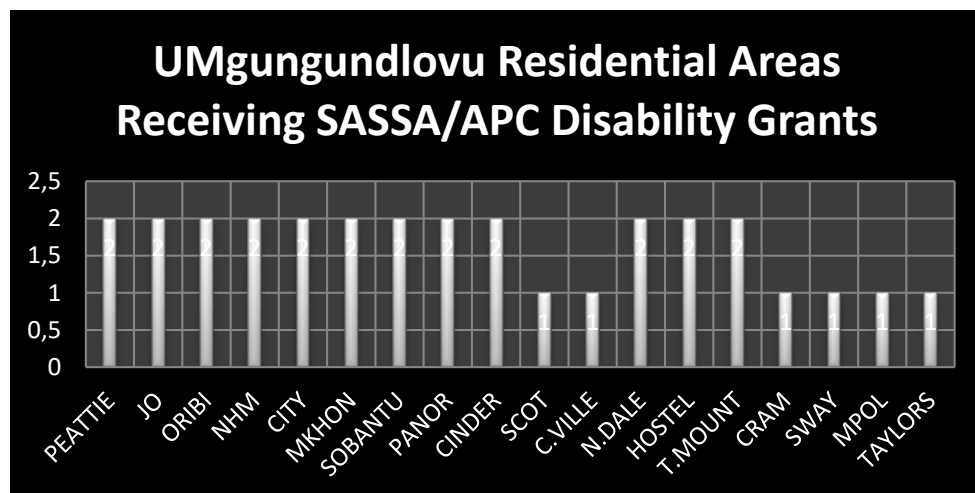
Figure 5.7 shows the status of education for all the respondents. High School Dropouts (HDO) accounted for the highest number at 73.3%, (n=22) of the total sample. Only 13.3 %, (n=4) indicated that they had completed Grade 12 and 6.7%, (n=2) of the respondents confirmed that they have obtained their degrees. Some respondents 3.3%, (n=1) indicated having obtained a National and another 3.3%, (n=1) had a Post-Graduate qualification. Most of the respondents that participated in this study were from poverty-stricken families, which this have been confirmed by the South African Department of Social Development (2015), when revealing that poverty and the disability nuances tended to intertwine.



**Figure 5.7:** Education profile for disability grant beneficiaries

#### 5.2.1.6 UMgungundlovu residential areas included in the study

The data reflected on Figure 5.8 illustrates the number of different areas under UMgungundlovu District Municipality that participated in the study. As mentioned in Figure 5.3, this study comprised of 30 physically challenged respondents. All these areas were serviced by APC and the Social Workers assisted to select respondents per area.



**Figure 5.8:** UMgungundlovu residential areas

Out of the (30) respondents (24) come from (12) areas. Each of these twelve areas is represented by (2) respondents. The remaining (6) respondents comes from six different areas. The area John Peattie comprised of 6.7 %, (n=2) respondents. Meanwhile, an area named JO was represented by 6.7%, (n=2). The other 6.7%, (n=2) respondents came from an area known as Oribi. Another 2 respondents 6.7% represented the NHM area, 6.7% the City Central, 6.7% represented Mkhondeni and another 6.7% came from Sobantu. Panorama, Cinderella and Flipside were respectively represented by 6.7%, (n=2) respondents. Northdale and hostel were represented by 13.4% (n=4) came from Northdale and hostel. One respondent each represented the following areas: Scottsville, Coopersville, Table Mountain, Cramond, Swayimane, Mpolweni and Taylors. The APC helped the researcher to cover a wider area as indicated.

### **5.3 QUALITATIVE DATA: BENEFICIARIES**

Thorne (2000) states that qualitative data refers to anything that is not quantitative or rendered in numerical form, aimed at generating a set of assumptions, principles, values, truth and deeper understanding of reality. Dey (1993) points out that data analysis involves breaking data down into bits, and then knitting the bits together into a comprehensible whole to reveal its characteristic elements and structure. In this study, the researcher uses both content (verbal data) to classify summarise and tabulate the data and framework (thematic, coding, charting, mapping and interpretation) approaches to data analysis. Braun and Chauke further accentuates that thematic analysis helps the researchers to remain conversant with their collected data, which helps them to create primary codes, explore developing subjects, study the themes, describe and mention the themes, and this in turn allow them to make founded statements when collected data is interpreted. Moreover, Castleberry and Nolen (2018) suggest that using specific themes helps the researchers to follow the initial steps as prescribed in thematic analysis. In other words, the rigorous process tends to help researchers reconstruct data with the intent to derive meaning, and thereafter allow their interpretative skill to prevail.



### 5.3.1 Presentation of interview data

This subsection deals with interview data for the beneficiaries of disability grant. As stated in chapter 4, the researcher interviewed 30 DG recipients falling under the auspices of various wards of UMgungundlovu district and SASSA regional and local offices. The intention was to determine the processes involved in disbursing the disability grant and establish the extent to which policy guidelines were followed. The interviews covered questions that were converted to the following 11 subheadings used to present data that were gathered from the 30 respondents:

- Recipient state of life before receiving disability grant
- Changes and influence on disability grant
- Understanding of the disability grant application process
- Disability grant application turnaround time
- Experiences on the days of receiving disability grant
- Respondent perceptions on the suitability of receiving disability grant
- Treatment received from SASSA officials
- Perceptions on running a business/being employed while receiving DG
- Support structures for persons living with disability
- The rights of persons living with disability

#### 5.3.1.1 Beneficiary's state of life before receiving the disability grant

As reflected on Table 5.1 a substantial number of respondents (17) indicated that the state of their lives was not good before receiving DG, citing such reasons as dependence on relatives and that as grant recipients they were able to support their families. Another sizable number (13) seemed to think that their lives were better before they started to receive disability, advancing such reasons as: they were able to do things for themselves especially in cases where beneficiaries were employed previously, and other reasons as shown on Table 5.1 and Figure 5.9.

#### **DISABILITY GRANT USED TO PAY CARE GIVERS**

Some of the respondents mentioned that they rely on the DG to pay caregivers who assist them with their domestic needs such as washing, cleaning and other basic day-to-day essential life demands.

#### **AGE AS A NEGATIVE FACTOR ON DISABILITY GRANT**

Other respondent issues were centred around the age factor, and that is to say their needs expands as they grow older, which the current disability grant income cannot meet all these dire needs.

#### **STEP PARENTS MISUSE DISABILITY GRANT MONEY**

A significant sum of respondents was not happy about DG because they had been staying with step parents whom they felt misused their DG money before joining APC.

#### **MANAGING CHRONIC ILLNESSES WITH DISABILITY GRANT**

Especial response arose from respondents who live with other chronic demands such as HIV who have to depend on DG to cover all related costs to make ends meet.

#### **DIFFICULTY OF ADJUSTING FROM SALARY TO DISABILITY GRANT**

Other paraplegic respondents did not perceive disability grant enough as they were athletes who received reasonable pay-outs before they were injured, and subsequently; had to rely on disability grants for a change. Further, specific respondents find it difficult to adjust from earning full salaries to receiving disability grants as their current state of being is consequent to different kinds of accidents.

#### **DECEASED PARENTS LIVING A VOID WITH DISABILITY GRANTS**

Other instances, included respondents who were okay without disability grant money, as they were taken care of by parents who were later deceased.

#### **DISABILITY GRANT TRAPPED IN LOCAL SHOPS**

Most respondents mentioned that they are trapped between paying local shops in their communities where they reside and receiving meagre disability grant. Apparently, shop owners advanced some respondents food, and other items prior to their dates of receiving disability grants.

#### **ECONOMIC RISE AND DEMAND AFFECTING STAGNATED DISABILITY INCOME**

Other respondent concerns were around the fact that everything in South Africa goes up price wise, while their grant has not increased for years, which subsequently propel to their disability grant being overpowered by the ever-changing economic status.

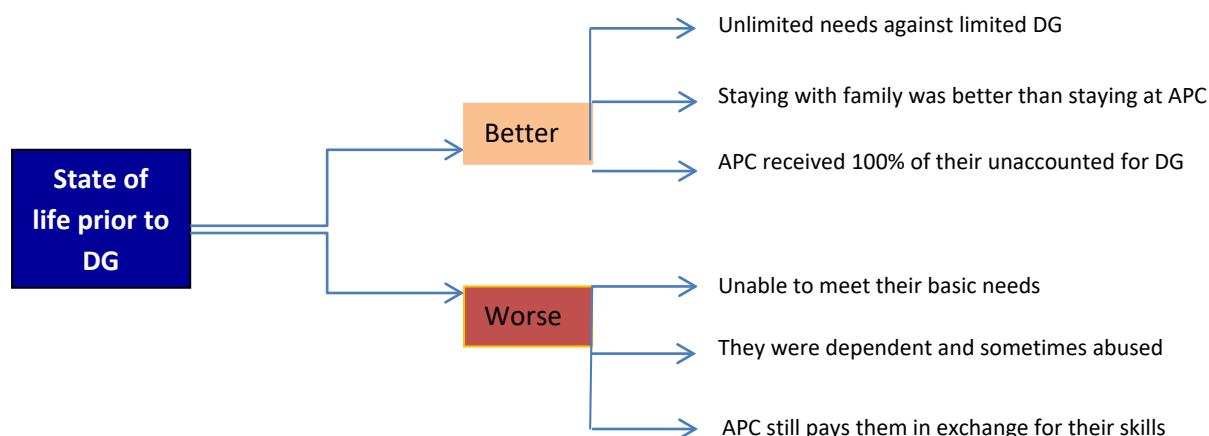
#### **NPO'S BEING UNABLE TO HOUSE DISABLED PARENTS WITH CHILDREN**

Respondent feedback included issues of government being unable to accommodate mother and child, which, subsequently; enhanced stress as children are separated from their mothers even at a very tender age, and; sometimes visiting their mothers depends of the mercy of social workers (two years' gap passed since I was last visited by my child residing in a different province).

While the majority of respondents preferred the current state life where they receive disability grant because they felt that their lives were worse off prior to receiving DG, a counter argument came from other respondents centering on the fact that their current dependence on DG incapacitated them to meet their basic needs themselves, the DG was limited against unlimited needs and that they preferred staying with their families to staying at APC. Apparently, some of the respondents often had to work in their wheel chairs to earn extra money from APC for services rendered (as the majority of respondents were paraplegic) or ask their destitute parents for money they did not have as APC took all of their money. A significant number of the respondents claimed to use the disability grant money to pay for hospital bills, buy food and toiletries. However, most of them, especially those who had been declared permanently disabled, were not satisfied

about the doctors who required them to renew their disability grant after a period of every 12 months.

**Table 5.1:** State of life before receiving disability grants

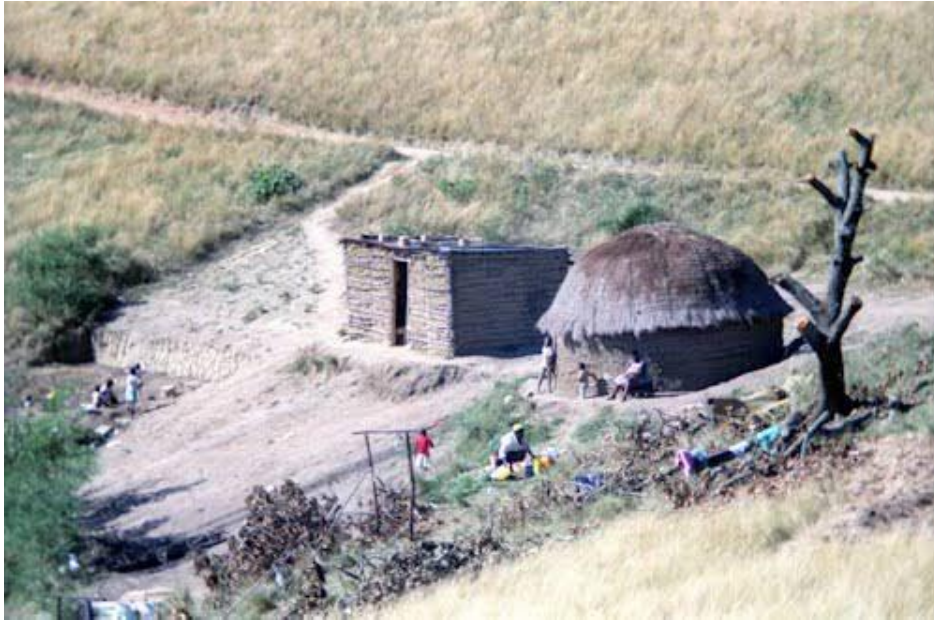


**Figure 5.9:** State of life prior to DG

Respondent anonymous claimed to be particularly happy that although the disability grant came out of an accident, but it helped him to manage from day-to-day life demands. Amidst the respondents who were satisfied are those who previously stayed with abusive parents who allegedly never treated them right. However, the study learnt that since the disability grant came along they managed to escape from their maltreating environment into paying their own boarding fees at the APC organization. Some respondents revealed that their life was better because the APC working centre paid them a substantial amount of R250 as pocket money in an exchange of their skills. Other respondents used donation money to foster their parental duties before the disability grant income came along to support their households. One respondent pronounced that his life 'was hell to play with' because he had no one who was willing to come to his rescue, thus he appreciated the fact that although they were many, the government is really trying to act in the best interest of people living with disability. Another respondent depended on his sister who insulted him before giving him anything, which was changed with the current disability grant. Some of these responses were in line with the policy framework as expounded in chapter 2 of this study such as Goal 16 of the United Nations Sustainable Development Goals to: Promote peaceful and inclusive society for sustainable development, provide access to

justice for all and build effective, accountable and inclusive institutions at all levels. They were also in alignment with the Bill of Rights of the Constitution of the Republic of South Africa (1996) Section 7 (issues of human dignity, equality and freedom), Section 9 (protection against unfair discrimination on all grounds including disability) and Section 27 (the rights to health care, food, water and social security in cases where people are not able to support themselves and their dependents). Some literature (Hoogeveen 2005; World Bank 2007; Braithwaite and Mont 2008; Gooding and Marriot 2009; Graham, Moodley and Selipsky 2013) as cited in chapter 3 argue on the link between disability and poverty, which concurs with the arguments given by these respondents for perceiving their DG as unsustainable.

A substantial 13 of 30 respondents perceived their life better off without disability grant. Respondents raised concerns around the unlimited needs that are competing against a very limited disability grant. Another revealed that the issue that was confronting respondents was that some had been working and earning decent salaries, which could not be compared to the current meagre DG. Pertinent issues included respondent who stayed at home with their family members who afforded them everything versus residing at the APC facilities, which confined them to what the organization could offer for their DG (see Figure 5.10). One of the respondents who was a former athlete mentioned that he was once paid a reasonable amount in wages, and apparently, he was battling to adjust to what he perceived as very restricting disability grant income. Further instances included a former security guard whom felt that he was surviving on the mercy of what APC extended to him. In the same vein, one of the respondent felt deprived because he used to work as builder, but currently he was forced to survive on what he perceived as a scanty DG. Displeased respondents further raised concerns around APC receiving all of their unaccounted for DG. Local shops which demand settlements and held on to ID documents after extended cash loans was another challenge. Findings further revealed that the ever-increasing socio-economic demands subjected respondents to enormous financial pressure. What is more, the gradual age changes were noticed as another one of the poverty precipitating factors, which threw most of the DG beneficiaries into a state of depression.



**Figure 5.10:** Home living vs APC (Figure 5.11)

Findings further revealed that since some were diagnosed with chronic illnesses, there was mounting pressure on the DG that was already perceived overcommitted. Apparently, some respondents faced deteriorating health status, which caused them financial overburden.

#### **5.3.1.2**      *Changes and influence brought about by DG*

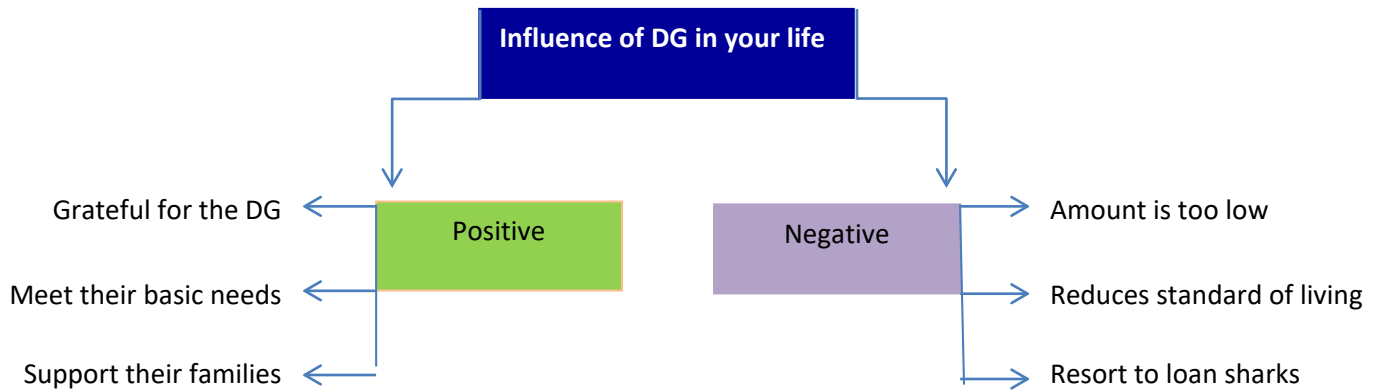
The researcher wanted to determine the influence and effects of DG on the lives of the beneficiaries. This was an important question aimed at addressing in part objective 3: To assess the effectiveness of the currently existing mechanisms by the South African government to counter fraud and inefficiency when disability grants are disbursed. The study found that the responses could be grouped into two broad categories of positive and negative influences. Some of these influences have already been alluded to in 5.3.1.1. It was noteworthy that 23 of 30 respondents indicated that the influence of DG in their lives were positive with a modest 7 perceiving the influence of DG to be negative on their lives.



**Figure 5.11:** APC Vehicle

The respondents gave a number of reasons for their perceptions around the influence of DG in their lives and these are analysed using positive and negative as themes of the question in Figure 5.12.

A significant 23 of 30 of respondents perceived the DG to have positive influence in their lives. In support, they stated that they were grateful for the DG because they used it to support their families and have been able to meet their basic needs. Much as the DG was helpful and appreciated, some respondents reported that they were occasionally confronted by physical abuse from some family members who demanded their disability grant money on pay dates. Concerned respondents expressed their sentiments in confidence when they indicated that very often the social workers were not aware of the abuse they face because they feared victimization from culprits.



**Figure 5.12:** Influence of DG in your life

Another 7 respondents felt that the DG had negative influence in their lives. They alleged that the lower DG pay scale forced them to keep reducing their standards of living. Further, it was discovered that most of the DG holders used their grant to support their families. Some of the respondents' houses were falling apart because they could not afford to repair them using the DG money as illustrated on Figure 5.13. The study discovered that most households survived on DG as their only source of income. The worst cases were respondents who were previously employed and earned what they perceived as decent salaries, who had been reduced to being DG recipients trying to use limited funds to cater for unlimited needs. Another discovery was that one respondent had been a victim of rape because she was left alone in the house while her mother went looking for work for the betterment of the household. Evidence shows that other respondents resorted to loan sharks to meet their basic needs, thus lowering the income as they pay high interests on their loans.

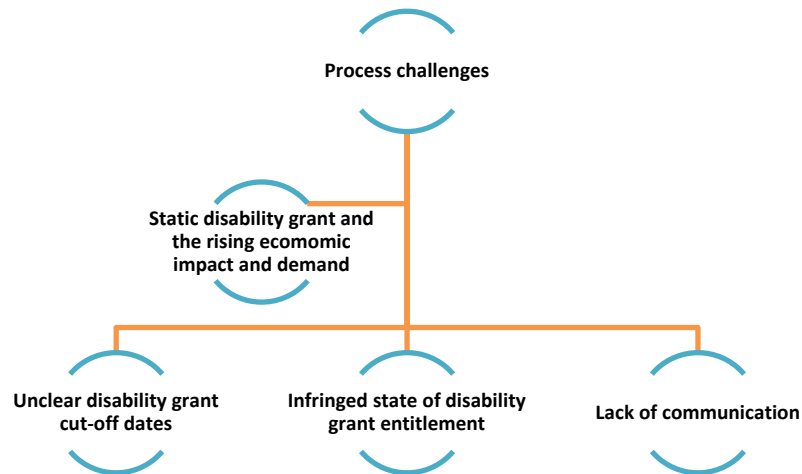


**Figure 5.13:** A house requiring repair



### 5.3.1.3 Understanding of the disability grant application process by beneficiaries

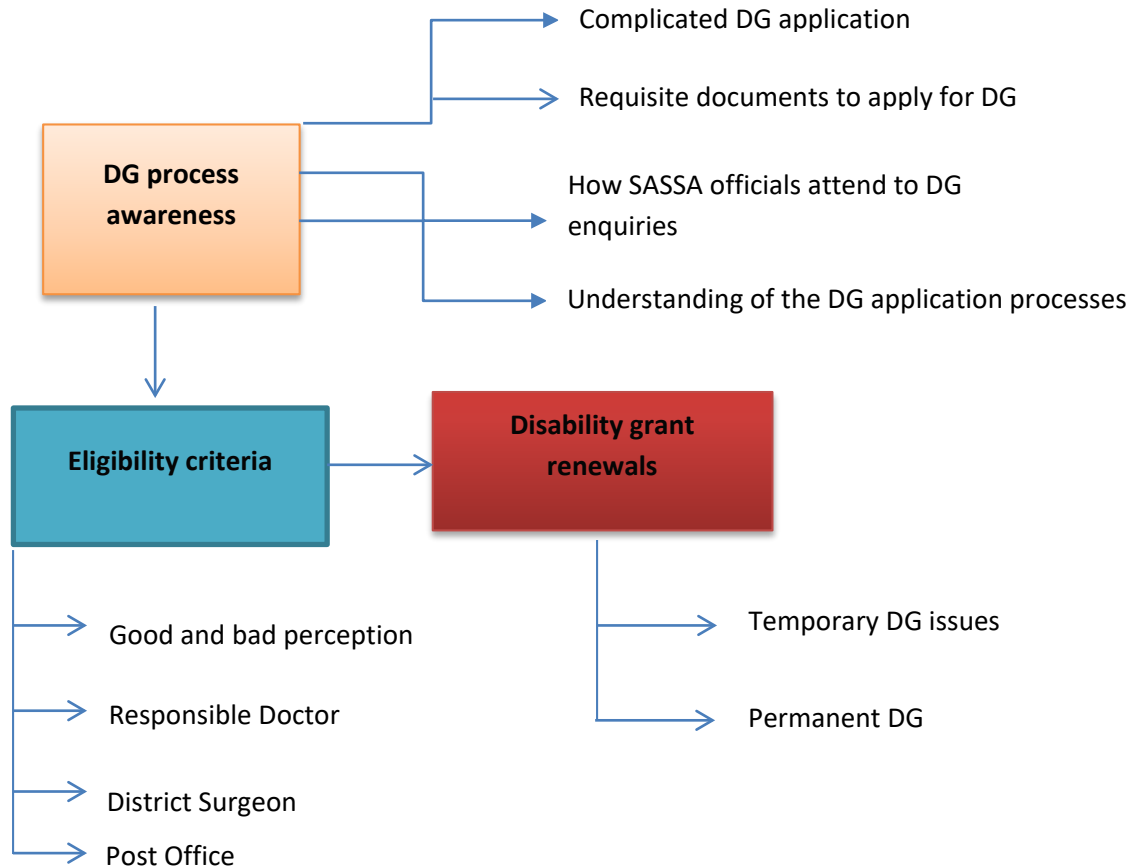
This question helps the researcher to determine the level of understanding when it comes to the application process of the disability grant by the beneficiaries. Findings showed that it is only a hefty populace who do not understand the disability grant application process. This included the respondents who were born living with the disability, therefore; their grant was applied for at a tender age for them to understand the process.



**Figure 5.14:** Negative influences and changes made by disability grant

Figure 5.14 indicates that the challenges included the static DG amount against rising economic demands which made it very difficult for the recipients to cope. Other challenges were unclear DG cut-off dates when it was time for reapplications and reassessments due to lack of or unclear communication. APC was blamed for infringing on their right to ownership of their DG. Figure 5.15 was used to capture even more of the process challenges faced by the respondents. Most respondents were challenged by the cost factor associated with applying for disability grant rather than the actual understanding of the DG application process. Furthermore, it was noteworthy that majority of respondents critiqued the DG application process as they were of the view that the route entails knowing certain SASSA officials before securing the grant, which makes the entire administration complicated.





**Figure 5.15:** Understanding of the disability grant application process by beneficiaries

Insofar as the DG application process is concerned other respondents only knew how to renew their lost and/or; stolen disability grants card. Most respondents which were born with paraplegia did not understand the disability grant application process as they grew up having received the grant since at birth. A considerable sum of respondents involves those who were assisted by their siblings to secure the disability grant due to the nature of their fragile disability state. A slightly above average populace who live with paraplegia confirmed that they had an understanding of the DG application process. One respondent mentioned that she approached the office of the District Surgeon where she applied for her DG who certifies if applicants qualify or not to receive the disability grant. The application documents included identity of applicants, proof of address, medical letter issued by a doctor recognised by SASSA and a life certificate. DG applicants were required to present these documents at the Post-office, Department of Social

Development or; to their non-profit organization that house people living with disability prior to receiving any form of disability grant (such as APC), whether temporary or permanent. At the end, the process entailed the beneficiaries receiving their DG at the banks of their choice, recognized retail shops licensed to issue grants and post-offices within the beneficiaries' respective regions using their DG cards with private pins known only to the DG holder used to access their DG money.

Most respondents understood that the DG application process require getting forms from a doctor approved by SASSA who does all the eligibility assessments working with a psychologist, and jointly they issue a medical report which is thereafter handed over to SASSA for further processing. It is alleged that conditions of the DG includes renewing after a period of every 12 months irrespective of whether the nature of disability is permanent or temporary. Lastly, respondents understood that the DG application process includes taking photos, and doing applicants' biometric fingerprints. Remarks further included the APC being unable to share the information on how much each recipient receives as disability grant. Most respondents likewise dwelled on the lack of communication that often got them thrown into a state of confusion, as it occurs between them and the APC insofar as the use of their disability grants is concerned. Unclear disability grants cut-off dates between SASSA and their disability recipients were of major interest to the physically challenged respondents. Some of these concerns raised were hinted on in chapter 2 when Mukundi (2009) noted that the social grant system of South Africa lacks good support from other relative policies, constrained by unproductive processes, staff who lacked proper training, weak administration, severe deferrals and bottlenecks faced by some government departments. On the same note, Kelly (2013), Baron (2017) observed that the application process for disability grant was full of discrepancies because of unclear guidelines, while Gabrielle (2017) alluded to unclear policy and guidelines as major obstacles to effective and efficient DG disbursement.

Other concerns raised by the respondents regarding the processes of renewal and disbursement of DG included those captured on Figure 5.10. Apparently, the disability grant is static-that is to say, it has not increased for a good number of years. Meanwhile, the respondents compete with the ever-rising economic demands. Respondents

understood the APC as it infringed their rights to entitlement as they collect 100% of their disability grant.

#### 5.3.1.4 Turn-around times of disability grant payments after the applications

This report back is on the actual turn-around times of the disability grant payments after the application. The section is further associated with the perceptions given by the respondents who are served by SASSA. Only a few respondents raised apprehensions around the long turn-around times of disability grants after they have applied at SASSA, which propelled them to resort to loan sharks in order to cover related costs, when applying for disability grant. Other frustrations revealed were too much paper work besides being interrogated with questions all the more so at a fragile state after being in a car accident. Predominant issues such lack of proper communication from SASSA was another issue of concern ironed out by respondents. Figure 5.16 captures the issues raised by the respondents around the turn-around time and challenges they experienced when applying for DG.



**Figure 5.16:** Turn-around times of disability grant payments after the applications

Figure 5.16 shows that the system was not user-friendly especially for injured people as a challenge. Alleged bribes welcomed by certain officials at SASSA turned out to be one of the burning issues, which evidently affected a devastating majority of respondents. It appears that certain doctors jointly worked with some corrupt officials to manoeuvre disability grant related frauds. The findings of this inquiry concurred with the discoveries made by Bhorat, Poswell and Naidoo (2004); Klinghorn (2005); Baron (2017) that most officials form fraud and corruption hordes in order to temper with disability grant systems. The shocking findings further included defendants who were allegedly reproached by SASSA officials, as they could not afford money for backhanders.

Some respondents could not remember the disability grant turn-around times. Slightly above half of the respondents claimed to have waited about six months for their disability grants after they had applied. The data furnished by respondents included back pays reimbursed to beneficiaries by SASSA in accord to the number of months in which the applicants have waited at a stage of applying for disability grant. A few other respondents stated they have applied and received their disability grants at Ulundi assisted by the then Zulu government affectionately known as the ZG's. Some respondents' state of injury could not allow them to remember their disability waiting periods. Finally, the respondents did indicate that by the time they recovered they were already in receipt of their grant, which they had been assisted to by the social workers.

#### *5.3.1.5      The beneficiary experiences on the days of receiving disability grants*

The section hereinafter comprises of the description which has separated the experiences on the days of receiving disability grants into two folds, which includes the good and/or; the bad events. Thereafter, in a form of a diagram and a table the relative narratives were furnished in respect of the views shared by the affected respondents who used their different encounters to explicitly describe their experiences.

As stated in 2.4.7, the Promotion of Equality and Prevention of Unfair Discrimination Act 2000 enshrined in the Constitution of the Republic of South Africa in Act No. 2000 of the Promotion of Equality and Prevention of Unfair Discrimination Act stems as a created

piece of legislation that is aimed at preserving the liberty of people living with disability in a society.

**Table 5.2:** The beneficiary experiences on the days of receiving disability grants

Types of beneficiary experiences	Description
<b>Good experiences</b>	<b>Bad experiences</b>
<ul style="list-style-type: none"> <li>No queues</li> <li>Content beneficiaries</li> <li>Receiving DG at shops, banks and post-offices</li> <li>Physically challenged not joining queues</li> <li>Beneficiary entrusted assistants</li> <li>APC Organisation in charge of 100% DG administration</li> </ul>	<ul style="list-style-type: none"> <li>Long queues</li> <li>Health Implications</li> <li>Impatient society</li> <li>Mistreated beneficiaries</li> <li>Lack of communication</li> <li>Conflict amongst social pensioners</li> <li>Cutting-off lines</li> <li>Used force to sign over DG</li> </ul>
<b>Content Beneficiaries</b>	<b>Dissatisfied beneficiaries</b>
A striking majority of respondents were content when they related their experiences on the days of receiving disability grant.	A considerable sum of respondents remarked the days of receiving DG as those full of long queues.
Most respondents who were satisfied about the conditions on the days of receiving disability grant were those who receives it in shops or banks.	Apparently, the DG stressful days has somewhat led to certain respondents collapsing because of long queues.
One respondent referred to DG payday as Christmas done all over again.	Other frustrations related by respondents were around the community members who do not understand that persons living with disability are not supposed to join queues to an extent that they demand to use counters allocated for the physically challenged persons at the post-offices.
Agreeable number of respondents were satisfied about the SASSA option, which allow them to withdraw money at the bank.	One respondent was terrified of his sister who had stolen his card and its pin to withdraw his money without his consent and him knowing anything about it.
Few respondents mentioned their case is an exception when it comes to joining queues at the shops on the days of receiving disability grants.	APC Physically challenged dwellers remarked not knowing anything about their DG pay dates, as the organisation does not communicate this information with them.
Respondents extended easy-going remarks to security guards who constantly assist recipients of disability grants at the shops.	One respondent who reside outside APC premises remarked he does not know the days of receiving disability grant, his uncle does.
In some instances, respondents authorize certain entrusted individuals to withdraw their disability grant money on their behalf using their secret pins, and only visit SASSA branches when the pin has expired or if the card has technical issues.	Other respondents stated they have opted to remain obedient to joining queues at the banks, shops and post-offices in order to avoid conflict with other social grant recipients and their companion.
Some respondents have grouped themselves into using one taxi, which shuttle them together, and they contribute whatever agreed upon amount between themselves and the driver as a taxi fare.	A couple of respondents perceived the day of receiving a disability grant as a very chaotic day to an extent that people fight each other over the cutting-off lines.
Few respondents indicated that APC receives 100% of their DG money on their behalf, not them.	Surprisingly, one respondent believed it is only her mother who knows about the dates of receiving disability grants
One elderly respondent has his daughter receiving disability grant on his behalf.	Apparently, APC organisation forced respondent anonymous to sign over his DG money, and threatened him about vacating the premises when he requested for receipts or invoices.

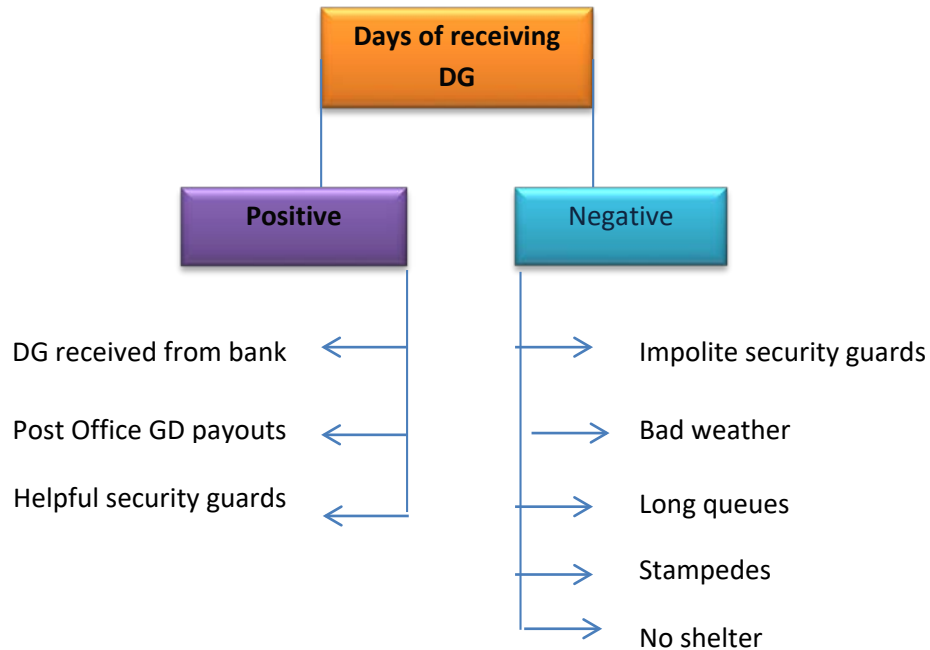
Provisions of this act further provides for rules of prohibition, prevention and elimination of any unfair discrimination, hate speech as well as harassment toward people living with disability. The outcomes of this inquiry relatively link with the findings of (Schneider 2013) who questioned the value of loyalty around the administration of social disability grants.

Similarly, the findings do show a few instances whereby officials have travestied justice through the articulate mechanisms they use to distribute the disability grants as discovered by (Govender and Mijji 2009). This confirms that issues around the disability grant has persisted for years even after the discovery made by DSD (2010), which observed that the mechanisms such as the DG Harmonized Assessment Tool (HAT), which SASSA has employed as a strategy for determining the eligibility criteria, have not been very instrumental in addressing the needs of the disabled effectively.

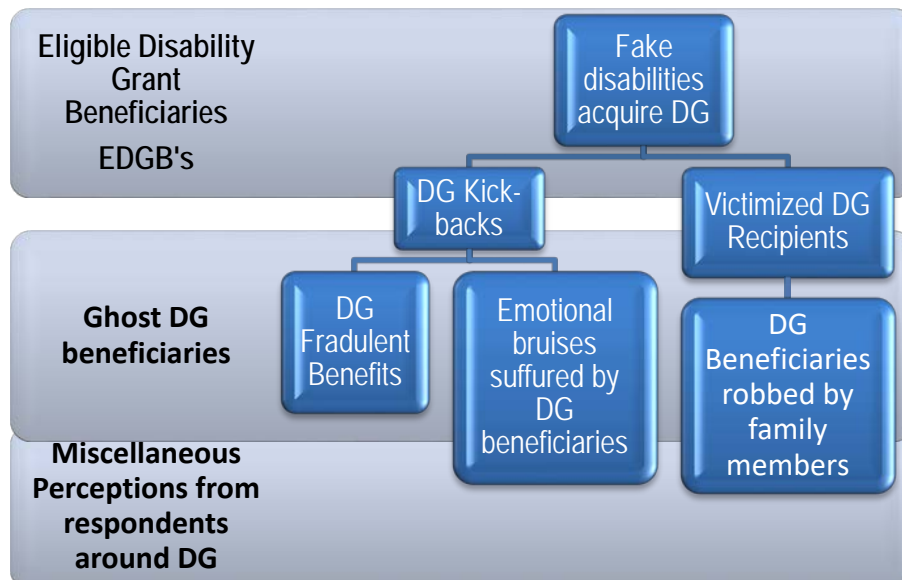
Especially, the findings associated with the bad results projected by respondents on the above paragraph concurs with the after-effects of the study undertaken by (Schuland 2014) in the literature review section who discovered that the beneficiaries are not accorded the rights they deserve on the days of receiving disability grant.

#### *5.3.1.6      Respondent perceptions on the suitability of receiving disability grant*

The findings made by the researcher revealed that the eligible disability grant beneficiaries (EDGB's) are mushrooming at a fast growing pace. Some EDGB's are of the opinion that all beneficiaries need the DG because they cannot do anything without this money. Further progression is on the alarming cases of disability grant beneficiaries who are alleged to benefit unduly. Other miscellaneous perceptions stem from the debates extended as beneficiaries' views on the current state of disability grants (see Figure 5.18).



**Figure 5.17:** *The beneficiary experiences on the days of receiving disability grants*



**Figure 5.18:** Respondent perceptions on the suitability of receiving disability grant

Other remarks from respondents were that they only knew beneficiaries who received DG money lawfully and rightfully as they were disabled. In some instances, respondents did claim to always hear rumours of beneficiaries whose state of life was economically stable, yet they received DG. Interestingly, one respondent was very quick to say his sister

received the DG money fraudulently, and still demanded his own grant, which apparently broke his heart. Fascinating responses came out from respondents who maintained that there were people who paid kickbacks to an amount of R700.00 to the doctors assigned by SASSA in order to obtain DG money fraudulently working. Further remarks were on the government who should arrest the culprits of DG fraud. A big number of respondents did confirm that albeit they had no tangible evidence around the people who received the DG money fraudulently, they had heard about it several times. A proportionate group of respondents were of the view that everyone should be entitled to receive disability grant. The opposite group took offense on fraudulent collection of DG. One respondent did make mention of the commonly overlooked issue of people who live with disabilities that were not physical creating the perception that they were receiving the money fraudulently. For example, people who live with epilepsy, whom although they do not have a visible physical challenge, lived with brain damage. Subsequently, this makes the epileptic disabled and not in a position to work a full a job. Amongst the respondents were those who did not know of anybody who received DG unduly. Some respondents expressed the view that poverty forced some people to commit this kind of fraud.

A sizable number of respondents felt that there were DG beneficiaries who did not deserve to receive this type of grant. Apparently, some beneficiaries faked their disability to receive the grant. One respondent claimed that the DG fraud was a real issue they witnessed daily in their communities, where some officials were alleged to work with scammers to award the DG to people who totally did not deserve it. The respondent continued to say that scammers banked on the fact that although the communities were aware of fraudulent activities, they do not have tangible evidence. Some respondents alleged that the DG fraudsters have proudly named themselves 'fellows of izipoki', which means ghost recipients of DG. Amongst the known ghost recipients mentioned was a man from Eastwood who allegedly received the DG as his pocket money.



#### 5.3.1.7 Treatment received from SASSA institutions

This sub section records and analyses the responses on treatment received by disability grant beneficiaries at SASSA offices. The researcher categorised respondents' feedbacks into two categories (good and bad) ranked in accordance with prevalence in responses of the respondents. The aim was to show the areas of improvement as contained in the responses of beneficiaries, whilst also extrapolating the successful areas of service that was provided by SASSA to existing clients of the UMgungundlovu District. Further, the section was linked the discoveries shared by scholars in chapter 3.

This inquiry tended to focus on the use of the South African Disability Human Rights Charter, which is pronounced as a mechanism used to address and protect the needs and rights of the disabled individuals. As stated in 2.3.2, the charter comprises of various sections, which allude to prompt disability administration and effective monitoring of government programmes. Further, the charter has another critical tool invoked, which is the 'Plan of Action on the African Decade for Disabled People', and this is part of the strategy used to address participation of previously marginalised population groups and has ability to help correct the DG policy loopholes identified in the study if followed by administrators. Table 5.3 captures the responses regarding treatment received from SASSA officials. More than half of interviewed respondents perceived SASSA treatment as good. These particular respondents were of the opinion that SASSA staff treats their clients fairly and respectfully to an extent that some felt the needed to call again at their branches. Some of the respondents were very pleased that SASSA officials who did not make them to join queues because they were paraplegic. Surprisingly, one respondent had never been to a SASSA office even though she was in receipt of the disability grant. One more respondent stated that SASSA staff prioritized him and he did not have to wait long. Some respondents remarked to have seen a lot of improvement at SASSA offices, they still came across staff who look down on clients living with disability.

**Table 5.3:** Treatment received at SASSA branches

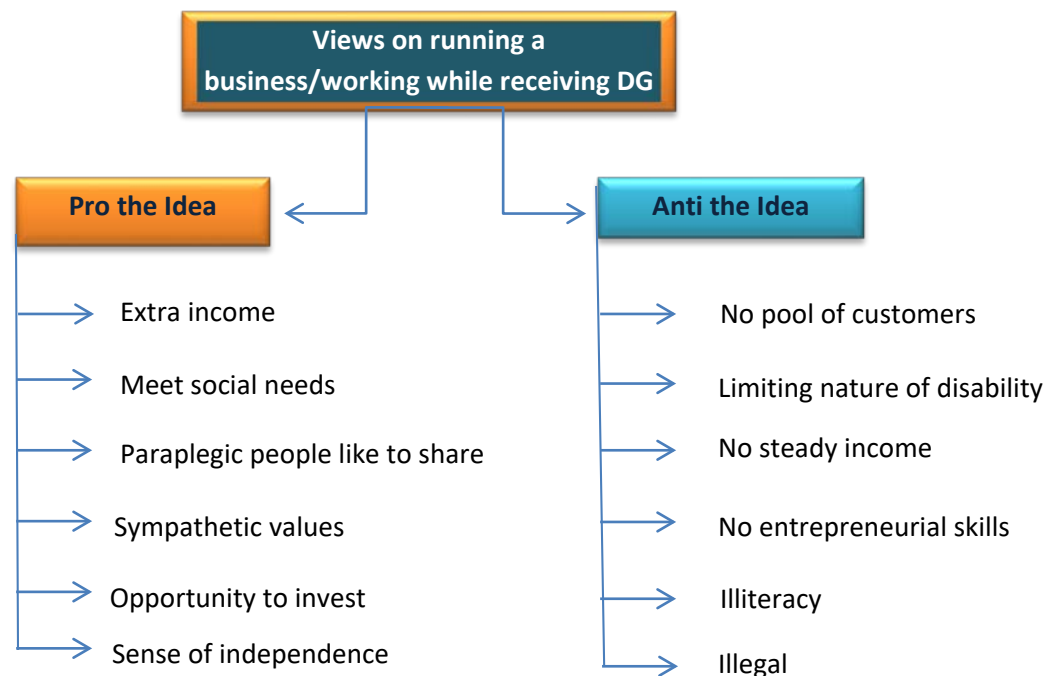
Good	Bad
<ul style="list-style-type: none"><li>• Staff fair and respectful</li><li>• No queues for paraplegic</li><li>• Prioritized clients</li><li>• Highly recommended branches</li><li>• Home visit instead of branches</li><li>• Good observations from clients</li></ul>	<ul style="list-style-type: none"><li>• Less care</li><li>• Overcrowding</li><li>• Physical fights</li><li>• Cutting-off lines</li><li>• Lack of information</li><li>• Health conditions</li><li>• Impolite staff</li><li>• Long queues</li></ul>
This table shows areas of good services provided by SASSA to certain respondents who are satisfied	This table displays areas of improvement required by specific respondents to SASSA

The Chatsworth branch (outside of the study area) came highly recommended by one client who felt that these offices could set a good precedence to their fellow colleagues on the service standards. A low proportion of respondents claimed not to know anything on the treatment received from SASSA as they received their DG from the bank. A counter view came from less than half of the respondents who reported that SASSA personnel did not care about their clients. One of these respondents compared SASSA to Home Affairs where clients never got things done on time. Clients further cited overcrowding leading to physical fights amongst SASSA clients that quarrel over the cutting-off the lines to those who had been queuing there for longer. Other clients were of the opinion that if SASSA could improve information about their counters when clients go for their reviews such as which counter clients needed go to when their cards did not work. Respondents were of the view that this approach would prevent clients from joining wrong queues, which waited their time. What was more was that in some cases clients were left unattended and the hot weather conditions triggered epileptic attacks. Other respondents felt that SASSA did not treat them fairly because everything the DG was not related to inflation. Another respondent complained about a very difficult security guard at SASSA who yelled at them if they struggled to insert disability grant cards into the machine. Other respondents were honest to say they personally had not been mistreated by SASSA staff, but they had seen some of their peers being mistreated. A few other respondents were

satisfied, but did raise concerns on the SASSA disability grant cut-off dates, which apparently came within short notice. The last respondent used vulgar language to describe treatment received from both SASSA and APC.

#### 5.3.1.8 Perceptions on running a business/being employed while receiving DG

The question solicited the perceptions on the running of business or being employed while receiving the disability grant. The perceptions were first presented diagrammatically and categorized into two categories (good idea and fraudulent). The majority of respondents were pro to the idea of running your business and being employed whilst receiving disability grant money, which they perceived as very limited. What was surprising being that respondents who were for the idea of running a business or being employed while receiving disability grant felt the approach could assist a lot because people living with disability are generally sympathetic and generous people. Figure 5.19 portrays the reasons advance pro and against running a business or working while receiving a DG.



**Figure 5.19:** Perceptions on running a business/being employed while receiving DG

Some respondents were agreeable to this idea because they felt they could use the money from businesses if not employment wages for their investments. Other remarks were that extra income could always remove an overburden faced by the government to creating independence. Aside from the issue of few customers was the fact that another challenge might be that most respondents' nature of disabilities would be limiting for employment or running businesses. Other respondents were parents with unemployed children and running a business would provide extra income for additional expenses and enable them to invest and buy liver cover. Moderate views from less than half respondents perceived the disability money better than business income that is not steady. Further respondents associated the culture of running a business and being employed while receiving disability grant money as being greedy, wrong and fraudulent. Other perceptions were that businesses from less skilled entrepreneurs never succeeded. Additional responses included concerned illiteracy.

A few respondents were not comfortable answering this question. One respondent begged to differ when expressing that the choice of running a business or being employed should be entirely an individuals' choice. Most of these responses that were pro running a business or being employed while receiving DG were in contraventions of Public Service Act, 1999 which was created to help government institutions re-adjust their functions in terms of regulatory functions and the conditions service delivery across the three spheres of government.

#### 5.3.1.9 Beneficiary views on the support structures that SASSA can provide

Figure 5.20 illustrates the different support structures envisaged by the different interviewed disability grant respondents from SASSA.



**Figure 5.20:** Support structures for the physically challenged

The views from exceedingly high above average of respondents were that the government should prioritise serving people that receive disability grant (PDG's) across institutions. Another big number would appreciate regular visits by the APC social workers in order to assist the physically challenged on the wide range of issues they faced in their households. Others felt that the government had to create more job opportunities for the people living with disability in order to ease the burden and improve their earnings. Another sizable number wanted the government to look after the children of the physically challenged people. Another big number seemed to think that it would help if the government could provide shelter so that they could use their DG for other needs. The vast majority of more than half proposed that SASSA staff should undergo training on how to deal with people living with disability better. Nearly a quota of respondents wished for disability grant increase from SASSA to meet with their basic needs. Yet another small group wanted government intervention when it comes to the issue of the people living with blindness not joining the queues as they occasionally became victims of stampedes. Surprisingly, a unanimous view came out from all respondents who are pro to the idea of

SASSA building support societies such as SUKUMA, an organization for the people living with disability as most of them tended to be emotionally vulnerable. Other respondents felt that there was no need for annual renewals for people living with permanent disability.

The respondents expressed need for user-friendly processes. Issues faced by SASSA could be resolved through the use of the institutional theory and associated models as Zucker (1987) has made assertions that institutional theory helps institutions that have been subjected to enormous pressures, from both externally and internally, and subsequently thrown into a state of chaos. Zucker accentuated that institutions should use rules, operating procedures, professional certification and state requirements to bring institutions back to the state of equilibrium. Further, as stated in 2.3.1 the South African Human Rights Commission (SAHRC) has a national mandate to protect and secure the rights of all citizens, including, and especially, those citizens vulnerable to the abuse of their fundamental human rights. Disabled people, as a group whose history is characterized by oppression, exclusion and marginality, fall into this category. In other words, SASSA has a mandatory obligation of fulfilling the needs of the people living with disability as per their proposed support structures discussed in this study which form part of protecting the rights of people living with disability.

Figure 5.21 reflects the responses regarding accessibility of SASSA branches for a variety of services required by the respondents. Clearly the majority felt that the SASSA branches were very far from them. These would be respondents residing in remote rural areas such as kwaSwayimane, uMshwathi, New Hanover, etc. as illustrated on Figure 5.22. In some cases, the SASSA service centres were located conveniently to the DG recipients. This was followed by a few who felt that the distance to these service centres was travelable. Yet another smaller group shared with the researcher that the service centres were accessible to them. Some of the respondents were resident at APC other than in the urban areas around the city, so they would find service centres closer to their places of residence.

5.3.1.10 Perceptions on the accessibility of SASSA branches by respondents and rights



**Figure 5.21:** Perceptions on the accessibility of SASSA branches by respondents



**Figure 5.22:** Directions to New Hanover and Cramond

Some respondents used taxis to get around SASSA offices, while others preferred to walk stating that taxis made them sick. All the respondents residing in villages mentioned in Figure 5.8 had to use part of their DG to travel between their homesteads and SASSA offices. Evidently, respondents who had to travel from distant villages got up very early in the morning to reach SASSA offices and were usually exhausted by the time they arrived there. A few privileged respondents used their home owned private cars to access SASSA facilities. In some instances, respondents paid certain people to transport them to and from the SASSA offices due to the nature of their disability. On arrival they normally faced the challenge that some SASSA offices did not have wheelchair friendly zones, which inevitably made it difficult for them. The researcher discovered that some respondents were advantaged enough to walk from their homesteads to where the SASSA branch offices were. Regrettably, others respondents stated that they had to used up to three different transportations to reach SASSA offices, which proved to be very costly, tiring and time consuming. Reviewed literature of this inquiry reveals that McGregor (2010) amongst other authors did address the issue of accessibility. But, their approach stems on the issues of accessibility in terms of people getting into the controlled systems when they are served disability grants, and not accessibility in a way of reaching SASSA facilities. Assuming that the stipulated right outlined as a third principle of the 'Batho Pele principles', which talks about the right of accessibility to public institutions is anything to go by, then the issue of not gaining easy access to SASSA offices by beneficiaries has violated this provision.

#### *5.3.1.12      Understanding of rights by the persons living with disability*

As stated in sub section 2.3.2, the South African Human Rights Charter is pronounced as a mechanism used to address and protect the rights of the disabled individuals. Provisions contained in the section clearly stipulate how the government institutions and other affected organizations should adapt into prompt disability administration and ensure effective monitoring of government programmes.



This section was used to explain the level of understanding of their rights by the respondents as reflected in Figure 5.23.



**Figure 5.23:** Understanding of rights by the persons living with disability

An overwhelming majority of respondents displayed an average understanding of their rights as people living with disability. This group was followed in size by those respondents with poor understanding of their rights. This could be because as indicated in Figure 5.7, 73.3% of them were school dropouts which affected their level of understanding of document as well as the fact that the majority of them came from remote rural areas with limited or no access to information as Figure 5.8 illustrated. A smaller number of respondents displayed good to excellent understanding of their rights as people living with disability. These two groups were formed of those living close to the city and those with diplomas and postgraduate qualifications. Chapter 2 of the Constitution of the Republic of South Africa is the Bill of Rights, highlighting the obligation of the government to protect the civil, political and socio-economic rights of all the people of South Africa including those living with disability. Section 7 addresses the issues of human dignity, equality and freedom. Section 9 alludes to protection against unfair discrimination on all grounds including disability. Most rights known to respondents were

respect, integrity and dignity along with freedom of expression. Remarkably, one respondent was acknowledged by the United Nations for the role played as part of fighting for the rights of the people living with disability. Some respondents revealed that the APC as an organization took them to some government institutions which taught the people living with disability about their rights.

#### **5.4 QUALITATIVE DATA: EXPERTS' VIEWS ON THE DG POLICY**

This part of chapter 5 presents the different views from experts who administer the disability grant policy of South Africa in the KwaZulu Natal Province. As stated in chapter 4, the researcher interviewed seven experts along with the thirty DG beneficiaries in order to ensure that the study is not biased towards a specific group of a sampled population. Earlier in the methodology chapter the researcher mentioned that the study would include experts such as the SASSA medical practitioner, regional manager, local manager, DG administrator, the two APC social workers who look after the people living with disability, and lastly; their non-profit organisation manager.

As mentioned in the previous chapter, the experts included in this study were selected on the basis of their direct involvement in the disability grant policy execution. Firstly, the section reports on the data obtained from the SASSA experts who played the role of DG policy developers and to some certain extent implementers. Thereafter, the section deals with the significant views provided by APC experts who did not only act as supporters of the DG policy, but who further share the vital experience of dealing majorly with the disability grant beneficiaries housed at the APC non-profit organisation for the disabled.

The aim of this section was to solicit information from experts to compare and support data collected from the DG beneficiaries in order to make informed recommendations and conclusions of this study. As previously stated, the data obtained is structured in respect of the questions that were used during the interviews as key focus areas related to the research objectives and subsequently the overall aim of the study.

- Existing disability grant policy guidelines at SASSA,
- Platforms created and used by SASSA to filter down awareness of the DG policy guidelines to executors of DG policy,
- Experts views on the adequacy of developed DG policy guidelines in meeting clients' needs,
- Control mechanisms established by SASSA to combat fraud and inefficiency,
- Challenges and lessons learnt by SA government globally, nationally and locally regarding disability grants,
- Triggers outlaid by experts on the prevailing perceptions of fraud towards the DG policy, and
- DG policy critical inputs from disability grant experts.

As stated in section 2.2.1, the institutional theory interrogates the resilience, sustainability and the survival aspects of social structures by looking at social behaviour as displayed in processes and routines that emanate from policies, norms, and structures (Richard 2004; Hargrave and van de Ven 2006; Carvalho da Cunha, Lima and Carstens 2017). The researcher viewed the existing disability grant policy guidelines within these lances in order to deal with the question the effectiveness of such mechanisms as offered by respondents during the interviews. This approach is of a particular significance for the study of this nature because it assisted the researcher to adequately make recommendations guided by the rudiments of the theory the buttresses the study.

#### **5.4.1 Existing disability grant policy guidelines at SASSA**

Table 5.4 presents the responses on the disability grant policy guidelines of South Africa furnished by experts who were directly or indirectly affected by the policy. Firstly, the table outlines the DG criterion as supplied by the interviewed experts and then remarks on the extended strengths and weaknesses which the respondents observed in the existing disability grant policy.

**Table 5.4:** Reported disability grant policy guidelines of SASSA

Disability grant policy eligibility criteria	Strengths of the policy	Weaknesses of the policy
<p>According to respondent's feedback the disability grant policy has outlined the following guidelines to be met by beneficiaries, when applying for disability grant of South Africa:</p> <ul style="list-style-type: none"> <li>• An applicant must be an SA citizen,</li> <li>▪ Be a permanent resident/refugee,</li> <li>▪ Must be between 18 to 59 years of age,</li> <li>▪ Must submit a medical report confirming disability not older than three months at the date of application,</li> <li>▪ Must not be maintained or cared for in a state institution,</li> <li>▪ Must not be in receipt of another social grant in respect of him or herself.</li> </ul>	<p>The seven interviewed respondents brought forward the following as disability grant policy strengths:</p> <ul style="list-style-type: none"> <li>▪ DG policy is underpinned by democratic principles supported by Chapter 2 of the Constitution of the Republic of South Africa, which deals with Human Rights,</li> <li>▪ The policy operates under the influence of Human Rights Commission,</li> <li>▪ The DG policy comprises of numerous diversified flagship campaigns aimed at supporting the needs of people living with disability,</li> <li>▪ The DG policy shares a direct link with various Human Rights agencies across the globe.</li> </ul>	<p>Interviewed respondents expressed their views around the noticed disability grant weaknesses, which remarks on the following:</p> <ul style="list-style-type: none"> <li>▪ Lack of adequate policy indoctrination to existing, especially the new personnel by government,</li> <li>▪ Shortage of resources to adequately implement the policy,</li> <li>▪ Shortage of adequately trained staff,</li> <li>▪ Shortage of facilities to accommodate the needs of the policy,</li> <li>▪ Poor communication platforms,</li> <li>▪ DG policy gaps which allow for rife maladministration by corrupt officials.</li> </ul>

The data furnished by respondents concurs with the discoveries made by (de Paoli, 2012) in 3.2.2.2 when he stated that the criteria used to allocated disability grants should be based on the clinical conditions and the level of disability of that particular individual. Similarly, the highlighted weaknesses of the DG policy offered by this study confirm the findings made by (Baron 2017) that the disability grant application process has discrepancies because of unclear guidelines. What is new with this study is the issue of staff that is not adequately trained, the shortage of the resources for personnel to meet with the objectives of the DG policy, lack of communication and gaps in the policy, which creates room for corrupt officials to take advantage at the expense of applicants and beneficiaries. Zucker (1987) exhibited a very strong argument in the legislative framework section when he postulated that institutions are dynamic due to the volatile environment in which they operate. It was imperative to look at the platforms created and used by SASSA to filter down awareness of the DG policy guidelines to executors of the DG policy having considered the unpredictable state of SASSA as an organisation. The researcher

used Hargrave and De Ven (2006)'s collective action model for institutional innovation to navigate around experts' views on the adequacy of developed DG policy guidelines in meeting clients' needs. The model focuses on institutional change and looks at the dialectical processes in which partisan actors espouse the conflicting views, which confront each other and engage in political behaviour in order to create and change institutions. It was equally important that this inquiry uses Section 33 (1) and (2) of the Constitution of the Republic of South Africa to evaluate the control mechanisms established by SASSA to combat fraud and inefficiency, as the section comprise of the provisions with specific limitations for regulating public institutions, which are lawfulness, reasonableness, procedural fairness and accountability.

#### **5.4.2 Platforms created by SASSA to deliver an awareness of the disability grant policy guidelines to executors**

Table 5.5 shares the different insights on the awareness of disability grant policy guidelines as provided by the respondents who were experts on the execution of the policy. The researcher encrypted the names of specific respondents into codes, which comprise of the SASSA Regional manager (SASSARM), SASSA local manager (SASSALM), SASSA medical practitioner (SASSAMP), SASSA disability administrator (SASSADA), the Association for the Physically challenged Social Worker Manager (APCSWM) and the Association for the Physically Challenged Social Worker (APCSOC 1 and 2).

SASSARM pointed out that SASSA REMANCO committee created awareness of disability grant policy guidelines through the training of staff who were responsible for developing, enforcing and executing the disability grant policy. Meanwhile, the SASSALM echoed the same sentiments when he mentioned that the office of the Regional Manager was responsible for the facilitation of workshops at a local level to staff responsible for executing the disability grant policy. The SASSAMP understood the disability grant policy guidelines through the organised policy indoctrination meetings, which involved the local manager, medical practitioner employed by SASSA and the Regional Manager.

**Table 5.5:** The platforms created by SASSA to deliver an awareness of the disability grant policy guidelines to executors

<b>SASSARM</b>	The office of Regional Management Committee (REMANCO) organises training of staff responsible for developing, enforcing and executing the disability grant policy.
<b>SASSALM</b>	The office of the Regional Manager facilitates workshops for staff responsible for executing the disability grant at the local offices.
<b>SASSAMP</b>	Policy indoctrination meetings involving SASSA local managers, medical practitioners employed by SASSA and Regional Management take place on the last week of every month.
<b>SASSADA</b>	The branch local manager distributes the administration procedure manual to all SASSA personnel responsible for executing the disability grant policy.
<b>APCSWM</b>	There is no formal training provided about SASSA DG policy guidelines. The information is only obtained when the social worker is doing follow ups of the cases.
<b>APCSOC 1</b>	The social workers only come across DG policy guidelines when they assist the NPO applicants to secure their disability grants from SASSA responsible staff.
<b>APCSOC 2</b>	Information on the disability grant policy guidelines is e-mailed to APC personnel by the monitoring and evaluation department at SASSA regional office.

The meetings took place on the last week of every month. The SASSADA stated that the disability grant policy guidelines were acquired on the supplied procedure administration manual distributed to all responsible personnel by the SASSALM. On the contrary the APCSWM argued that there was no formal training provided about SASSA DG policy guidelines. However, the information was only obtained when the social workers were doing follow ups of the existing cases. APCSOC1 was of the view that the social workers only came across the DG policy guidelines when they assisted the applicants from the NPO to secure their disability grants from SASSA responsible staff.

**Table 5.6: Expert's views on the adequacy of DG Policy**

DG Inadequate pitfalls

Improvement plan/s

**SASSALM**

Firstly, the SASSA DG policy developers should make resources and staff. Secondly, do away with so many staff members that are serving on contracts to increase the morale.

**SASSARM**

The DG policy development plans should complement the available budget and staff.

**SASSALM**

In my view the most challenging part of the DG policy is when the government expects officials to address all the DG needs outlined in the policy with very limited resources, understaffing and with so many personnel employed on contract whose morale is very low as they feel their future at SASSA is unknown or guaranteed.

**SASSAMP**

The government needs to understand that meeting the policy goals is much broader than narrow. It has implications on the conditions of the facility the staff works under, proper basic equipment to assess the state of disability applicant's health and most importantly the staffing, as locally medical practitioners are usually required to serve an influx of sizable clients within a very limited time frame, and especially with fewer equipment, which is also not in proper medical condition for examining specific clients.

**SASSARM**

The most common issue which makes the DG policy to appear inadequate is the fact that the policy has so many viable policy goals in theory, but realistically impossible to meet as there is no funding for all these policy development key performance areas, subsequently, the policy is perceived redundant.

**DG policy  
adequacy  
views**

**SASSAMP**

Government should avail proper working facilities, staff and ensure that medical practitioner's input is not side-lined or overlooked when DG policies are developed and amended as they are at the forefront of dealing with client's needs, therefore; tend to know more about the operations of SASSA local offices.

**SASSADA**

I do not even want to comment about SASSA DG policy inadequacy.

**SASSADA**

No remarks furnished.

**APCSWM**

**I think the DG policy inadequacy factors in the minute SASSA starts to develop target goals that are too good to be true, side-lining so many areas of consideration such as the capacity to carry out those policy development plans.**

**APCSWM**

I recommend inclusivity of non-profit organizations when DG policies are developed as they have a lot of insights to offer, which can improve the DG policy short-sights.

**APCSOC1**

**Sometimes the DG policy guidelines are inadequate. For example, there are disability clients who do qualify for this type of social grant, yet they do not receive and it abuses the client.**

**APCSOC1**

SASSA should revisit some of their DG policy criteria as they doing more damage than good to clients.

**APCSOC2**

**There is an emotional taxing issue of permanently disabled clients who constantly have to keep renewing after a period of every 6 months.**

**APCSOC2**

DG policy guidelines should at-least stipulate that permanently disabled clients renew their social grant after a period of every five years if they are still alive.

Lastly, APCSOC 2 stated that she came to know about the disability grant guidelines through the requested information, which got e-mailed upon request to that specific APC personnel. To a certain extent feedback obtained in this inquiry somewhat differed from the findings contained in the South African's Initial Country Report (article 8 of 2012) found in 3.2.2.2 paragraph 2 that was aimed at raising awareness on the Rights of Persons with disability, which revealed that 'the South African society in general still remain largely ignorant of the rights of persons with disabilities, unless personally affected by disability'. Rather, the study settled with the views made by (Soldatic and Greech 2014) when they recommended that 'for government plans to go very far when dealing with disability problems, the government needed to go beyond just the ordinary protection of the rights of the disabled', as they made strong assertions that 'the government should consider how to protect the rights of the disabled through developing the effective systems that



can be used to identify a need for transactional justice required to resolve issues of people living with disability.

#### **5.4.3 Control mechanisms established by SASSA to combat fraud and inefficiency**

Table 5.7 is an illustration of the control mechanisms established by SASSA to combat fraud and inefficiency as shared by the experts. At first, the table populated respondents' views on the control mechanisms, unveiled dominant issues, identified solutions and gave remarks on the effected changes using a vertical reporting technique. The experts further outlined the SASSA branded cards as part of the newly developed strategies used to combat fraud and inefficiency, forming part of the control mechanisms that the government would issue as at the year 2019-ongoing.

The beneficiaries (section 5.3) remarked that the government was utilising the post-offices as DG pay points, and the experts argued that this was one of the mechanisms employed to curb fraud and inefficiency. The issue of contract renewals was also used as a mechanism to combat fraud and corruption (Table 5.7). Feud on fraudulent contract renewals between SASSA and post-offices are currently undergoing review after gaining huge momentum on the media in the year 2018, and delayed social grant payments including disability grants. The responses of experts tapped into issues of disability grants received in retail outlets, whereby a few cases of the card scams had been reported, and the government was hard at work addressing such reported fraud cases for the last six years. The majority of respondents felt that the biometric systems used by SASSA often caused mayhem when it did not scan the beneficiary fingerprints. Over half questioned experts reported that the secret pins used to access disability grants have been reproduced fraudulently after cloning beneficiary cards, which the Fraud and Corruption Management Crime Unit at SASSA is working tirelessly to investigate.

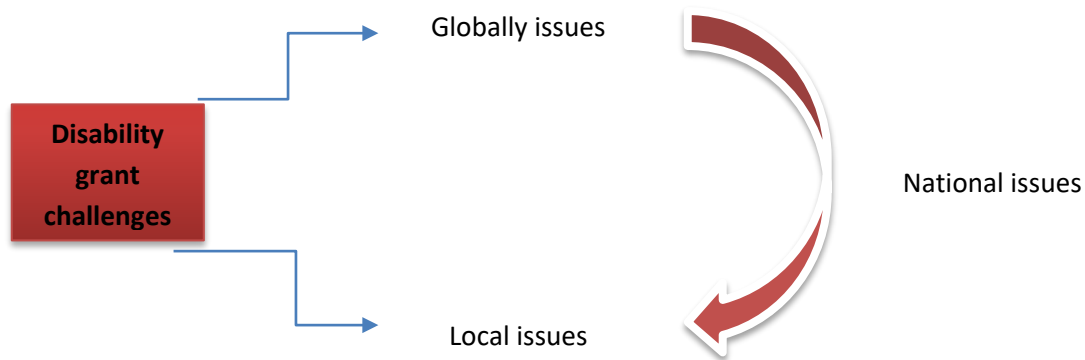
**Table 5.7:** Mechanisms to control fraud and inefficiency

Control mechanisms	Issue	Solution	Change
SASSA Branded cards	Started	Ongoing	Under monitoring
Post-office payment	Contract glitch	Reviewed	Fraud cases reported
Retail grant pay-outs	Card scams	Reviewed	Fraud cases reported
Biometrics	Started	Afloat	Fewer cases reported
Secret pins	Reproduce	Investigation	Cloned cards reported
Fraud campaigns	Embezzlement	Arrests	Proliferating pandemic
Fraud units	Case overload	Review	Reported media crime
Awareness campaigns	Poor reception	More campaigns	Hardly any change

Over half of those who responded felt that the government fraud campaigns remain a complete waste of time as cases of disability grant embezzlement and arrests continue to contribute on the already escalating related cases. Despite the establishment of Fraud Management and Crime Prevention Unit at SASSA as a strategy to curb high levels of fraud, inefficiency and maladministration, respondents stated that the media continued to report about various disability grant crimes associated with fraud and inefficiency. Lastly, the respondents stated that despite a number of fraud awareness campaigns established by government in an attempt to deal with burgeoning fraud and inefficiency cases, no positive change had been noticed.

#### **5.4.4 Awareness on the challenges that obtain globally, nationally or locally regarding disability grants**

In chapter 3, figure 3.2.1 Meekosha (2011) suggests that the complexity of disability require to be challenged as an essential issue by different governments than being treated exclusively by an effort of a certain government. The aim of this chapter was to assess the level of awareness by officials on the challenges that obtain globally, nationally and locally regarding disability grants.



**Figure 5.24:** Awareness on the challenges that obtain globally, nationally and locally regarding DG

One expert was of view that the gaps in the system which allowed fraudsters to temper with disability grant finances was a major contributing factor that provided unscrupulous financial service companies to defraud the system. Basically, the findings revealed synergies with observations made by Mitra (2010) that creating state-dependent citizenry worsened the quality of life of the people. In agreement, Potts (2011) argued that giving handouts that come in a form of disability grant pushes individuals to rely more on government than doing the actual work in order to earn a decent living. Nationally, the majority of respondents criticised the regular technical problems experienced by SASSA for causing delays in disability grant payments, thus impinging on the rights of the people who need the disability grant as their only source of livelihood. This collides with the views of (Selipsky *et al* 2013) who argue that providing disability grants to people living with disability enhance their capabilities, and makes them to function well in a society. The respondents also shared that fraudsters pretending to be local staff officials spread wrong information that the official SASSA card would not have money at the beginning of certain pay-out months to confuse the beneficiaries in order for them to create a gap, which would allow them to defraud the system. Similarly, this correlates to the discoveries made by Daily News and Sunday Express dated 13 May 2012, which reported a burst from the secretary of the state for work and pensions who revealed that \$43 million of disability grants went into fraud from claimants who allegedly lived abroad.

#### **5.4.5 Lessons to be learnt by South African government regarding disability grant**

It is evident in Table 5.8 that disability grant issues were much broader than narrow. Hence, it is of the essence to incorporate the section on the lessons to be learnt by the South African government regarding the disability grant issues as shared by the respondents. This section was crucial to solicit ideas from respondents on mechanisms that could be used to reduce fraudulent activities around the disbursement of DG and restore the institution to the state of equilibrium across South Africa in general and in KwaZulu Natal in particular. The Convention on the Rights of Persons with Disability (CRDP) uncovered that most of people who are associated with fraud lived in the conditions of poverty, which made them easily tempted to commit fraud using joint operations involving corrupt officials employed by government. These outcomes were not consistent with the requirements of 'institutional theory' which underpins this study in that the theory clearly stipulates that government officials should consider adhere to and promote policies, rules, processes, norms and routines (Richard 2004).

This section looks at policy implementation failures and fraudulent activities around payment of social disability grants as provided by experts when this inquiry was undertaken. As mentioned in the literature review section, Reddy and Sokomani (2008) revealed that in 2003 the Department of Social Development Ministry and South African Social Security Agency (SASSA) introduced a range of measures to curb corruption following the realisation that the department was losing about R1.5 billion per annum due to corruption and maladministration in the delivery of social grants.

To date, the evidence obtained from interviewed respondents confirmed that most government institutions were confronted by the menace of fraud and corruption pertaining to disability grants administration and disbursement. Subsequently, the South African government has devised a number of mechanisms in an attempt to combat fraud and fight the scourge of corruption across the region.

**Table 5.8:** Lessons to be learnt by South African government regarding disability grant

Circulation of staff	Unannounced visits	Employ full-time whistle-blowers
More than half of expert respondents suggested that the government should alternate staff for different positions in order to minimize fraud.	Experts suggested that government officials who investigate fraud to bank more on unannounced visits, and thereafter interact with clients in the queues, which could help extract fraud information in early stages, and get leads of corrupt government staff.	Respondents came on strong on the recommendations of whistle blowing as another strategy to elicit information on the fraudsters utilising highly trained experts.
Systems that are fraud sensitive to alert superiors who are accountable as another strategy to curb escalating incidents of fraud.	Another way recommended by experts was to have disguised senior government employees pretending to be clients in need of services used to catch corrupt officials in the act.	Experts further suggested that government should invest more on mpimpa (which means expose corruption) hotlines by employing more staff, following up on the reported cases, giving incentives to confirmed cases of fraud reported.

Respondents remarked that the government continued to create anti-fraud campaigns as they cited the Special Investigation Unit, which addressed the committees on their progress in investigating fraud and corruption. A few of the respondents were very quick to say that the beneficiaries had a responsibility to notice strange changes on their disability grant payments. They further stated that the government was hard at work trying to invent new strategies aimed at creating awareness on fraud to existing beneficiaries. Lastly, the study found that specific budgets had been set aside to invest in technological advancement of systems for the purposes of controlling and curbing the escalating cases of fraud around the DG disbursement.

#### 5.4.6 Triggers of the prevailing perceptions on fraud around the DG policy

Table 5.9 exhibits the triggers of the prevalent opinions on fraud and corruption going around DG as policy fails to streamline the activities of corrupt officials and applicants. The

researcher extracted respondent views and categorized it according specified range including Higher, average, moderate, lower and none existent perceptions. The aim was to demonstrate depth of issues by linking it to views extended by respondents.

**Table 5.9:** Outlined triggers of fraud perceptions from respondents

Fraud range of perceptions (key)	Point A	Point B	Point C	Point D	Point E
Point A = Higher frequency	Higher Perceptions Media				
Point B = Average frequency	Sabotage	Average perceptions			
Point C = Moderate frequency	Grapevine	System gaps	Moderate Perceptions		
Point D = Lower frequency	Unemployment	Political riots	Turnaround strategies	Lower perceptions	
Point E = Non-existent frequency	Lack of skills, resources and training	Greed	Lack of accountability	Resources	None existent perceptions

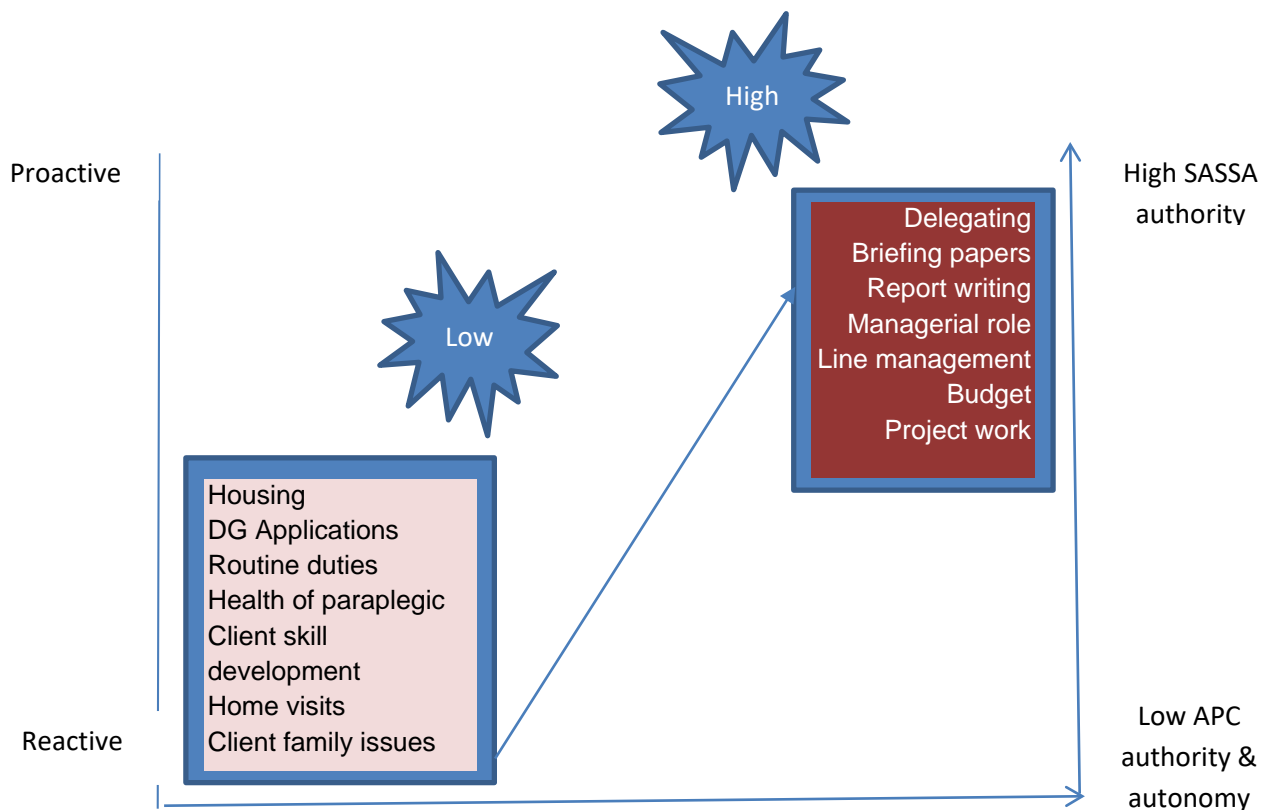
An overwhelming majority of respondents perceived the *media* as the major activate of the prevailing fraud perceptions. They further pointed out that *sabotage* amongst government officials fuelled the wrong perceptions of fraud around the DG disbursement. Respondents accepted as true that the negative *grapevine* doing rounds was a common denominator that perpetrated the negative perceptions regarding DG administration and disbursement. Issues such as lack of skills among officials, inadequate resources and lack of training for officials were also cited as areas requiring urgent attention. Yet, another issue mentioned in ‘point A’ as a committing factor of disability grant fraud perceptions was the issue of *unemployment* leading to poverty and destitution. Findings offered in ‘point A’ partially

concurred with the views presented by (Kelly 2013) that the high demand noticed in the distribution of DG was due to fraudulent applications and maladministration.

Point B dealt with triggers that were mentioned by about half of the respondents. As shown on Table 5.8, they included *systems gap*, *political riots* and *greed*. Certain respondents believed that the gaps in the systems of SASSA were identified long ago, but had not been addressed leading to the impression that 'responsible officials were not willing to help because they had their own fraudulent agenda to fulfil', whereas officials tended to refrain from using specific systems at SASSA because they had reeling gaps that might lead to them being implicated for fraud. Interestingly, some of the respondents claimed that ongoing political riots had a huge negative impact towards the DG policy. For an example, respondents stated that 'depending on which political structure or affiliation is serving that specific area, clients who might be from a different affiliation were likely to be prejudiced about the standard of service received. Another perception that received average frequency was the greed of some officials who went out of their way to find loopholes that could allow them to temper with the system committing fraud. Alleged fraudulent officials usually had deep connections, which usually allowed them to get away with many serious offenses which legally should have led to immediate arrest. What was more distressing being that the alleged fraudsters tended to use certain threats and gimmicks to responsible officials. More information that came out about fraudsters was that most of them had acquired so much money that they could easily bribe investigating structures such the HAWKS, investigating crime units and so forth to diffuse the cases claiming they had not found any evidence linking those particular officials to fraud. Point C reports on the moderate perceptions around the unavailability of the *turn-around strategies*, which the respondents believed could bail SASSA from prevailing administrative issues and this has subsequently triggered the perceptions of fraud and inefficiency to the public domain. Respondents further claimed that there was a big gap in terms of holding responsible officers *accountable*, which propelled the public to perceive SASSA as a hub of fraud.

#### 5.4.7 Additional inputs of the study

In figure 2.2.1 Peters (2000) referred to four measures of institutionalization, which qualifies organizations as institutions. Peter argued that fully-fledged institutions are complex with a variety of interlocking structures that function in unison to achieve organizational objectives. Institutions are autonomous and have capacity to make and implement own decisions. They are adaptable to be in synchrony with the environment around them. Finally, they are expected to exhibit a high level of coherence and ability to live up to their missions by a 'totality of relevant actors' (Carvalho *et al* 2017). This inquiry gave a wider spectrum of analysis on the additional inputs as offered by respondents, which they believed were of fundamental value to the development of the DG policy. Figure 5.25 illustrates two roles shared between SASSA and the APC organisation for the disabled used as a case study.



**Figure 5.25:** Additional inputs of the study



The theory further navigates around the issues of level of authority, which exists between the two institutions (SASSA and APC), their proactive and reactive roles as well as somewhat their level of autonomy (self-governance authority). Proactive and reactive states allocated to each one of these institutions somehow impacts on the outcomes of the DG policy. The aim of this question was to solicit further information that might somehow have been overlooked by the researcher during the interviews. The study discovered that SASSA experts held a higher authority over APC, which gave them a greater influence on the decision making process of the DG policy. APC expressed that the lower authority allocated by SASSA to their organisation was one of the limiting factors, which often had a negative influence of their decision making towards the DG policy outputs. SASSA experts confirmed that in terms of autonomous powers (allocated authority to self-govern) their institution distributes smaller powers to non-profit organizations such as APC to self-govern subject to the policies which SASSA has placed as main policies. APC remarked their autonomous approach towards the DG policy is heavily influenced by certain approvals from SASSA lines of authorities. In other words, APC tended to play a proactive role in the DG policy whereas SASSA had a reactive approach to play in supporting this non-profit organization.

## **5.5 CONCLUSION**

The strategic features of this study were to create new understandings of existing issues and identify new and emerging issues worthy of investigation and explanation (Trafford and Leshem 2008: 16). The issues of fraud and corruption around the disbursement of DG are not new. They are also global, national and local as discussed in chapter 3. The aim of the study was to examine the effectiveness of disbursing social disability grants in South Africa using Pietermaritzburg (uMgungundlovu District) as a case of study using the institutional theory, institutional model for policy analysis and collective action model for institutional innovation. This chapter found that the respondents both beneficiaries and experts seemed to be aware of fraudulent activities taking place around the application for and disbursement of DG. The sampled experts shared that the government had put in place a number of mechanism to identity and curb fraudulent activities, but they did not seem to be effective.

As much as the findings of this inquiry do reveal that the Department of Social Development Welfare keeps inventing new mechanisms in an attempt to tackle the issue of fraud and maladministration at SASSA, the responses showed that fraudsters remain a step ahead of the developments in tempering with whatsoever new mechanism in the system. Chapter 6 was used by the researcher to discuss the findings of the study in alignment with the research objectives, identify the contributions of the study, forward recommendations, identify areas for further research and conclude the study.

## **CHAPTER 6**

### **CONCLUSION AND RECOMMENDATIONS**

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#### **6.1 INTRODUCTION**

A conclusion portrays the picture of the thesis topic and it also delivers an idea whether the purpose of your thesis was achieved or not (AShelp, 2017). It is a well-written chapter that summarises and analyses each of the thesis chapters. The wrap-up of this inquiry gives a concise and detailed synopsis of its research project as a whole, and stretches into giving different thoughts around the importance of acquired findings as suggested by (Biggam, 2011). To conclude this study, the researcher revisited the research objectives in order to align them to the findings.

#### **6.2 RESTATEMENT OF THE PROBLEM AND OBJECTIVES OF THE STUDY**

The aim of this inquiry was to examine the effectiveness of the mechanisms used to disburse social disability grants at SASSA. The probe was encouraged by on-going disability grant negative media reports on fraud and maladministration across the country in recent years. This study was driven by five research objectives stated in chapter 1. These objectives were instrumental because they gave focus to the whole study.

The key aims of the inquiry were:

- To raise social security policy consciousness to social institutions when disbursing security grants
- To determine the policy guidelines informing the distribution of disability grants at the SASSA

- To establish the control mechanisms implemented by the South African government to combat fraud and inefficiency in the disbursement of disability grants
- To assess the effectiveness of the currently existing mechanisms by the South African government to counter fraud and inefficiency when disability grants are disbursed
- To determine challenges that obtain globally, nationally and locally regarding disbursement of disability grants
- To develop specific recommendations that could help improve social disability grant disbursement and reduce fraudulent practices by officials and recipients

### **6.3 FINDINGS**

The findings of this study are presented in alignment to these research objectives.

#### **Objective 1**

To determine the policy guidelines informing the distribution of disability grants at the SASSA

Chapter 2 of this study explored the legislative framework that inform disability grant and issues around eligibility and disbursement. As indicated in 2.7, this study gave a corroborated notion which states that the DG policy guidelines were designed to protect the rights of persons who live with disability, promote full equity of opportunities for persons with disabilities, ensure that the disability grant provisions assist the government to integrate the disabled individuals back into the mainstream of the society using the social model and the human rights policy frameworks, set the conditions of the policies and legislations that requires the government to ensure that such policies are reviewed against prescribed obligations as they affect the lives of the people living with disabilities, and lastly; to ensure that the integration and mainstreaming of disability is within the social development practices. On the basis of the currently available policy evidence, it seems fair to suggest that the aim of the DG policy guidelines is to facilitate the transformation shift in line with the policy frameworks. Further evidence revokes the effectiveness of the government policy guideline outlined in Section 36 which 'commits to protecting the rights of persons

who live with disability' when considering that the literature is still pervaded with arguments such as the findings of (SASSA, 2019) which critiques its own Section 36 stating that 'the protection of rights has over the years straddled with claims of issues connected to scams, maladministration and unhappy beneficiaries'. On logical grounds, there is no compelling reason to argue that these findings provide confirmatory evidence to the findings provided by (Baron, 2017) who unveiled that the disability grant application process has discrepancies because of its unclear policy guidelines. Ground covered by Hendrik (2003) recommends that 'unjust policy strategies be resolved through the institutional model for policy analysis' because the model is concerned with deliberative policy analysis actions that helps analysers to create a space whereby the policy enables various communities from unique backgrounds to measure their future, interrelationships and their affairs to the government. The DG policy has set the condition that deals with 'promoting full equity to people who live with disability' that is supposed to ensure that the new democratic era and its governance systems brings back the disabled individuals into the mainstream of society as they were previously marginalised. This condition clearly stipulates that the government officials have a shared responsibility to bring back the disabled persons into the mainstream of society, which the expectation is that such officials ensure that they effectively provide the DG to all persons who live with permanent disability. This is also supported by the South African Human Rights Charter which pronounced that the government set mechanisms should address and protect the needs of the disabled individuals. The consensus view of Raffaelli and Glynn (2013) seems to be that government institutions who face adverse policy problems use the collective action model as an instrument for addressing such problems, injustices, confirmations or dis-confirmations. Sufficient evidence of this inquiry shows that SASSA does not lack good DG policy, but it rather suffers from issues of too many colliding policies which take aside the interest of the main DG policy as officials are thrown into a state of confusion because they fail to grasp so many policies at the same time. Responsible officials ought to recall that the 'Welfare Laws Amendment Act of 1997' propounds the view that government social disability assistance should promote uniformity, equality of access and effective regulation throughout South Africa. Alarming evidence on the set DG condition which pronounce that 'government policies and legislations should ensure that the policies are reviewed against the prescribed obligations because they affect the lives of the people living with disabilities' is borne out by the findings

of this research, which shows that officials are failing to carry out this piece of legislation as they appear not consulting the DG beneficiaries in most of their dealings as shown throughout chapter 5 of this inquiry. The most striking result to emerge from data offered in chapter 5 is that the set DG policy guidelines are good, except that these guidelines suffer from criminal practices of presumably corrupt officials who are alleged to find gaps as they temper with the SOCPEN system that is used to provide DG's. These results somewhat place the DG policy guidelines as counterintuitive.

## **Objective 2**

To establish the control mechanisms implemented by the South African government to combat fraud and inefficiency in the disbursement of disability grants

Findings of this study showed that the South African government has established a great deal of mechanisms that are used to control fraud and inefficiencies at SASSA. These mechanisms include Medical practitioners, SOCPEN system, Biometric fingerprint machines, master cards, means test and the Harmonised Assessment Tool (HAT) amongst others mentioned in chapter 2. The government insists that these mechanisms be re-evaluated after every five years. Further literature shows that the evolution of these mechanisms have mostly been unsuccessful in meeting with the DG policy goals, which became the bone of contention of this inquiry. It was important to recognise that the government established the South African Social Security Agency (SASSA) as an institution whose responsibility is to administer the social grants of government. Clearly the institution's role remains to address major challenges pertaining to effective administration of social DG's. It appeared SASSA regulates the social assistance programmes of the South African government across its nine provinces. Chapter 2 states in 2.6 'the role of SASSA that is subject to the provisions of the Social Assistance Act of 2004'. The chapter reinforced government also developed manuals such as the Promotion of Access to Information Act that is guided by Section 14 of the Constitution of the Republic of South Africa that deals with matters concerned with social assistance programmes. Chapter 2 further alluded to SASSA as a public entity that regulates finances of government social institutions as guided by the provisions contained in the South African Social Security Agency Act of 2004. Other

mechanisms used to control fraud, maladministration and inefficiency were the DG policy, statutory frameworks, treaties, charters and a number of other plans of action using the 'Back to basics municipal approach' as a typical example. The government also streamlines the disability processes through the use of White Papers on disability, which is also mentioned in chapter 2 of this study. More findings of this inquiry abrogates prompt adherence to policy frameworks by responsible officials at SASSA. Chapter 3 illustrated in Figure 3.6 the SOCPEN system as another disability grant administrative mechanisms showing a followed life cycle used to administer DG's in an attempt to curb fraud and inefficiency. This study once more determined that SASSA use Master cards to administer disability grants. Albeit, Mont, Palmer, Mitra and Grove (2019) argued that to date the SA government still face an uphill battle of corrupt cards, which prevents the beneficiaries from accessing their grants in time. As explained in 3.4.2, SASSA use the 'Means Test' as a criterion or mechanism for determining the eligibility of DG applicants. Meanwhile, the Harmonised Assessment Tool (HAT) explained in 3.4.3 also helps the government to assess whether the applicants are eligible or not. Hence, this study was puzzled by the discovery made by DSD (2010) which criticised its own HAT mechanism stating that 'this tool is not instrumental enough to address all the needs of the disabled'. One more determination was that the national use of Social Security Policy is used to regulate all social programmes, as this tool stands as a national strategy which is concerned with the socio-economic aspects of disability. Based on empirical and secondary evidence of this inquiry the DG mechanisms appear to be inadequate. The scourge of poor DG policy mechanisms will continue to grow until the government finds a strong system to bring corrupt and inefficient officials to book and demand tacit explanations.

### **Objective 3**

To assess the effectiveness of the currently existing mechanisms by the South African government to counter fraud and inefficiency when disability grants are disbursed

Chapter 3 of this inquiry addressed literature on the disability grant disbursement mechanisms of fraud and inefficiency that obtains globally, nationally and locally. The aim was to learn whether or not the South African government share common social policy

problems, and if the government can benchmark on some of the successful strategies used internationally to curb fraud and corruption. The aim was to determine whether the international social policies encounter as much rife issues of fraud and inefficiency as the South African DG policy does. Evidence in literature confirms that the issues related to mechanism inefficiencies, fraud and maladministration persists all around the world where DG is offered. Although there were countless number of governments' interventions, international treaties, policy collaborations and other common mechanisms that are used as strategies to tackle issues of fraud, maladministration and inefficiency a lot remains undone to prevent the widespread of issues connected to DG policies. Other issues such as poverty, unemployment and poor understanding of the DG policy were seen as the bottom line issues that leads to policy failure. It appeared that the continued rise around fraud, maladministration and inefficiencies knew no boundaries in the DG distribution systems as to date SASSA institutions are still pervaded with chaos as a result of defrauded systems (see Figure 3.2). Other common denominators that accelerated the growth of issues resulted from poor staff morale, lack of employee honesty and poor work ethics. This study came to a conclusion that until such time the government shift more attention towards dealing with fraud and maladministration which have become a habit to most SASSA institutions, the DG policy will continuously lack positive results. This was followed by a realisation that defrauded systems exist because there is no prompt application of the Criminal Procedures Act of 1997, which clearly states how to deal with crimes of this nature. This study argues that if there was an adequate application of the 'Promotion of Administrative Justice Act of 2000' as a piece of legislation that was created to make the administration of public institutions more effective, there would be no poor DG distribution processes at SASSA.

There is a strong hold between the poverty nuance and disability, which leads to higher disability demand as unveiled by (South African Department of Social Development, 2015). Another issue that greatly contributes to the proliferating demand of DG is traced back to the high unemployment rate that perforates the DG policy to malfunction. It seems more inefficiencies around most DG mechanisms were subsequent to the issues of marginalisation. This exonerates that there is no prompt practice of the Promotion of Equality and Prevention of Unfair Discrimination Act of 2000 as set to achieve by SASSA,



understanding that this act contains clear provisions, which deals with preserving the liberty of people who live with disability. More evidence showed that the high DG access occur as a result of fraud, which proves that there is inappropriate administration of the Prevention and Combating of Corrupt Activity Act 12 of 2004.

After all this act deals with preventing and combating corruption. What is more is that the poor application of the Public Service Act of 1999 which deals with regulating the functions and conditions of service delivery across the three spheres of government has brought about the alleged issues of ineffective mechanisms at SASSA. One can take mechanisms such as the Harmonised Assessment tools, corrupt identification cards, means test and the SOCPEN to exemplify the perceived poorly applied mechanisms the respondents alluded to.

#### **Objective 4**

To determine challenges that obtain globally, nationally and locally regarding disbursement of disability grants

Chapter 3 contains analysed secondary data about the global spectrum views of disability. The findings showed that there were exacerbated incidents of fraud and maladministration across the globe when DGs are offered. Chapter 3 literature alluded to a countless number of incidents regarding defrauded systems which was witnessed in countries like Spain, U.S Washington D.C, North Carolina, Portugal, Thailand, Sweden, Uganda, India, Nigeria, Ghana, Congo, Western Europe and North America. Clearly the scourge of defrauded social grant systems is a major challenge, not only to developing countries, but also developed countries as well. Meanwhile, the discoveries made by the empirical data of this inquiry shows that the majority of respondents are very much aware of the obtaining disability grant issues which exists nationally, provincially and locally. There was limited awareness on the global issues of disability grants to most of the respondents. Chapter 3 alluded to a burgeoning majority of respondents who expressed views that shows disbeliefs, mistrust and doubt on the effectiveness of the DG policy mechanisms. Noticeably, these types of responses show disconnect, which exists between the disability

grant policy and the actual practices of SASSA officials. There is no guarantee on the effectiveness of SASSA social grant administration systems if one were to consider the provisions made by section 33 of the Promotion of Administrative Justice Act No.3 of 2000. This piece of legislation pronounces 'responsible officials should provide effective and efficient goods and services' to all their legitimate beneficiaries.

## **Objective 5**

To develop specific recommendations that could help improve social disability grant disbursement and reduce fraudulent practices by officials and recipients

This objective is satisfied in 6.4. This is where the researcher formulated and presented the recommendations that SASSA can employ to address the current issues noticed when disability grants are distributed.

## **6.4 RECOMMENDATIONS**

Understanding that institutions are composed of various forms and sizes, enduring rules, culture, practices and structures of set conditions for behaviour and action as stated by Lawrence and Shadnam (2008) in chapter 2 of this inquiry, the researcher developed a number of recommendations that stems as survival aspects of the DG as a government social structure. Based on the findings of this inquiry the following suggestions were made:

- One of the findings of this inquiry alluded to the lack of 'Rights awareness'. This study recommends SASSA develop a manual which outlines all the Rights of people who live with disability and transmit to all their beneficiaries. The finding on unclear signage at SASSA offices can be addressed by displaying more visible signage (s) such as visual screens and internal radio systems in all languages. On the respondent issue of staff who lacks good policy understanding the government can resolve this through staff trainings and policy indoctrination. Staff also need to be trained on how to deal with disability clients. Unclear turn-around times can be

committed to issuing all clients with written communiqué after their successful application or communicate client feedback through the SMS system.

- Clients critiqued the 12 months' renewal period of DG's. This study recommends the period be traded with 36 months to beneficiaries who are permanently disabled. Respondents' issue of cloned cards be tackled using the 'biometrics/fingerprints' as the only strategy to pay beneficiaries. Poor working conditions and lack of resources can be addressed through the use of the 'Value Chain on Service Delivery' which clearly outlines the conditions of providing goods and services in the public sector domain. The finding on beneficiaries who use their DG money for transportation the government can issue transport vouchers or transport cards that have client identity branded with a SASSA logo with specific client barcode. The outcome of clients who claim to lack job skills SASSA can establish 'Skills Development Centres', which will assist beneficiaries who are able develop and nurture their unleashed skills.
- On the finding of beneficiaries who require support structures in a form of emotional support the government can establish 'Community Development Forums', Disability Support Structures and nominate group leaders of such structures who should be a beneficiary who live with disability. Respondents were unsatisfied about beneficiaries who receive DG whilst they are employed or running a business, SASSA can readdress this issue by formulating 'Business/salary income parameters' as a guide for disability grant applicants before being disqualified for this type of government grant. In terms of addressing the finding of beneficiaries who require education, SASSA can establish centre based learning organisations for the disabled in their communities and issue South African Accredited Qualifications (SAQA).
- To address the finding of clients who use their disability grant money to pay people who wash and clean for them, SASSA can establish laundry centres and appoint 'load collectors' in every ward that will assist the disabled persons with washing of clothes as part of encouraging hygiene in the communities and to prevent beneficiaries from spending the limited disability grant to pay for such domestic services. On the finding of clients who allege APC is not communicating their disability grant amounts with them, the government can encourage the NPOs

housing the disabled to communicate disability grants amounts with their clients more regularly. Lastly, the finding of clients who alleged APC not to allow their clients to be in contact with their families the organisation can work with government to find ways and budget that will allow their clients to be in contact with their families.

## **6.5 CONTRIBUTIONS OF THE STUDY**

Thomson (2016) views originality within the lens of something fresh and unique with an idea of singularity. The legislative mandate for SASSA contained in the disability grant policy stipulates that the institution's role is to effectively execute the distribution of social grants. Evidence in the literature shows that the practice over the years is mounted with allegations of issues related to fraud, maladministration and dissatisfaction of intended beneficiaries. There is no known study that has tapped into recommending the application of service delivery value chain when disability grants are disbursed at SASSA in Pietermaritzburg offices. Contribution of this study sits on recommendations that requires SASSA to improve the service delivery value chain in the distribution of disability grants by training the employees, improving the infrastructure and the capacity of SASSA in providing the disability grants in Pietermaritzburg office. The second principle of public service delivery value chain on operations alludes to government institutions having standardised models. SASSA can achieve this by developing a model called an *Intermodal Integrated Government Software (IIGS)*. The IIGS system will have a tool called *Homogenised Government Software (HGS tool)*, which will assist with the integration of clientele information across government departments. This software will enable responsible officials to pick up information on deceased applicants, criminal records, enlisted fraudsters, employed beneficiaries and business tax-payers, when they punch the identity number of specific applicant into the system in order to minimise crimes related to frauds, fake identities and so forth. As mentioned in 2.2.1, institutional theory exists to interrogates the resilience, sustainability and survival aspects of social structures by looking at social behaviour as displayed in processes and routines that emanate from policies, norms, and structures (Richard, 2004).

The fifth element of the public service delivery value chain talks about institutions unleashing their customer service focus. SASSA can achieve this by electing a Non-Profit Organisation Council Advisory Capacity (NPOCAC) that will conduct research on burning issues surrounding NPO's. The council will assist by giving inputs in a form of report of the monthly issues that require address in order to continuously improve the disability grant policy and resolve the issue of NPOs who feel their inputs are side-lined and not valued by SASSA. In conclusion, this study has made an original contribution around the understanding of the complex association between the gap of the disability grant policy mechanisms and the well-being of grant beneficiaries in a later life.

## **6.6 LIMITATIONS OF THE STUDY**

The results of this study are not generalisable to the public because the researcher utilised a qualitative design and purposive sampling as the selection criteria which does not generalise findings. The qualitative paradigm is rather concerned with providing rich, contextualised understanding of some aspect of human experience through a study of a particular case (Beck, 2010). Also, the sample size of this study was only limited to (37) respondents who were interviewed. Understanding that this inquiry was only limited to 12 areas of the UMgungundlovu district municipality mentioned in chapter 5, it was crucial that the findings are only limited to affected respondents. Few of the respondents in the UMgungundlovu district areas had limited understanding of the disability grant administrative processes and systems that is commonly engaged to assess the effectiveness of the mechanisms used to disburse social disability grants. The unknown impact on the effectiveness and efficient governance systems led to some respondents being unable to respond to certain questions of the study. The purposive sampling technique was utilised, so that only participants residing under UMgungundlovu district participated in the probe. The motive behind using purposive sampling was based on the fact that this approach was precise and it was effortlessly available to serve all the relevant needs of the inquiry as recommended by (Welman, 2005). At times, the village setting was not easily accessible by means of transport and respondent houses were situated far apart from each other, which prompted respondents to wait longer for the researcher to arrive

and by the time he gets there some would have lost as much interest. The time factor became another limitation as initially the plan was to complete this inquiry within one week, but due to some respondents postponing and/or; sometimes cancelling the interviews the researcher was led into deciding to stretch the interviews into a period of two weeks. Lastly, the bad weather conditions propelled the researcher to interchange some scheduled interviews and plans with respondents as gaining access was nearly impossible to most villages where the respondents reside.

## **6.7 CONCLUSION**

Findings of this inquiry confirms that the scourge of fraud and maladministration does exists at SASSA. Both beneficiaries and officials are affected by the status-quo in their respective settings. An overwhelming majority of respondent depends of disability grants. Officials are seen as failing to adhere to prescribed DG policy guidelines. The strain of ineffective mechanisms pervades SASSA with chaos, doubt and lead to dissatisfied clients, while employees suffer endless criticism. Policies and relative frameworks appear to be disintegrated and misunderstood. Infrastructure and resources are lacking. This means as much as mechanisms of disbursing DG does exist at SASSA, but responsible staff and beneficiaries have very little hope about the effectiveness of such mechanisms. A burgeoning majority were particularly dissatisfied about the mechanisms used to disburse disability grant as they complain that the mechanism dispels fraud, system inefficiencies, cloning of cards, identity issues, issues of turn-around times, lack of DG policy understanding, lack of consultation, transparency and so forth. Strong assertions on the DG policy which shows no growth in terms of allocating increment to beneficiaries was made. DG beneficiaries lamented about small DG amounts paid out as grants, which throws them into a state of competing with the ever-rising economic status.

As can be seen in the remarks offered in the literature, the DG eligibility criteria appears not to be clear enough to adequately address the needs of the disabled. Beneficiaries claim they are not given proper explanation as to why their DG amounts are not disclosed by the APC, which has led to beneficiaries concluding that they are being exploited by the

organisation. The only answer to resolve the mushrooming DG problems dwells on SASSA employing the Value Chain of Public Service delivery as the strategy to deal with their conditions of providing goods and services. The idea of not involving Non-Profit Organisations (NPO's) by SASSA in DG Policy development is not well understood and as a result NPO's perceive SASSA as sideliner of participation. The five objectives outlined in chapter 5 were satisfied as anticipated by this inquiry.

## **6.8 AREAS FOR FUTURE RESEARCH**

An earmarked future direction of this study lies in finding out the following:

- To determine what would cost more between revamping the disability grant policy and introducing a new much more technologically advanced policy by SASSA,
- To assess the role that SASSA can play in addressing the needs of persons living with disability in a much more digitalised world, more especially when it comes to ensuring that the rights of beneficiaries are accorded in respect of the required prescripts pronounced in the Constitution of the Republic of South Africa,
- To undertake a study on what are the global benchmarking trends utilised by SASSA to resolve some of the similar challenges experienced in other countries that offers disability grants and how do they monitor the effectiveness of those approaches.

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## **LIST OF ANNEXURES**

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# Association for the Physically Challenged

(Formerly Pietermaritzburg & Midlands Cripple Care Association)

## PIETERMARITZBURG & MIDLANDS BRANCH

002-204 NPO

11 NEW ENGLAND ROAD, PIETERMARITZBURG 3201

Tel: (033) 3422768

(033) 3428593

Fax: (033) 3424098

### CONSENT AND INDEMNITY

I MTHOKOZISI SYDNEY LUTHULI student at Durban University of Technology, being at the Association for the Physically Challenged for research purposes. The study commences from the 22<sup>nd</sup> to the 26<sup>th</sup> of October 2018. My respondents will be residents from John Odams, staff, Abercare and outreach service users.

I agree and accept that the Association or any of its affiliates, subsidiaries, , officials, attendants or shall not be liable in any way whatsoever for any injury, harm or loss suffered by me through any cause whatsoever whilst I am still doing my study. This includes harm, injury or loss that may occur whilst on an outing, and/or travelling in a motor vehicle provided by the Association with the understanding that the Association will take all reasonable precautions for my safety and welfare.

I agree that I will conduct myself with decorum at all times and not engage in any immoral conduct or misdeamour that may bring the name of the Association into disrepute..

SIGNATURE OF APPLICANT OR LEGALLY EMPOWERED PERSON

DATE 23/10/2018

WITNESS.....

DATE 23/10/2018

REPRESENTATIVE – ASSOCIATION FOR THE PHYSICALLY CHALLENGED

DATE 23/10/18

WITNES

ASSOCIATION FOR THE PHYSICALLY CHALLENGED  
PIETERMARITZBURG & MIDLANDS BRANCH

DATE 23/10/18  
TEL: 033 342 2768  
TEL: 033 342 8593  
FAX: 033 342 4098  
NEW ENGLAND ROAD  
PIETERMARITZBURG  
3201



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## PIETERMARITZBURG & MIDLANDS BRANCH

002-204 NPO

11 NEW ENGLAND ROAD, PIETERMARITZBURG 3201

Tel: (033) 3422768

(033) 3428593

Fax: (033) 3424098

### CONSENT AND INDEMNITY

I MTHOKOZISI SYDNEY LUTHULI student at Durban University of Technology, being at the Association for the Physically Challenged for research purposes. The study commences from the 22<sup>nd</sup> to the 26<sup>th</sup> of October 2018. My respondents will be residents from John Odams, staff, Abercare and outreach service users.

I agree and accept that the Association or any of its affiliates, subsidiaries, , officials, attendants or shall not be liable in any way whatsoever for any injury, harm or loss suffered by me through any cause whatsoever whilst I am still doing my study. This includes harm, injury or loss that may occur whilst on an outing, and/or travelling in a motor vehicle provided by the Association with the understanding that the Association will take all reasonable precautions for my safety and welfare.

I agree that I will conduct myself with decorum at all times and not engage in any immoral conduct or misdeamour that may bring the name of the Association into disrepute..

SIGNATURE OF APPLICANT OR LEGALLY EMPOWERED PERSON

DATE 23/10/2018

WITNESS.....

DATE 23/10/2018

REPRESENTATIVE – ASSOCIATION FOR THE PHYSICALLY CHALLENGED

DATE 23/10/18

WITNES:

ASSOCIATION FOR THE PHYSICALLY CHALLENGED  
PIETERMARITZBURG & MIDLANDS BRANCH  
TEL: 033 342 2768  
TEL: 033 342 8593  
FAX: 033 342 4098  
11 NEW ENGLAND ROAD  
PIETERMARITZBURG  
3201



**Association for the Physically Challenged**  
(Formerly Pietermaritzburg & Midlands Cripple Care Association)

**PIETERMARITZBURG & MIDLANDS BRANCH**

002-204 NPO  
11 NEW ENGLAND ROAD, PIETERMARITZBURG 3201

Tel: (033) 3422768  
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.....  
SIGNATURE OF APPLICANT OR LEGALLY EMPOWERED PERSON

DATE 24/10/2018

WITNESS.....

DATE 24/10/2018

.....  
REPRESENTATIVE – ASSOCIATION FOR THE PHYSICALLY CHALLENGED

DATE 24/10/2018

**ASSOCIATION FOR THE PHYSICALLY CHALLENGED**  
PIETERMARITZBURG & MIDLANDS BRANCH

WITNESS

TEL: 033 342 2768  
TEL: 033 342 8599  
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SIGNATURE OF APPLICANT OR LEGALLY EMPOWERED PERSON

DATE 24/10/2018

WITNESS.....

DATE 24/10/2018

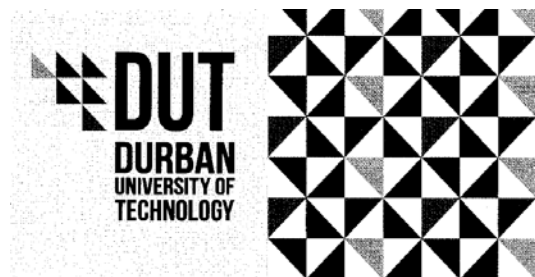
.....  
REPRESENTATIVE – ASSOCIATION FOR THE PHYSICALLY CHALLENGED

DATE 24/10/2018

**ASSOCIATION FOR THE PHYSICALLY CHALLENGED**  
PIETERMARITZBURG & MIDLANDS BRANCH

WITNESS

TEL: 033 342 2768  
TEL: 033 342 8599  
FAX: 033 342 4098  
11 NEW ENGLAND ROAD  
PIETERMARITZBURG  
3201



## MEMORANDUM

**To** : Professor Napier  
**From** : Mr Mthokozisi Sydney Luthuli Student Number (20716929)  
**Subject** : Authorization to amend research budget for Master's degree in P. Management  
**Date** : 28 May 2018

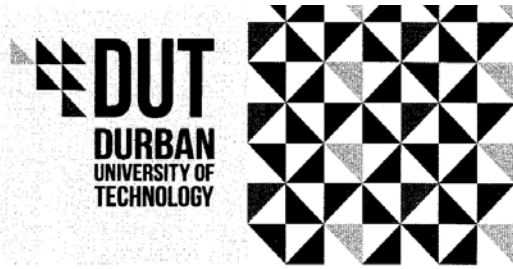
Dear Professor Napier,

I, Mthokozisi Sydney Luthuli ID Number: **861005 5393 084**-student number: **20176929** the undersigned hereby wish to request your approval to amend my **R10 000**-student research budget. I am a student enrolled for Masters in Public management (2018) and my study deals with disabled respondents housed at the Association for the Physically Challenged (APC) in PMB, Scottville.

The manager (Ms Diane) of the APC recommended that the respondents be brought together in one station (APC home) instead of driving around to their different locations in uMgungundlovu, which can be costly. The total number of respondents is **169** excluding the **12 industry** experts who will be interviewed separately. I hereby request to use an estimated amount of **R6000** to supply meals to these disabled individuals considering their state of being as the survey will take the whole day. The catering company proposed meal packs be organized understanding that the survey will take one full day. Experienced APC Social workers in charge of taking care of these disabled respondents will be there to assist and supervise as tasked by their manager Ms Diane.

**Title: Investigating the effectiveness of disbursing social security grants in South Africa: A case study of KwaZulu-Natal, Pietermaritzburg: uMgungundlovu district.**

I have attached the quotation for the meals herein this letter for your convenience.



Enq : Mr M S Luthuli

Date : 25<sup>th</sup> July, 2016

E-mail : [Mthokozisi1@dut.ac.za](mailto:Mthokozisi1@dut.ac.za)

The Provincial Director  
Association for the Physically Challenged (APC)  
KwaZulu-Natal Province  
Pietermaritzburg

Dear Madam/s,

Mrs Lesley Dietrich: Provincial Director,

Mrs Penelope van ZYL: Provincial Administrator

**Subject: Request For Permission To Conduct Research Study Within APC**  
**KwaZulu-Natal: Pietermaritzburg.**

I am a registered Master of Public Administration student attending at the Durban University of Technology-M.L Saltan Campus. I am required to complete a dissertation and seek to make contributions on service delivery improvement with regard to payment of social disability grants.

My research topic reads: "Investigating the effectiveness of disbursing social disability grants in South Africa: A case study of KwaZulu-Natal, Pietermaritzburg: uMgungundlovu". The study will be conducted under supervision of the Durban University of Technology. The objective of the study is to determine the effectiveness of the processes used by SASSA to disburse disability grants and then make recommendations for service delivery improvement.

I intend to interview 20 key informants, which will be Sassa disability grant holders from any of the 18 wards under uMgungundlovu (please see attached) in order to get their view point insofar as the disability grant disbursement policy is concerned. Questionnaires will also be distributed to the SASSA disability grant holders mentioned here above.

The cost pertaining to this study will be borne by the Durban University of Technology.

Furthermore, the final dissertation will also be made available to the APC and/or; SASSA office of the regional manager.

Your co-operation in this regard will be highly appreciated.



Regional Executive Manager

SASSA KZN

1 Bank Street

Pietermaritzburg

3200

Durban University of Technology

P.O Box 1334

Durban

4000

Dear Mr M.S. Luthuli,

**RE: Request for permission to conduct Research study within SASSA in KwaZulu-Natal**

I acknowledge receipt of your letter requesting permission to conduct research at SASSA KwaZulu-Natal on "*Investigating the effectiveness of disbursing social disability grants in South Africa: A case study of KwaZulu-Natal, Pietermaritzburg*". SASSA is a progressive Agency which promotes research that enhances knowledge and development. Please be advised that permission is granted for you to undertake this study in the offices of SASSA in KZN. Please present this letter when you access SASSA offices or engage with staff.

Of important note for you as you embark on this project is that SASSA cannot decree to its officials, customers, beneficiaries and stakeholders whether or not to participate in your research study. However, information that you will obtain from SASSA officials and beneficiaries should be treated with confidentiality whether in terms of the storage of data, analysis or during the publication process. It is advisable to remove identifiers such as names, vernacular terms and geographical hints when writing up your dissertation. Furthermore, SASSA cannot guarantee your safety as you go around its premises and does not promise you funding of your research study at any given stage.

The monitoring and evaluation department at SASSA Head Office will provide you with statistical information and approved reports on your subject matter of study if requested, and if information is available. I wish to thank you for choosing SASSA to collect data for your study and will request that you provide the Agency with two copies of the final approved dissertation. Please also ensure that you provide an electronic copy of the report on pdf for it to be uploaded to the research repository of the Agency. You will also be expected to present your findings and recommendations to the regional management committee (REMANCO) at a date that will be communicated to you once your final dissertation has been submitted.

Regards,

Regional Executive Manager

SASSA KZN

Date: 22/07/2016



### **Appendix 3: Informed Consent Form**

(I, the researcher will explain all study protocols before beginning the probe, translate into IsiZulu or sign language interpreter).

My name is Mthokozisi Luthuli. I am doing research on a project titled "Investigating the effectiveness of disbursing social disability grant in South Africa: a case study of KwaZulu-Natal, Pietermaritzburg: uMgungundlovu". This project is supervised by Dr Dumisile Cynthia Hlengwa at the Department of Ecotourism Management, at the Durban University of Technology.

Should you have any questions my contact details are:

**Durban University of Technology**

**Faculty of Management Sciences**

**Department of Ecotourism Management**

**Riverside Campus**

**Pietermaritzburg**

**3200**

**Tel: 033 845 8844**

Thank you for agreeing to take part in the project. Before we start I would like to emphasize that:

- Your participation is entirely voluntary,
- You are free to refuse to answer any question,
- You are free to withdraw at any given time,

The interview will be kept strictly confidential and will be available only to members of the research team. Experts from the interview may be made part of the research report. Your name will not be used in the report, but we may use your disability, area of residence, age and gender as identifiers.

Please sign to show that I have read the contents to you.

----- **(Signed)** -----/-----/-----

----- **(Print name)** -----

Write your address below if you wish to receive summary of the research report

GROUPED APC RESPONDENTS AS PER THEIR RESIDENT AREAS UNDER UMGUNGUNDLOVU							
APC JO RESPONDENTS GROUP 1			Code	APC MPOLWENI & PANORAMA GROUP 7			Code
Surname	Name/s	Talk/Write		Surname	Name/s	Talk/Write	
1. De Beer	Lisa	Write	APC1	19. Maphumulo	Linda	Talk	APC 19
2. Hadebe	Khehla	Talk	APC2	20. Khanyile	Sthembiso	Talk	APC 20
3. Greenland	Anthony	Talks	APC3	21. Mohamed	Ruwaide	Talk	APC 21
APC ORIBI RESPONDENTS GROUP 2				APC JOHN PIETTIE, SOBANTU & CITY CENTRAL GROUP 8			
4. Du Toit	Sandra	Write	APC4	22. Cloete	June	Talk	APC 22
5. Ferreira	Michelle	Write	APC5	23. Mndaweni	Mduduzi	Talk	APC 23
6. Van Romburgh	Deon	Talk	APC6	24. Bevan	Manuel	Talk	APC 24
APC TABLE MOUNTAIN GROUP 3				APC SCOTTVILLE, COPESVILLE & NORTHDAL GROUP 9			
7. Mathonsi	Sibongile	Talk	APC7	25. Padayachee	Roseanne	Talk	APC 25
8. Scabashe	Nhlakanipho	Talk	APC8	26. Rungasamy	Roxanne	Talk	APC 26
9. Ngcobo	Khanyisile	Talk	APC 9	27. Singh	Sammath	Talk	APC 27
APC CRAMOND GROUP 4				APC CINDERELLA, MKHONDENI & NAPEVILLE GROUP 10			
10. Zondi	Nkosingiphile	Talk	APC 10	28. Mthembu		Talk	APC 28
11. Xulu	Zodwa	Talk	APC 11	29. Mhlanga		Talk	APC 29
12. Mweli	Bongani	Talk	APC 12	30. Harmse		Talk	APC 30
APC SWAYIMANE GROUP 5				APC MANAMENT RESPONDENTS			
13. Mkhize	Nomy	Talk	APC 13	Anonymous 1	-	Talk	APCM1
14. Ndlovu	Thembi	Talk	APC 14	Anonymous 2	-	Talk	APCM2
15. Sithole	Xolani	Talk	APC 15	Anonymous 3	-	Talk	APCM3
APC TAYLORS GROUP 6							
16. Nxele	Hlengiwe	Talk	APC 16				
17. Sosibo	Khulekani	Talk	APC 17				
18. Mchunu	Bongeka	Talk	APC 18				

<b>INTERVIEW SCHEDULE FOR SASSA RESPONDENTS</b>
CODE NUMBER/S: RO1/02/03/04/05/06/07/08/09/10
CODE NUMBER/S: LO1/02/03/04/05/06/07/08/09/10
DATE: 00/00/2018
TIME: 00:00 AM/PM

**1. What are the disability grant policy guidelines determined by SASSA?**

.....

.....

.....

.....

.....

.....

.....

.....

**(Add more lines for responses)**

**1.1 How did you become aware of the existing DG Policy guidelines?**

.....

.....

.....

.....

.....

.....

.....

.....

**(Add more lines for responses)**

**1.2 In your view, do you think the DG Policy guidelines are adequately developed to support all the needs of the fellow disabled people and why?**

.....

.....

.....

.....

.....

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.....

**(Add more lines for responses)**

**1.3 Before we can close this section on disability policy guidelines, is there any additional information pertaining to the DG policy guidelines and development that you would like to add?**

.....

.....

.....

.....

.....

.....

.....

.....

.....

**(Add more lines for responses)**

**2. Has SASSA established any control mechanisms to combat fraud and inefficiency in the disbursement of disability grants and what are they?**

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

**(Add more lines for responses)**

**3. How does SASSA assess the effectiveness of the control mechanisms used to combat fraud and inefficiency in the disbursement of disability grants?**

.....

.....

.....

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.....

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.....

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.....

.....

.....

.....

**(Add more lines for responses)**

4. Are you aware of any challenges that obtain Globally, Nationally or locally regarding the disability grants?

Global?

.....  
.....  
.....  
.....

(Add more lines for responses)

National?

.....  
.....  
.....  
.....

(Add more lines for responses)

Locally?

.....  
.....  
.....  
.....

(Add more lines for responses)

- 4.1 In your view, what can the South African government learn from these challenges?

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

(Add more lines for responses)

5. What has the South African government done to address fraud pertaining to disability grants?

.....  
.....  
.....  
.....

.....  
.....  
.....  
.....  
.....

(Add more lines for responses)

6. In your view, what are the triggers of the prevailing perceptions on fraud around the DG policy?

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

(Add more lines for responses)

7. Before we close this interview, is there anything critical that you feel we should include regarding the DG policy and if so what is it?

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

(Add more lines for responses)

Thank you so much for your valuable information. Your contribution is highly appreciated and will certainly be treated with confidentiality and anonymity throughout.

## Appendices

<b>Section A</b>	<b>Personal Information</b>
<b>Tick the appropriate column</b>	

**Appendix One: Disability grant beneficiary Interview Schedule.**

<b>Between 20-30</b>
<b>Between 30-35</b>
<b>Between 30-40</b>
<b>Between 40-50</b>
<b>Above 50 years</b>

**Age-Group Profile**

<b>Male</b>
<b>Female</b>

**Gender Profile**

<b>Black</b>
<b>White</b>
<b>Coloured</b>
<b>Indian</b>
<b>Other.....</b>

**Race Profile**

<b>Afrikaans</b>
<b>English</b>
<b>Xhosa</b>
<b>Setswana</b>
<b>Zulu</b>
<b>Other.....</b>

**Language Profile**

<b>High School Drop-out</b>
<b>Grade 12</b>
<b>Diploma</b>
<b>Degree</b>
<b>Post-Graduate Qualification</b>

**Education Profile**

**Disability Profile**

<b>Ailment</b>
<b>Deaf</b>
<b>Blind</b>

## Section B: Views from Disability Grant Holders

2. How would you tell me disability grant has changed or influenced your life?

Answer.....

Explain.....

.....

.....

.....

3. Can you tell me what is your understanding of the application process for obtaining disability grant?

Answer:.....

Explain.....

.....

.....

.....

4. Can you tell me how long has it taken you to get your first disability grant payment and why?

Answer:.....

Explain.....

.....

.....

.....

5. If you were to recommend –what would you like to see as part of SASSA improvement plan/s when distributing disability grants and why?

Answer: .....

Explain.....

.....

.....

.....

6. How would you describe the treatment received from SASSA when it comes to disability grants and why do you perceive it as such?

Answer: .....

Explain.....

.....

.....

.....

7. Can you tell me about your experience on the days of receiving social disability grants?

Answer: .....

Explain.....

.....

.....

.....

4. How would you describe your life before receiving disability grant?

Answer:.....

Explain:.....

.....



- .....  
.....
5. Can you share your views when it comes to working while receiving disability grant and what makes you feel this way?

Answer:.....  
Explain.....

- .....  
.....
6. What is your view when it comes to starting your small business while receiving disability grant?

Answer:.....  
Explain.....

- .....  
.....
7. Can you tell me how do you think your life would be if you didn't receive any disability grant?

Answer: .....  
Explain.....

- .....  
.....
8. Can you share good or bad experiences with SASSA disability grant staff?

Answer: .....  
Explain.....

- .....  
.....
9. Can you tell me what support measure would you like to see at SASSA for the persons living with disability and why it is that so?

Answer: .....  
Explain.....

- .....  
.....
10. Can you tell me anything about the support structures from SASSA to their disability grant holders?

Answer:.....

Explain.....

## Section C: Attitudes and Perceptions around Distribution of Disability Grants

Tick an appropriate column that best fits your response.

6. Can you rate the relevancy of SASSA disability grant in your life?

Poor	Average	Good	Excellent
Explain your answer: ..... ..... ..... .....			

7. Can you rate the customer service received from SASSA in the disability sections?

Poor	Average	Good	Excellent
Explain your answer:..... ..... ..... .....			

8. Can you rate the turnaround times when applying for disability grants at SASSA?

Poor	Average	Good	Excellent
Explain your answer:..... ..... ..... .....			

9. Can you rate how well you understand the disability grant processes from SASSA?

Poor	Average	Good	Excellent
Explain your answer: ..... ..... ..... .....			

10. Can you rate the accessibility of SASSA disability grant offices from where you reside from?

Convenient	Travelable	Very far	Impossible to reach
Explain your answer:..... ..... .....			

6. Can you describe the nature of SASSA attending to disability inquiries?

Poor	Average	Good	Excellent
Explain your answer:..... ..... ..... .....			

7. Can you describe the feasibility of SASSA offices to their disability grant applicants/beneficiaries in terms of user friendly spaces?

Poor	Average	Good	Excellent
Explain your answer: ..... ..... ..... .....			

8. Can you rate how well do you know your rights as a person living with disability?

Poor	Average	Good	Excellent
Explain your answer: ..... ..... ..... .....			

9. Can you rate how visible are the rights of disability grant beneficiaries at SASSA offices?

Poor	Average	Good	Excellent
Explain your answer:..... ..... ..... .....			

10. Can you rate your satisfaction level on the disability payment received by disability grant holders?

Poor	Average	Good	Excellent
Explain your answer:..... ..... .....			



7 May 2018

Reference: Proposal Approval: Mr. S M Luthuli

Student number: 20716929

Dear Mr. S M Luthuli

**MASTERS OF MANAGEMENT SCIENCES: PUBLIC RELATIONS**

This serves to confirm the approval of your research proposal by the Faculty Research Committee, at its meeting on 8 March 2018, as follows:

1. Research proposal and provisional dissertation title:

**INVESTIGATING THE EFFECTIVENESS OF DISBURSING SOCIAL SECURITY GRANTS IN SOUTH AFRICA: A CASE STUDY OF KwaZULU-NATAL, PIETERMARITZBURG: UMGUNGUNDLOVU DISTRICT**

Supervisor: Dr. D C Hlengwa

Co-supervisor: N/A

Please note that any proposed changes in the thesis/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 the Faculty. Any proposed changes to the use of this funding allocation requires the approval of your supervisor and the Dean. Please note that funding will be reimbursed to you after the provision of receipts.

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.



## Association for the Physically Challenged

Box 50018, Musgrave Road, 4062 40 Harris Crescent, Sherwood, 4091  
(031) 207 3329 / 208 6156 Fax (031) 207 2646

Registered Welfare Organisation 002-195 NPO

10 June 2016

Durban University of Technology

P.O Box 1334

Durban

4000

Dear Mr. M. S Luthuli,

**RE: REQUEST FOR PERMISSION TO CONDUCT RESEARCH STUDY WITHIN APC IN  
KWAZULU-NATAL, PIETERMARITZBURG UMGUNGUNDLOVU DISTRICT**

I acknowledge receipt of your letter requesting permission to conduct research at APC Pietermaritzburg and Midlands Branch, "Investigating the effectiveness of disbursing social disability grants in South Africa: A Case Study of the KwaZulu-Natal, Pietermaritzburg, UMGungundlovu District". APC is a progressive agency, which promotes research that enhances knowledge and development. Please be advised that permission is granted for you to undertake this study at the areas that are served by APC in Pietermaritzburg UMGungundlovu district areas in KZN. Please present this letter when you access APC offices and when you engage with ONLY respondents who are beneficiaries of APC.

Please note that participation of our beneficiaries in the research is completely voluntary and we therefore cannot guarantee the number of beneficiaries willing to participate. You are expected to adhere to all ethical considerations during the research process with regards to confidentiality of data, analysis or during publication process. Although APC will assist you in accessing beneficiaries, we absolve ourselves on any responsibilities for your safety. There will be no financial assistance provided by APC for your research study.

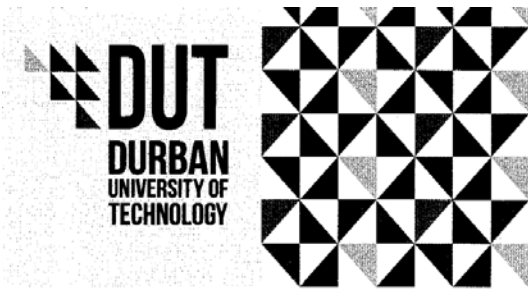
I request that you provide the agency with a copy of the final approved dissertation – hardcopy and electronic copy of the report on pdf. You will also be expected to present your findings and recommendations to the social work staff on the 18 October 2019.

Yours sincerely

Mrs. L. Dietrich

Provincial Director

All correspondence to the Provincial Director at above Box Number please



Enq : Mr M S Luthuli

Date : 25<sup>th</sup> July, 2016

E-mail : [Mthokozisi1@dut.ac.za](mailto:Mthokozisi1@dut.ac.za)

The Provincial Director  
Association for the Physically Challenged (APC)  
KwaZulu-Natal Province  
Pietermaritzburg

Dear Madam/s,  
Mrs Lesley Dietrich: Provincial Director,  
Mrs Penelope van ZYL: Provincial Administrator

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