

DURBAN UNIVERSITY OF TECHNOLOGY

**IMPROVING THE ADMINISTRATION OF DISABILITY
GRANTS IN SOUTH AFRICA'S SOCIAL SECURITY
AGENCY**

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**IMPROVING THE ADMINISTRATION OF
DISABILITY GRANTS IN SOUTH AFRICA'S
SOCIAL SECURITY AGENCY**

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DECLARATION

I declare that this study:

IMPROVING THE ADMINISTRATION OF DISABILITY GRANTS IN SOUTH AFRICA'S SOCIAL SECURITY AGENCY

Except where precisely specified in the manuscript, the text in this thesis remains my personal work in both formation and implementation. Entirely, the bases of evidence used or cited have been duly recognized by virtue of wide-ranging scholarly mentions.

Mthokozisi Sydney Luthuli

DATE: 16 March 2024

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ABSTRACT

Improving the administration of disability grants in South Africa's Social Security Agency was the primary focus of the study. Although the South African social security grant categories include the child support grant, older age persons' grant, disability grant, grant-in-aid, care dependency grant, war veterans grant and the foster child grants, this study only focused on disability grants. In South Africa, fraud and maladministration are among the challenges impacting the quality of public service delivery. In terms of the study, the impact of this amongst other issues were investigated. The aim of the study was to improve the administration of disability grants in South Africa's Social Security Agency, identify gaps and forward recommendations. The study adopted a mixed method approach using the SASSA offices in Gauteng, Western Cape, and the KwaZulu-Natal provinces. The data collection tools were interviews and questionnaires, while SPSS and computer software instruments were used to analyse and interpret the findings. This study's original contribution was to improve the disability grant policy by introducing a more critical framework for addressing the disability grant issues that undermine the effective administration of disability grants at the selected South African Social Security Agencies. The contribution to the study was three-fold [1] Gaps in literature; [2] a conceptual analysis; and [3] Methodological/theoretical (statistics and interview contribution).

KEY CONCEPTS

- i. Disability Grant,
- ii. Administration,
- iii. Improving,
- iv. Social Security,
- v. Legislation.

ACRONYMS

AD	Automated Disbursements
AHRC	Australian Human Rights Commission
CBDs	Central Business Districts
CEO	Chief Executive Officer
CPAADPD Disabilities	Continental Plan of Action for the African Decade of Persons with Disabilities
CPS	Cash Paymaster Services
CPS	Cash Payment Services
CRDP	Convention on the Rights of Persons with Disabilities
CRDP	Convention on the Rights of Persons with Disabilities
CRDP	Convention on the Rights of Persons with Disabilities
CRPD	Rights of Persons with Disabilities
CT	Cape Town
DG	Disability Grants
DG-FIDS	Disability Grant Fraud and Inefficiency Detector Strategy
DPCI	Directorate for Priority Crime Investigation
DPSA	Disabled People South Africa
DPSA	Disabled People South Africa
DRF	Daily Racing Form
DRF	Disability Rights Funds
DSD	Department of Social Development
DSDAPP	Department of Social Development Annual Performance Plan
DSDSPR	Department of Social Development Strategic Planning Report
EC	European Commission
EFF	Economic Freedom Fighters
EFT	Electronic Funds Transfer
EU	European Union
FBU	Federal Benefit Unit
FFC	Financial and Fiscal Commission

GIM	Geospatial Information Management
GP	Gauteng Province
GP	Gauteng Province
GPAPC	Gauteng Provincial Association for the Physically Challenged
GPD	Gross Domestic Product
HAT	Harmonised Assessment Tool
HAWKS Investigation	South African Police Services' Directorate for Priority Crime
HGS	Homogenised Government Software
HHS	Health and Human Services
ICCD	Inter-Departmental Coordinating Committee on Disability
ICCPR	International Covenant on Civil and Political Rights
ICESCR	International Covenant on Economic, Social and Cultural Rights
IIGS	Intermodal Integrated Government Software
ILO	International Labour Organization
INDS	Integrated National Disability Strategy
IPEA	Independent Parliamentary Expenses Authority
ISSA	International Social Security Agency
LDRAI	Lakeside Disability Rights Advocacy Initiative
MDGs	Millennium Development Goals
MM	Mixed Methods
MOs	Medical Officers
MTSF	Medium Term Strategic Framework
NDP	National Development Plan
NDP	National Development Plan
NGO	Non-Governmental organisations
NHST	Null hypothesis testing
NIA	National Interest Analysis
NIA	National Institutional Arrangements
NPOs	Non-Profit Organisations

NPS	National Payment System
OASDI	Old-Age, Survivors and Disability Insurance
PAIA	Promotion of Access to Information Act Manual
PAJA	Promotion of Administrative Justice Act
PAPM	Precaution Adoption Process Model
PERMA	Positive emotion, Engagement, Relationships, Meaning, Achievement
PFMA	Public Financial Management Act
PFMA	Public Financial Management Act
PhD	Doctor of Philosophy
PMG	Parliamentary Monitoring Group
PMG	Parliamentary Monitoring Group
PMOs	Pension Medical Officers
PPP	Public Private Partnership
PSA	Public Service Act
PWHC	Price Water House Coopers
PWC	Price Water Coopers
QASA	Quad Para Association of South Africa
QDA	Qualitative Data Analysis
RBA	Rights-Based Approach
REMANCO	Regional Manager Committee
RSA	Republic of South Africa
SA	South Africa
SA News	South African News Agency
SADA	South African Development Alliance
SAHRC	South African Human Rights Commission
SAHRC	South African Human Rights Commission
SAPS	South African Police Services
SASSA	South African Social Security Agency
SDA	Skills Development Act
SDGs	Sustainable Development Goals

SDGs	Sustainable Development Goals
SGs	Saint Giles
SOCPEN	Social Pension System
SPSS	Statistical Package for the Social Sciences
SSA	Social Security Act
SSA	Social Security Administration
SSA	Social Security Administration
SSDG	Social Security Disability Grant
SSDG	Social Security Disability Grant
SSI	Supplemental Security Income
SSI	Supplemental Security Income
StatsSA	Statistics South Africa
ToC	Theory of Change
ToC	Theory of Change
UIF	Unemployment Insurance Fund
UK	United Kingdom
UN	United Nations
UN	United Nation's
UNCRPD	United Nations Convention on the Rights of Persons with disability
UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
USP	Universal Social Protection
WCAPC	Western Cape Association for the Physically Challenged
WIIFM	What's in It for me
WPRPD	White Paper on the Rights of Persons with Disability

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CHAPTER 1

INTRODUCTION AND ORIENTATION TO THE STUDY

1.1 INTRODUCTION AND BACKGROUND

This thesis argues that there cannot be service excellence in the disbursement of disability grants without effective and efficient mechanisms. Misguided social grant policies are some of the most serious problems facing the South African government today. Fraud, inefficiency, and maladministration issues are in contention, and they have become a full-blown crisis for the South African Social Security Agency (SASSA), that has, over the years, been straddling in chaos, as the entity battles to find newer and better ways for dealing with such policy defects as noticed when disability grants are disbursed. Fraud and corruption constitute a betrayal to the South African democracy. This study was developmental in nature because it was geared towards improving the disability grant tools, practices, and policies of development in a normative and intentional sense, as well as towards critiquing the disbursement tools, the associated practices and, policies, and has looked at the broader processes of change as stressed by the Development Studies Association of Australia.

The inquiry was, in more ways, driven by the research carried out during the research master's degree, which was finalised in 2019. The Masters dissertation, entitled Disbursal of Social Security Grants: A Case of uMgungundlovu District, South Africa used a qualitative approach, and was an observation study of service delivery in the social security sector. This inquiry espoused the qualitative approach to extract the perceptions that pertained to public social security services delivered at the South African Social Security Agency (SASSA), of the Pietermaritzburg Regional office and its subdivision local office called Impendle as recognised by the social security workers and beneficiaries. The study examined this social institution's disability grant policy and the effectiveness of its mechanisms and explored its social service outcomes through experience-based research.

This PhD project formed a comparative view regarding the disbursement of disability grants in the selected South African provinces. In contrast, this study was different from the masters'

undertaking in that its viewpoint was broader looking at social security disability grant disbursement in relation to each province's performance, whereas the previous study focused on one province, the KwaZulu-Natal. The aim of the PhD project was to investigate the nature of disability grant disbursement mechanisms within and between SASSA provincial agencies to determine if issues that undermine the effective administration of disability grant existed; whether they were the same; and based on the outcomes, develop a set of recommendations to improve the disability grant policy. Moreover, careful consideration was given to selected areas of Gauteng, Western Cape, and the KwaZulu-Natal province, as these three provinces were identified as hotspots in terms of having the highest number of allegations pertaining to fraud and inefficiency, when disability grants were disbursed (DSD Annual Performance Plan, 2022/23).

Policies are considered more productive if they have goals that are created such that they can raise consciousness of the gaps in the overall functioning of the agency they serve and can be judged based on whatsoever their abilities to transform are, through improvement, and the social lives of the society which they serve. The study is deductive in nature because the reasoning behind it was aimed at testing an existing theory as advised by Alam, Halder, Pinto, (2021). The researcher used the transformative paradigm as a research framework which centres around the experiences of the marginalised communities such as persons living with disabilities (Hurtado, 2015). The use of the Transformative paradigm was important to include in this study because it enabled the researcher to give a wider spectrum of analysis to the power differentials that exist between SASSA as a system and the grantee's state of living which have been worsened by apartheid inherent issues such as the marginalising systems which consisted of unfair ways of disbursing disability grants. This theoretical lens helped the researcher to link this project's research findings to the actions that were intended to mitigate such unveiled disparities.

The researcher realised that, there were a great deal of pertinent issues relating to fraudulent cases such as medical doctors who approve unqualified applicants; fake application documents; the cloning of beneficiary cards; issues of stolen identities and marginalisation of the disabled who qualify but were not in receipt of grant, among many other scams, which created a spill over effect that was caused by the apartheid regime and its systems that had unfair administrative policies imposed on the disabled group. Inter-alia, the disability grant policy spelled out that (at first), the disability grant was for whites only, and thereafter paid disability

grants based on racial representations which observably paid the black citizenry the lowest amounts because of their race and overlooked many other disability needs. This research critique argues that policies should be premised on empowering the disability grantees as they already appear as a group that has been disenfranchised by several imbalances of the past.

Traces such as the SASSA Strategic Plan (2020-2025), showed that the social disability grant demand grew from a burgeoning 23 077 574 to a significant 24 171 988 during the review of the SASSA mid-term budget of expenditures. Evidence showed that disability demand growth was mostly traced to the roots of corrupt events that pertained to disability grant disbursements (Luthuli, 2019). For example, an SA news article dated 24 February 2021-reported on the bust of eighteen accused who were arrested with regard to the South African Social Security Agency (SASSA) disability grant fraud in Khobo village outside Tzaneen in Limpopo. More recently, a newspaper article published by 'The Citizen' published on the 4th March 2022 written by Getrude Makhafola reported that, the SASSA clerk was allegedly in hot water following her act of faking her lover's disability-, and subsequently-, pocketed a considerable sum to the value of R140k in grants. Apparently, the clerk in question succeeded with this criminal practice after she had used her colleague's login details that were written on the wall at her work office, which is based in Mamelodi, a township in Gauteng province. It is important that the disability grant policy vision board is structured in a manner that caters for staff ethics and good governance standards which should be created such that the recipients of social grant services can tell the difference between a law-abiding SASSA from institutions with staff who are corporate hyenas.

Clearly, evidence of this nature on fraudulent events prove to overpower the steadfast efforts made by the government towards addressing pressing administrative issues witnessed when social security grants are provided, and such a plight continues to weigh heavily on the income-taxpayers. Could these fraudulent practices mean that the SASSA instruments have no bearing in resolving the issues which violate their own set system? It is to be borne in mind that the issues of fraud, inefficiency and maladministration have remained this agency's down fall for a considerable number of years, and although there was significant evidence that there has been a great evolution in social grant disbursement between the period 1994 to the current era of democracy, it appeared that a lot remains undone to remove the scourge of disability grant fraud and maladministration.

This need to improve then compels the SASSA DG policy to rethink their relationship with time as fraudsters are also advancing. If transformation is anything to go by, the researcher argues that social security institutions such as SASSA first need to create policies that are based on the movement in which the policy provides a framework for addressing inequality and injustice in the society using the cultural competent- and mixed methods strategies (Delanty, 2020). This study uses this approach as it edified the research to relate with respondents in such a manner that there is fair understanding of the key viewpoints created, including the power for which the investigator had to structure the set of questions that did not overthrow the findings that were observably decisive.

This PhD study adopted a mixed methodology paradigm. The theoretical framework utilised in this study was the Critical Theory, which according to Horkheimer (1992, 246)- is aimed at explaining and transforming all the circumstances that enslave human beings, while the Theory of Change (ToC) as explained by Parsons (1979)- is the theory that is essentially concerned about the comprehensive descriptions and illustrations which pertain to how and why that particular desired change is expected to happen in a particular setting. This study observed the vertical incline of issues which cascaded from the regional to the local offices at SASSA instead of what is considered as ruthless efficiency.

1.2 DISABILITY GRANTS AND THE APARTHEID GOVERNMENT

This research maintains that grantees as people who are at the intersection of the different oppressed groups experience oppression in a unique way. In terms of the Universal Disability Grant South Africa report that deals with disability plans (2010/30), the disability grant was first introduced as a means-test for social security schemes in 1937 (USP, 2030). At first, according to the USP report 2010/30, the grant targeted the white population that lived below the poverty line. Later in (12 August 1947), the grant was stretched to all South African citizens under the provisions of the South African Social Security Act of 1992, which used different income thresholds to determine the level of benefits for clients depending on the race of that person. As it stands, the disability grant is paid to nearly 1.2 million beneficiaries monthly. The document Regulating Access to Disability Grant South Africa (1990-2013), showed that people with disability were subjected to marginalisation following the unjust structures of the apartheid government (Kelly, 2019). Oppressions was particularly witnessed

when the then government structures-imposed inequality when providing essential services such as social security grants.

Interestingly, the chaos on the disability grant distribution inequalities pervaded to an extent that the apartheid government failed to accept the United Nation's 1981 International Year that was meant to recognise the existence of persons with disability all around the world. Instead, the then government rather chose to form a committee recognised as the Inter-Departmental Coordinating Committee on Disability (ICCD). Moreover, the ICCD mandated this committee to act in an advisory capacity for the new government, addressing matters that pertained to policy reforms- Ideally, this strategy was developed as a response to the World Programme of Action supporting the persons with disability (1982). Permeating the chaos was the dissatisfaction from the disability groups when the committee introduced 37 volumes of information consisting of the recommendations for persons with disabilities, which was perceived as a waste of time by most people, particularly the disability groups. Disabled People South Africa (DPSA) criticised this report saying that it overlooked many critical needs of the disability group and subsequently turned it down (Howell, 2016). The course of PhD investigation provided a comparative analysis to the selected South African provinces, which looked at the evolution of social disability grants from the time when the apartheid government existed until the current era of democracy.

As previously stated, the objective of the study was to improve the administration of disability grants in South Africa's Social Security Agency amongst the selected South African Social Security Agencies after evaluating the effectiveness of the policy mechanisms when disability grants are disbursed. The study aim and objective was to determine the specific underlying causes for alleged policy inefficiency and fraud; investigate the efficacy of the current disbursement mechanisms of disability grant experts with the aim of helping them develop specific skills for social grant recipients; compare the service outcomes of the specific provinces regarding social disability grant disbursement, and thereafter forward the recommendations. As can be seen in Chapter 6 of the Constitution of the Republic of South Africa, the rights of persons living with disability are now respectively recognised (Luthuli, 2019). This era observes the gradual end of discrimination towards persons who live with different kinds of disabilities throughout the frameworks (Considine, 2019).

The Constitution of the Republic of South Africa has put in place the Social Assistance Act 13 of 2004 that lays the groundwork for the inception of the disability grant, among other social grants. This grant appears critical for the continuity of the livelihood of persons living with various forms of disabilities (Goldblatt, 2018). Goldblatt argued that the disability grant kept on climbing in terms of spending as it became the 3rd largest social security assistance, excluding the child support grant and the old-age pension. Apparently, this grant had a considerably large number of claimants it grasped for the lifeline it delivered.

1.3 RATIONALE FOR THE STUDY

The study on, improving the administration of disability grants in South Africa's Social Security Agency appears for the first time in the South African context, although there were identical studies in other countries which had introduced various frameworks for dealing with disability grant fraud and inefficiencies. However, the context in which service delivery is provided was not the same-and merely depends on whether the country is an emergent nation or not. The study asserts that, SASSA needs a more critical theory that seeks to change the agency by challenging the agency - including its world of policy-makers- in their policy formulation-and all grant beneficiary benefits agenda building. The SASSA Annual Report (2017/2018:06), contains a table that reported 88% of (n=393 of 446) cases of fraud, theft and corruption around disability grants that were investigated by SASSA, and referred to law enforcement agencies for disciplinary measures. These are subjects of criminal complaints for which the law must take its course. Gauteng, Western Cape, and the KwaZulu-Natal provinces were observably ranking high on disability grant fraud, leaving these provinces as hot spots for disability grant crimes. Hence, the selection of these provinces in this study.

Effective disbursement mechanisms between the SASSA agencies are supposed to expediently provide the eligible disability grantees across the country with social relief of distress, foster new policy standards and promote ethics (Gabrielle, 2019). Recent media reports such as the South African Government article issued on 4th May 2020, deplore the disability grant mechanisms which are still pervaded by chaos and inefficiency when disability grants are disbursed (SA News, 2020). It is evidenced in such experiences that a critical theory vacuum is visible at SASSA. Creating policy self-determination is possible if the custodians become

more conscious of existing issues that prevent policy from achieving its desirable outcomes to which SASSA's evaluation approach can focus on the overthrown forces which exploit the policy. In terms of selecting cities of study choice across specified provinces, this study relied on the type of client conditions and their nature of vulnerability to determine which areas are likely to be suitable for this type of an investigation.

Based on the latest records supplied by the administrations of the three care centres that house the disability grantees, the head offices in the City of Cape Town, Johannesburg and the Durban central offices appeared as the more suitable organisational sites for the study of this nature because: i) the provinces had high cases of fraud and grant inefficiency, and ii) these were the three provinces with the highest population count in South Africa. These organisations did confirm that the number of respective respondents fluctuates, depending on their admission plans and such numbers are subject to the availability of capacity to look after these types of clients. What made these sites stand out from the rest of the other sites was that the select sites only housed clients that did not suffer from any mental challenges, which were able to hear and verbally respond, and were all active disability grant beneficiaries that have been on the SASSA data base system for a considerable period.

The physical documents supporting these confirmations could not be obtained, as it was reported that the documents carried confidential information of clients that could not be shared with the public. Using this study group was of particular significance in that it enabled the investigation to have a better chance of extracting dependable data. Processing this data helped the researcher to effectively address the study objectives, and to respond to specific study questions. Pursuing a study on social security disability grants remained crucial as the findings of this undertaking were able to inform the policy development recommendations, that the study made to improve the mechanisms used to disburse disability grants.

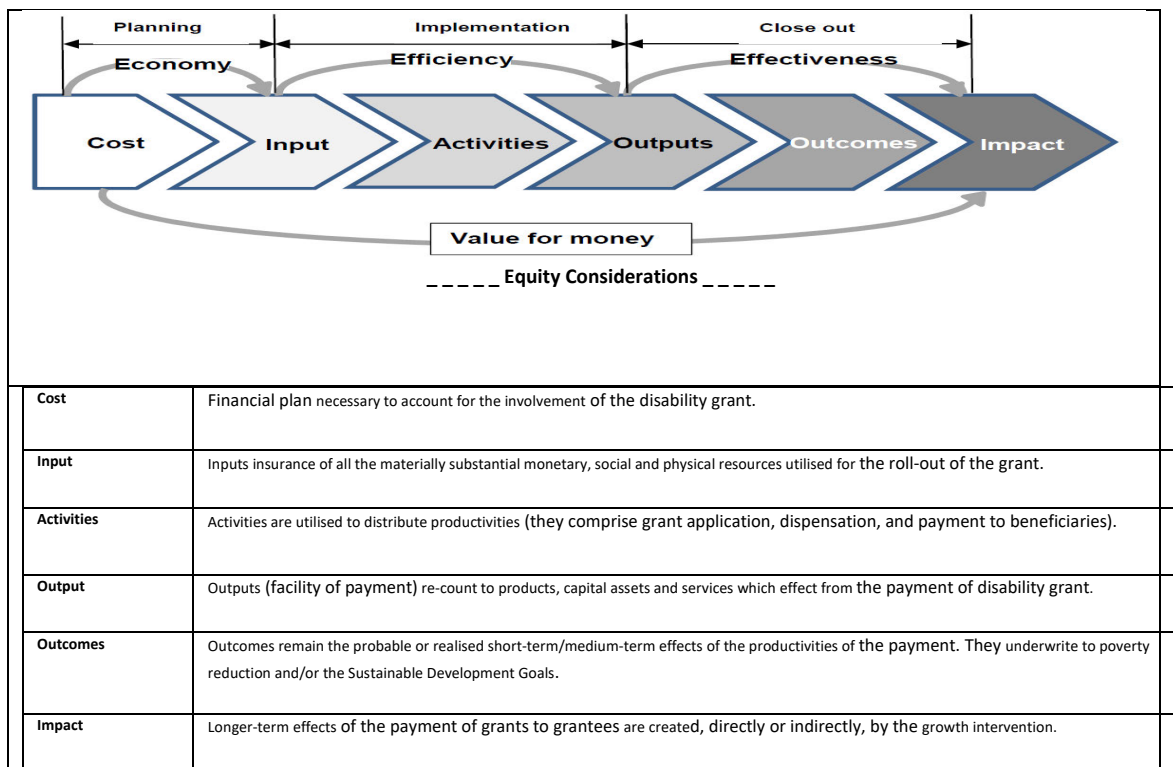
1.4 RE-DEFINING THE SERVICE VALUE-CHAIN OF DISBURSING GRANTS IN SOUTH AFRICA

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 as depicted in Table 1.1. 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 disability grants, it was imperative for this study to understand the operations of SASSA as an organisation through the value-chain of disbursing the disability grant in consideration of the equity administrative pillar.

The equity discourse is considered whenever the government intends to address the imbalances of the past using a distributing policy like the social policies. In view of the past imbalances which marginalised and discriminated against the people living with disability, it became important that the democratic government reinvents and strengthens the implementation of policies impacting on disability by considering various factors (Considine, 1994).

Table 1.1: Service value chain for disbursing social disability grants (adapted from Luthuli, 2019: 239)



1.5 CONTRIBUTION OF THE STUDY

This inquiry sought to extract data from expert respondents who are policy makers or implementers, and beneficiaries of disability grants on their views towards the disbursement of social security disability grants in selected South African provinces. The inquiry was aimed at attending to respondent perceptions, ensuring that their expressions and unsettledness is heard, as well as to develop a structure to safeguard respondent inclusivity towards the strategic decision-making level of the SASSA institution. The eccentric public service delivery value chain structure (Chapter 7) was broadened stemming from the literature reviewed and the feedback obtained from respondents of this inquiry. As part of the potential original contribution to the field, this study introduced a more critical approach to the alleged disability grant fraud and inefficiency. Cutting to the main concern, the researcher developed an 'Integrated SASSA Labour Software (ISLS) System' as well as the 'Improving Disability Grant Administration Charter (IDGA Charter)' based on the underlying findings to make an original contribution of this thesis.

1.6 STATEMENT OF THE RESEARCH PROBLEM

Grantees are supposed to be the primary service consumers of disability grants. The legislative mandate of SASSA is governed by the Social Assistance Act of 2004, which provides a national legislative framework for the provision of different types of social grants, social relief of distress, the delivery of social assistance grants by a national Agency and the establishment of an Inspectorate for Social Security. Corroborated evidence regards SASSA disability grant disbursement mechanisms to be rife with infringement, degradation, and public shame. The South African Human Rights Commission report of 2021-2022 documented a research brief on disability and equality which shows that the disability clients is a group whose history is characterised by oppressions and marginalisation.

One of the major barriers faced by this group, was the inability to access the labour market due to their pre-existing disability conditions (Abel-Smith, 2019; ISSA, 2016). On these grounds, this study selected disability grants as a research choice- especially, with the growing pandemic of disability issues that were witnessed in the media across the globe pertaining to disability grant disbursement fraud and inefficiencies. This study was especially important

because it used findings to deliberate on the new recommendations that can be used by SASSA to improve the identified gaps appearing on the disability grant policy. The study is built around the argument that, existing policies cannot find it negligible to ask questions around ‘who controls’ as well as ‘who benefits’ in societal institutions such as SASSA, more especially, when it comes to matters that pertain to the social development of critical areas, such as disability.

Media reports show that SASSA systems have imploded because of the inappropriate mechanisms used to disburse disability grants (such as SOCPEN, biometric cards, Harmonised Assessment Tool, eligibility criteria, control strategies, amongst other instruments) that are somewhat short-sighted towards addressing the real needs of disability grants beneficiaries. For instance, Wilhelm and Washinyira (2018), reported that homeless people faced an uphill battle to get SASSA disability grants. Apparently, applicants who are homeless failed to secure their grants because SASSA required ID documents to process disability grants, while the Home Affairs only provides these documents on the grounds that a person has presented their physical home address. This means that the processes of SASSA have not resumed in earnest. The South African Social Security Agency Act, 2004, provides for the establishment of the South African Social Security Agency as a schedule 3A public entity in terms of the PFMA.

The principle aim of the Act is to make provision for the effective management, administration and payment of social assistance, and service through the establishment of the South African Social Security Agency. Yet, the disability grant policy processes appeared to have been engulfed in fraud and profligacy for the longest time as Gabrielle (2020) discovered Medical Officers (MOs) filled out disability grant forms that were assessed by Pension Medical Officers (PMOs), without examining the patients, and all these officers were employed by the state to oversee the administration of disability grants from a medical perspective. Such practices keep being criticised by the public, and they were alleged to be the reason for the poor disability grant policy service delivery, which eventually led to backlogs (Luthuli, 2019). Policy oversight should be a means to by SASSA exercises improvement. Well informed policies are arguably able to factor in the inputs of their on-the-ground expertise, which is needed to improve certain areas of policy, and accordingly, the accompaniment which the policy considers to be the strategic areas of providing better and improved services.

In terms of Section 9 of the South African Social Security Act (No. 13 of 2004), disability grants and other forms of social grants have become a need rather than an ordinary source of income. This act clarifies that the social disability grant is created as a bail-out strategy, which provides the social relief of distress to all qualified persons who live with disability. Meanwhile, the Social Assistance Amendment Act, No. 5 of 2010 in Section R898 contains specific legislative measures that assist the government to control the operations contained in the social grant policies. Clearly, the provisions of this piece of legislation show that the SASSA is charged with a responsibility to account and control the qualifying criteria used to screen disability grant applicants, when receiving social security grants in South Africa. The study argued that role of SASSA should be premised on the fundamental moral duty of freeing the disability group from oppression. The South African government still faces challenges with the unclear disability grant policy criteria. For example, Carty (2021) reported that SASSA is turning away applicants who have been confirmed by doctors to meet the prescribed criteria of receiving the R 1 860 monthly disability grant by telling them to apply for the covid-19 relief grant instead. Experiences of this nature portrays SASSA as an oppressor group that hide their oppression under the guise of objectivity towards their disability clients. If SASSA systems are not handled with caution the agency can be perceived as oppressor group that subjugates an already oppressed group (disability grantees) through the exercise of hegemonic power. It is thus important for SASSA system developers to understand that the lived experience is more vital than the objective evidence which merely understands oppressions.

Rapid growth has also been witnessed during the period 2016 to 2019, whereby the rise in disability grants claims proved significant, moving from a considerable R 10 329. 912 000.00 up to a burgeoning R 25 824. 780 000.00. More growth came thereafter observing an increment of R1.5 billion, which climbed up to R 6.3 billion on social security grant spending. Obtaining disability grant growth reflects continued government spending, which ultimately affects South African taxpayers. Grafting at the hardest of SASSA problems is also the expeditious growth which is especially noticed between the provinces of Gauteng, Western Cape, and KwaZulu-Natal (Akobirshoev, Zandam and Nandakumar, 2021). In the same vein, the SASSA Annual Report (2017/2018:06), on fraud and corruption around disability grants has a table, which concurs that the specified provinces have the highest number of fraudulent cases that were investigated and referred to law enforcement agencies. This study argues that fraud and corruption is perceivably full traverse of the law when the SA government fails to

deal with practices which grant scammers a choice. Natrass (2004) report on the disability challenges and poverty nuance, highlights the situation globally because of poor social security policy instruments from different governments. One of the objectives of this is to evaluate the efficacy of the current mechanisms used by SASSA to disburse disability grants. As of late, a few months after the Covid-19 issue came into notice, SASSA has issued several warnings about the stimulus social security grant that was causing a host of problems related to fraud (Seekings, 2020). It goes without saying that the Covid-19 stimulus grant was supposed to be a temporary special grant placed for the few months of this pandemic.

Instead, this relief grant became an opportunity for fraudsters to tamper with the SASSA system, applying fraudulently for social security grants, using multiple non-existent employees to unduly benefit from the R350 that is supposed to be paid out as an Unemployment Insurance Fund (UIF) (McKinney, Swartz, and McKinney, 2020). Do these practices make SASSA development aligned to the agency's objectives? With such encounters this study questions whether SASSA is doing enough to ensure that the agency's credibility is restored? Carmona (2018) revealed that the biometric cards used to pay beneficiaries proved not to be as effective following the realisation that KwaZulu-Natal alone loses a considerable R25 million per year on the issues linked to disability grant fraud. Policy executors should be trained on how to develop moral ethics, whereby all staff practices will settle on legislative grounds, since this approach will afford the government an opportunity to appear professional and reputable while saving millions of Rands that are lost to fraud and inefficiency errors (Luthuli, 2019).

The only way SASSA's change in policy can be considered strategic and viable is if that approach has not compromised the visibility of critical aspects such as having to commit to working in partnership with the disability community, and other actors involved that being those who looks after this vulnerable group. The disability world has several role players who act as volunteers to help the social security agencies shape up their services delivery instruments for better. For an example, the South African Disability Alliance. This research insist that the best policy management approaches should cater for organisation's effective leadership in matters connected to social security whilst they also advocate for capacity building of the policy designers themselves. In addition, Luthuli argues that SASSA has a

responsibility to ensure that the grant disbursement practices are continuously guided by legislative prescripts because such practices promote policy sustainability.

1.6.1 Thesis statement

If SASSA improves the administration of disability grants in South Africa's Social Security Agency, the disability grant policy is going to be more dependable towards addressing the needs of persons living with disability.

1.7 RESEARCH AIM

The aim of the inquiry is to improve the administration of disability grants in South Africa's social security agency. The plan was to determine the underlying causes for alleged policy inefficiency and fraud, evaluate the efficacy of the disability grant disbursement mechanisms, and thereafter compare the service outcomes of specific provinces regarding social disability grant disbursements.

The condition of this examination was fulfilled through the discourse of the following appropriate issues: what makes SASSA appear as a hub of fraud and an inefficient vetting institution? Are there any gaps in the mechanisms used to disburse social disability grants and what can be done to remedy the situation? What specific plans could be developed to ensure interchangeable relationships between the SASSA provincial institutions to enforce commonality and inter-provincial integration of the systems used to reduce fraud and inefficiency?

1.7.1 Objectives of the study

It remained significant to position the objectives of this inquiry since it gave eloquence to what the researcher ought to achieve by way of the study and, it directs the most crucial features of the research problem. Objectives give direction, coherence and help thread the inquiry together to the study whilst it also provides the framework for the final report (Bischoff and Rädler, 2011:3). This study was directed by the following research objectives:

Research objectives:

Objective 1

- To determine the disbursement of SS Disability Grants in Selected SA Provinces.

Objective 2

- To critically analyse the policies that guide the disbursement of SSDGs in SA.

Objective 3

- To determine the disbursement practices for SSDGs in SA.

Objective 4

- To establish the disparities between policy and praxis in disbursing SSDGs globally to determine the underlying causes of the discrepancies in policy and praxis.

The end goal of constructing the objectives stemmed from the attempt to learn, evaluate, and propose some plans of action that could be utilised to restrain cases of fraud and inefficiency around the distribution of social disability grants grounding them on the compelling literature as evidence and research outcomes.

1.7.2 Critical Research Questions

- How does SASSA determine the disbursement of SS Disability Grants?
- What policies are used to guide the disbursement of SSDGs?
- How does SASSA determine the disbursement practices for SSDG in SA?
- What notable disparities exist between policy and praxis that create discrepancies when the SSDG is disbursed?

1.8 SCOPE AND DELIMITATION OF THE STUDY

This inquiry was aimed at improving the administration of disability grants in South Africa's Social Security Agency. The mixed method approach was utilised after giving a broader analysis of literature regarding the phenomenon under investigation. It should be clear that the mixed method approach became necessary to use it because permitted the investigator to lay hold of exhaustive and significant circumstantial attributes of the actual status-quo within

an essentially confined system (Gliner, Morgan and Leech, 2016). This systematic and integrated study looked judiciously at a specific group of respondents within the South African Social Security Agency. The investigator assembled data (through Likert scale questionnaires, interviews, and an analysis of SASSA documents) on the participating offices. Selected SASSA provinces have its three Regional Offices namely: (GP) Marshalltown (WC) Golden Acre and (KZN) Pietermaritzburg. All regional offices have satellite offices that report directly to them. The following local offices form a cluster and report directly to the SASSA regional office:

Local offices under the SASSA Regional office of Western Cape, - which is Study Area 1:

- SASSA Bellville, SASSA William Hebert Sport Ground, SASSA Western Cape, SASSA Eerste Revier, SASSA Nottingham, SASSA Cape Town, SASSA Kusasa Rd, SASSA Klipfontein Rd, SASSA Paarl, SASSA Khayelitsha and SASSA Mitchell's Plain

East local offices under SASSA Regional office of Gauteng, - which is Study Area 2:

- SASSA Regional office Harrison Street, Roodepoort Hoofdt Street, Germiston SASSA Office, Johannesburg SASSA office, SOWETO SASSA Office, Orlando West SASSA Office, Benoni SASSA office, Kempton Park SASSA office, Katlehong Zonkezizwe SASSA Office Palm Ridge, Midrand SASSA Office and SASSA Orange Farm.

Local offices under SASSA Regional Offices of KZN, -which is Study Area 3:

- SASSA Pixley Ka Seme, SASSA Masabalala, SASSA Austerville, SASSA Durban, SASSA Emaweleni, SASSA Bridge City, SASSA Umbumbulu, SASSA Bhamshela, SASSA Inanda and SASSA Camperdown

Suffice to state that the emphasis of the inquiry was only placed on the SASSA Regional office of the Western Cape using their office in an area called Golden Acre; the KwaZulu-Natal Regional office using their office situated in Durban central and the Gauteng Regional office using their traceable office at Orange Farm as a case study. This part of the background inquiry was imperative as the study substance because it aided the understanding of the reader on the

transformation of the SASSA agency, and its present state along with how this institution's external environment surroundings influence and subsists to influence its present form. It is of particular significance for researchers to define the distinctiveness of the phenomenon of the probe towards differentiating it from others (Gliner, Morgan and Leech, 2016). Based on this scholarly advice, the investigator deemed it fit to introduce the reader to the study areas and the setting of the study.

1.9 RESEARCH METHODOLOGY AND DESIGN

The mixed method research design was applied in this study to investigate expert and beneficiary" perceptions of both SASSA and non-profit organisations that house the disabled to improve their approach to social security disability grant disbursement. In relation to this, the study also compared the social security mechanisms of the three specified provinces to see if their challenges matched and forwarded recommendations. This study further navigated around examining "beneficiary"- perceptions of the barriers faced when disability grants are accessed for sustaining livelihoods. In this section, the research design, research context, sampling, research instrument, research procedure, data processing and analysis as well as the pilot test are discussed in detailed.

The nature of this research was influenced by the views of Creswell and John (2009), who posit that mixed methods research tends to focus on collecting, analysing, and mixing both quantitative and qualitative data in a single study or series of studies. The Mixed method approach has a vital premise, which is the use of quantitative and qualitative approaches in combination to deliver a better understanding of research challenges. Crowe (2011:76) argues that the case study approach permits in-depth, multi-faceted studies of multiplex issues in their real-life settings.

The importance of the case study approach is well upheld in the fields of business, law and policy. This study explores disability grant policy praxis whereby the case study design tended to be of a particular advantage in that it helped the researcher answer a specific complex phenomenon where the respondent perceptions were wide enough for a researcher to provide clarity on the pertinent issues under investigation. Gilliland (2012:22) writes that the goal of

quantitative research methods is to gather arithmetical data from a group of people, then generalize the findings to a bigger group of heterogeneous societies with the aim of explaining a phenomenon. This approach was equally important as it assisted the researcher to get obtain and conclusive answers that were drawn from respondent arithmetical views and demographics insofar as the disbursement of the disability grant was concerned.

1.9.1 Study design and type

As stated above, this investigation employed a mixed method approach which joined both the qualitative and quantitative techniques that were used to gather and analyse data (Adams, 2008). As per the recommendation of Creswell (2005), combining the qualitative and quantitative technique designs helped the researcher to provide in-depth and exhaustive data, which in turn realised the objectives and answered the research questions. Andrew and Halcomb (2009) posit that research designs with mixed methods comprise four categories, namely: a) exploratory, b) triangulation, c) embedded and d) explanatory. This investigation suitably adopted triangulation and an exploratory model as these tools contain the elements which give primary focus to firstly, the quantitative data collection and thereafter, the qualitative data collection.

These methods were suitable for this study in that they assisted the researcher to gain a clearer picture from the quantitative data, while the use of qualitative data allowed the researcher to provide improved understanding and explanation of the study under investigation. Sequential designs (also recognised as exploratory designs) come two-fold. Firstly, the design allows the researcher to begin with the gathering and analysis of quantitative data. Secondly, the data assemblage and analysis of qualitative data follows as recommended by Creswell and Clark (2007:14). The choice was informed by the fact that exploratory designs can distinguish specific quantitative findings which requires further clarification through the qualitative strategies.

1.9.2 Setting of the study

It remained paramount to introduce the reader to the place of study and the rationale culminating from the probe being undertaken. The setting of the inquiry is as imperative as

the gist because it hastens the understanding of the transfiguration of the organisation to its contemporary bearings and how the external climate factors have shaped and protracts its latest shape.

Figure 1.1: Map of South Africa showing all the provinces



Source: South Africa's Geography (2020)

Yeo, Trinh, Wang, and Overbye (2021) humanise readers by stressing the significance of a researcher describing the distinctiveness of the experience or idea of the probe with a view to set forth the reader to the place and sequence of inquiry.

The illustrated map encompasses the territories that fall within the Western Cape, KwaZulu-Natal, and Gauteng, which is where the probe was undertaken. The selected SASSA agencies in KZN, WC and GP are recognised as regional offices that are encircled by other smaller agencies locally (SASSA, 2020). The key emphasis of the inquiry was on St Giles (SGs), Gauteng Provincial Association for the Physically Challenged (GPAPC) and Western Cape Association for the Physically Challenged (WCAPC), which are the organisations where disability grant beneficiaries are accommodated within the city centrals indicated by Figure 1.1 in the areas of Durban Central (GP), Golden Acre (WC) and Harris Cres (KZN). Each one of these organisations serve a minimum of 300 DG beneficiaries who exist in diverse local areas under the three provinces illustrated on the maps above. The 300 DG beneficiaries formed

part of the statistics that represents the general population reflected in Table 1.1. The representation were respondents from StGs, WCAPC and GPAPC, who receive the disability grant from SASSA.

1.9.3 Target population and Sampling technique

Greene and Caracelli (1997) are of the view that mixed method sample sizes consist of both qualitative and quantitative components, and the size of the sample is guided by the guidelines that exists in qualitative and quantitative methods. Moffatt, Mackintosh, and Howell (2006) are of the opinion that the study population refers to the aggregate of objects, the subjects as well as the associates that follow a set of conditions. The target population of this research will be all grant beneficiaries who benefit from disability grants, policy executors and the experts who administer these government social grants as documented in the three selected areas of Gauteng, Western Cape and the KwaZulu-Natal province, which is where the study will draw perceptions from medical practitioners, managers and administrators at SASSA Regional and local offices, from the disability grant beneficiaries that are housed by selected non-profit organisations as per the chosen specified areas.

As mentioned earlier, the three provinces were selected on the basis that they are alleged to have the highest number of fraudulent cases pertaining to disability grant frauds (Trauma NB Strategic Planning Report, 2020-2025). Roussel, Clairea; Touboul and Chantalb (2011)-, view a sample as a sub-category of fundamentals that are drawn from a specific population.

1.9.3.1 The inclusivity & exclusivity rule of respondents: determining the size of each Province

SASSA monitoring and evaluation departments referred the researcher to provincial organisations that are served by SASSA whereby each province has a SASSA regional office they report to and a provincial disability association that coordinates all the needs of persons living with disabilities at a provincial level. These disability associations have satellite offices that serve the person living with disabilities, and they each have one main office in the province.

Every one of these provincial associations house a minimum of 300 beneficiaries of disability grants who are SASSA clients housed in different association satellite offices. Amongst these association satellite offices, there is one main office that has persons with varying disability needs. Although the same beneficiaries are moved from different areas of selected provinces into one association home, they are distinguished by means of the original areas of residents, which makes their representation fair and unbiased (every area in the province is represented).

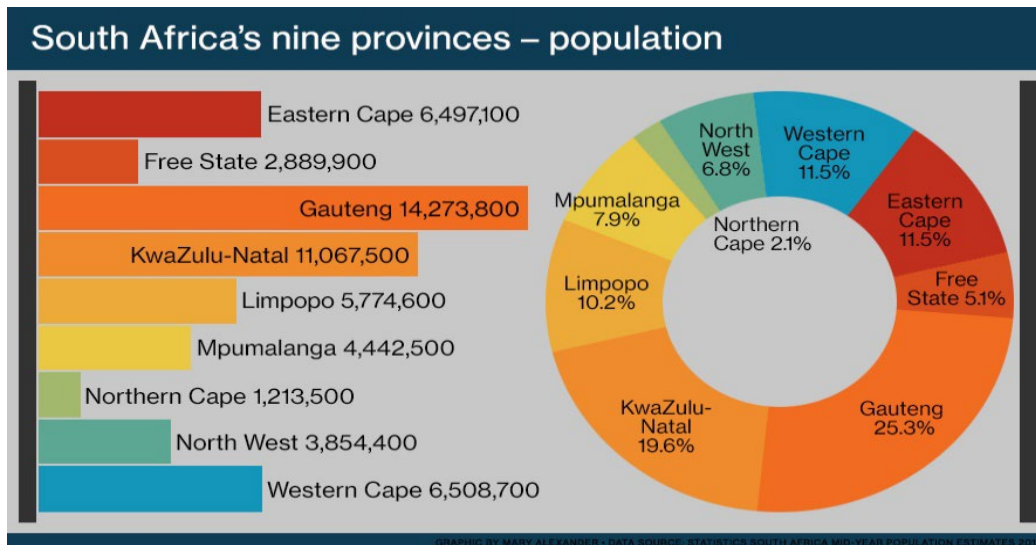
This study only used the main offices of these provincial associations grounded on the fact that the representation is stronger there since main offices house clients with varying disability needs who are all beneficiaries of disability grants. Similarly, each SASSA regional or provincial office comprised a minimum of 300 made of various satellite offices, which one of those is placed as a head office. This is where the workforce employed by SASSA deal with many different policy issues daily and in respect of every province. However, the employment numbers may change as they fluctuate and are influenced by employment, retrenchments-, and resignations.

This inquiry only selected SASSA head offices that report to regional offices as these offices faced or experienced policy issues from the local and regional SASSA offices regarding the disability grant disbursement. To sample each provincial population, the researcher has taken the minimum of SASSA employed workforce, which is 300, as supplied by Monitoring and Evaluation units and a minimum number of clients that are served by associations (the disability grant beneficiaries thereof), which is another 300, as a population to extract the views of respondents who are beneficiaries and policy experts. According to Sekaran's (2003:11), table of sampling population below a population size of 300 has a 96% confidence of results and can have a sample population of 169 respondents.

1.9.3. 2 Sampling process

South Africa has nine (9) provinces. This study used purposive sampling to select 3 of the provinces with the highest alleged cases of fraud and maladministration in SASSA.

Figure 1.2: Estimates of the Population of South African provinces



Source: StatsSA (2011)

The number (3) provinces was informed by the fact that these provinces have a similar setting, their service delivery context is the same and according to the latest provinces' infographics, the population scales of these provinces are the highest with the rankings at Gauteng = 25.3%, KwaZulu-Natal=19.6% and Western Cape at 11.5%, when compared to the other seven provinces which have population scales lower than 11% (see Figure 1.2).

Therefore, the target population of this research were all grant beneficiaries who benefitted from disability grants and the experts who administered these government social grants as documented in the three selected areas of Gauteng, Western Cape and the KwaZulu-Natal province, which is where the study drew perceptions from medical practitioners, managers and administrators at SASSA Regional and local offices, from the disability grant beneficiaries that were housed by selected non-profit organisations as per the chosen specified areas.

Since the study was comparing the service outputs of different provinces, the provincial regional offices of Gauteng, Cape Town and KwaZulu-Natal were used as case studies grounded on the fact that recent literature the (SASSA Covid-19 Factsheet, 2020), showed that these provinces had been investigated for several fraudulent cases which were eventually referred to law enforcement agencies. The pie chart above showed that the generic population

of the KwaZulu-Natal province was 11, 067, 600 (19,6%), while Gauteng is 14, 273, 800 (25,3 %) and last the Western Cape at 6, 598, 700 (11, 5%).

Table 1.2 from SASSA reported on the total number of disability grantees. This population represented the total population of all grantees across the nine South African provinces with a substantial number of 1, 033, 243 recipients. However, this study only focused on the population sizes of the three provinces (KZN, WC and GP). The KwaZulu-Natal province grantees ranked at a burgeoning 224, 606, while the Gauteng province served at a significant 118, 843 and the Western Cape province was a considerable 152, 880

Table 1.2: Number of Social Grants per Region by Social Grant Type as at the end of April 2020

Region	OAG	WVG	DG	GIA	CDG	FCG	CSG	Total	Percentage
EC	593,318	11	177,414	31,971	23,623	81,006	1,940,891	2,848,234	15,60%
FS	212,269		74,224	9,794	8,874	26,107	705,578	1,036,846	5,68%
GP	656,946	21	118,843	9,051	20,900	43,281	1,942,993	2,792,035	15,29%
KZN	725,568	6	224,606	82,098	40,045	66,645	2,910,917	4,049,885	22,18%
LP	482,362	2	96,588	56,198	16,569	42,254	1,895,779	2,589,752	14,18%
MP	263,016	1	77,604	23,783	11,832	24,470	1,132,462	1,533,168	8,40%
NW	272,878	1	64,831	16,600	10,026	28,467	879,974	1,272,777	6,97%
NC	91,649	1	46,253	17,132	6,033	11,188	321,275	493,531	2,70%
WC	368,552	18	152,880	24,890	16,549	31,709	1,048,057	1,642,655	9,00%
Total	3,666,558	61	1,033,243	271,517	154,451	355,127	12,777,926	18,258,883	100,00%
Percentage	20,08%	0,00%	5,66%	1,49%	0,85%	1,94%	69,98%	100,00%	-

Source: SASSA (2020)

Therefore, this study's arithmetic sample size calculation was as follows:

$KZN (118, 843) + GP (224, 606) + WC (152, 880) = 496.329$ which represented this study total sample of the grantee's population across the three specified provinces. Based on the outline of the provincial figures above for the (GP, KZN and WC) this study used Serekan's (2003:87), - as a sample calculation table to pull out the sample that was required.

Claiming the latest SASSA statistical reports of (2020), figures showed that the KZN province had a significant 188, 843, WC 152, 880 and GP 118, 843-this study used the (Serekan's, 2003:12), as a sample size calculation table, which showed that a sample size that ranges between 250 000 and 100 000 can have a sample of 384 grantee respondents per province (GP, KZN and WC). This sample size population was selected on the basis that each selected province sample size ranged between 118, 843 and 224,606, which qualified them to each have a sample size of 384 disability grantees.

Each province had a provincial sample size of 384 grantees. The NPOs are social partners of SASSA. The information extracted from the disability organisations counting the Gauteng Provincial Association for the Persons with Disability, the Saint Giles and the Western Cape Association for the Persons with Disability confirmed that each one of these organisations served a minimum of at-least 300 disability grantees from various areas in the province. Since this study was only used organisation-'s' head care centre sites, the researcher further extracted information on the maximum number each of these main care centres serve, which was at-least a maximum of 40 beneficiaries.

Since the majority of grantee respondents lacked the ability to read and write, the researcher settled for the use of interviews to extract data from disability grantees. According to (Serekan, 2003:05), interviews are to be restricted to a maximum of 15 of whatsoever the population for validity and reliability to take place. Therefore, out of the 40 grantees that were served at the main care centres, this study settled for 15 disability grantees for interviews. The grantee interviews were arranged as influenced by the order depicted in Table 1.3.

Phase 1-A Undertaking interviews with beneficiaries of the SASSA disability grant

- Institution G- St Giles (StGs): KwaZulu-Natal –Scottsville office= a population of 40 minus a sample of 15 respondents for interviews = 80% response rate by the institution.

- Institution H -Western Cape Association for the Physically Disabled (WCAPD): Western Cape: Athlone office = a population of 40 disability grant minus a sample of 15 respondents for interviews.
- Institution I -Gauteng Provincial Association for the Physically Disabled (GPAPD): Gauteng: Orange Farm = a population of 40 beneficiaries minus a sample of 15 respondents for interviews.

Table 1.3: Required sample size population

Required Sample Size [†]								
Population Size	Confidence = 95%				Confidence = 99%			
	Margin of Error				Margin of Error			
	5.0%	3.5%	2.5%	1.0%	5.0%	3.5%	2.5%	1.0%
10	10	10	10	10	10	10	10	10
20	19	20	20	20	19	20	20	20
30	28	29	29	30	29	29	30	30
50	44	47	48	50	47	48	49	50
75	63	69	72	74	67	71	73	75
100	80	89	94	99	87	93	96	99
150	108	126	137	148	122	135	142	149
200	132	160	177	196	154	174	186	198
250	152	190	215	244	182	211	229	246
300	169	217	251	291	207	246	270	295
400	196	265	318	384	250	309	348	391
500	217	306	377	475	285	365	421	485
600	234	340	432	565	315	416	490	579
700	248	370	481	653	341	462	554	672
800	260	396	526	739	363	503	615	763
1,000	278	440	606	906	399	575	727	943
1,200	291	474	674	1067	427	636	827	1119
1,500	306	515	759	1297	460	712	959	1376
2,000	322	563	869	1655	498	808	1141	1785
2,500	333	597	952	1984	524	879	1288	2173
3,500	346	641	1068	2565	558	977	1510	2890
5,000	357	678	1176	3288	586	1066	1734	3842
7,500	365	710	1275	4211	610	1147	1960	5165
10,000	370	727	1332	4899	622	1193	2098	6239
25,000	378	760	1448	6939	646	1285	2399	9972
50,000	381	772	1491	8056	655	1318	2520	12455
75,000	382	776	1506	8514	658	1330	2563	13583
100,000	383	778	1513	8762	659	1336	2585	14227
250,000	384	782	1527	9248	662	1347	2626	15555
500,000	384	783	1532	9423	663	1350	2640	16055
1,000,000	384	783	1534	9512	663	1352	2647	16317
2,500,000	384	784	1536	9567	663	1353	2651	16478
10,000,000	384	784	1536	9594	663	1354	2653	16560
100,000,000	384	784	1537	9603	663	1354	2654	16584
300,000,000	384	784	1537	9603	663	1354	2654	16588

Source: Luthuli (2019)

The SASSA monitoring and evaluation department provided the researcher with the information which indicated that SASSA Regional offices had employed at-least a maximum of 300 employees who were disability grant policy experts and executors. Krieger's (2012) sample calculation table allows research with a population size of 300 (employed SASSA policy experts and executors), - to have a sample size of 169 for questionnaire distribution.

The adopted formula envisaged:

$KZN (56) + GP (56) + WC (56) = 169$ which represented this study's total sample of policy experts and executors' population across the three specified provinces.

The policy experts and executors were arranged as follows:

Information supplied by SASSA Monitoring and Evaluation

Phase 1-B: administration of questionnaire procedure

- Institution A (SASSA Regional Office: Gauteng) = a population of 300 policy experts minus a sample of 169 respondents = 80 % response rate by the institution.
- Institution B (SASSA Regional Office: Western Cape) = a population of 300 policy experts minus a sample of 169 respondents = 80% response rate by the institution.
- Institution C (SASSA Regional Office: KwaZulu-Natal) = a population of 300 policy experts minus a sample of 169 respondents = 80% response rate by the institution.

The administration offices of each of the selected provincial main care centres provided the researcher with information which indicated that the main care centre offices had employed at least a maximum of 25 employees who were disability grant policy executors. Shukla and Satishprakash (2020) posit that the sample calculation table allows research with a population size of 25 (Association policy executors), - to have a sample size of 15 for interview sessions. This study formula was arranged as follows:

Information supplied by the organisation administration office

Phase 2: interviews with association policy executor experts.

- Institution D- St Giles (StGs): KwaZulu-Natal = a population of 25 policy executors minus a sample of 10 respondents = 40% response rate by the institution.

- Institution E -Western Cape for the Physically Disabled (WCAPD): Western Cape = a population of 25 policy experts minus a sample of 10 respondents = 40% response rate by the institution.
- Institution F -Gauteng Provincial Association for the Physically Disabled (GPAPD): Gauteng = a population of 25 policy experts minus a sample of 10 respondents = 40% response rate by the institution.

The probe utilised convenience and purposive sampling techniques to choose the respondents from the target population sets or groupings. Ideally, this approach warranted the entire population group a chance to be represented during the examination. The mixed method approach enabled the researcher to extract data from the active disability grant beneficiaries and expert stratum using interviews, and questionnaires along with their biographical information that helped the researcher to report on demographics. Chan and Ngai (2007), insist that the qualitative sample should be sufficient to receive feedback of all perceptions. The concept of saturation becomes useful in qualitative studies to achieve appropriate sample sizes and results.

As previously used by other researchers such as Luthuli (2020), the Raosoft sample size calculator also assisted the researcher to predetermine the possible number of the expected sample size population for both the 2 sets of respondents including the (beneficiaries) and (policy experts). This study chose an equal number of respondents across the three selected provinces to allow for non-biased debate regarding the perceptions of both the beneficiaries and expert respondents. Qualitative tools such as focus group meetings and interviews were used to collect data from respondents, while the quantitative tool was used to develop questionnaires for expert respondents and to put together the first part of respondent information such as the demographics, looking at details such as provincial statistics on social security service delivery challenges, respondent age, gender, employment portfolios and so forth.

1.9 2.1 Phase 1: Beneficiary interviews

Table 1.4 shows the beneficiary respondents who participated in the study through interviews which was subject to their availability at the time of inquiry and willingness to participate in the study. All beneficiaries were housed at the selected or specified non-profit organisations across the three provinces. The beneficiaries were from the three provincial organisations that house the disability grantees which included i) the KZN St Giles (StGs), ii) the Western Cape Association for Persons with Disabilities (WCAPD), and iii) the Gauteng Provincial Association for Persons with Disabilities (GPAPD). These were all non-profit organisations (NPOs) where the disability grantees were stationed in one place in respect of these organisation’s satellite offices within their province.

Basically, this meant that the Regional SASSA offices of Gauteng, Western Cape and KZN served these beneficiaries of disability grants through these organisations.

Table 1.4 Population and Sample of beneficiary interviews

Selected Organisation	KwaZulu-Natal St Giles /StGs
Site office with highest number	Durban: Prince Street
Number of participants	+15 beneficiary respondents
Category A	: KwaZulu-Natal Province
Selected Organisation	Western Cape Association for Persons with Disabilities/APD
Site office with highest number	Cape Town: Athlone
Number of participants	+ 15 beneficiary respondents
Category B	: Western Cape Province
Selected Organisation	Gauteng Provincial Association for Person with Disabilities/GPAPD
Site office with highest number	Gauteng: Orange Farm
Number of participants	+ 15 beneficiary respondents
Sampling Technique	Convenience and purposive
Category C	: Gauteng Province

Source: Self-generated by researcher

The three selected provincial Associations for people with disabilities comprised an updated data base that was verified with each organisation which showed that every one of these institutions housed a minimum of 300 disability grant beneficiaries that were residing from different local areas under each province's district but were now stationed in one place, which is at the organisational facilities. Gentles, Charles and Ploeg's (2015) sampling table restricts the interviews to a maximum of 15 for validity, duplication, and reliability of results.

This study selected 15 per province as the number of interviews that were conducted with disability grant beneficiaries, across the three provinces, with 45 interviews, being the overall total. This inquiry had since selected this portion as the number of disability grant beneficiaries from the StGs, WCAPD and GPAPD who were going to participate in the study. The three associations were selected based on their similar nature, convenience, cost-effectiveness, and their organisational size in terms of the disability grant-holder number they each serve. As stated earlier, even though the beneficiaries were originally residing in different areas under each municipality's district, they were now housed in one place, and that was, - the organisational facilities that served them, through the means of the disability grant, - and in respect of their provinces-which made the group easily accessible.

1.9.2.2 Phase 2: SASSA experts' questionnaires

Table 1.5 shows the SASSA expert respondents who participated in the study by completing questionnaires, subject to their willingness to participate in the study. Peter, Jani and Pirooska (2003) state that a sample size of (300) is permissible for a population of 169 for questionnaire administration. This study selected 169 as a few respondents across the three provinces which included Gauteng, Western Cape and KwaZulu-Natal who were going to participate in the study.

The study further relied on the information that was supplied by the SASSA Monitoring and Evaluation units and Association's admin offices during the time of investigation, when it came to getting the accurate number of expert respondents that were going to be used as a provincial sample during the time of data collection, in case the numbers have grown.

Table 1.5: Population and sample of SASSA expert questionnaires

Selected Organisation	KZN SASSA Regional Office
Site office with highest number	Pietermaritzburg: Scottville
Number of participants	+26 policy expert respondents
Category A : KwaZulu-Natal Province	
Selected Organisation	WC SASSA Regional Office
Site office with highest number	Cape Town: Athlone
Number of participants	+26 policy expert respondents
Category B : Western Cape Province	
Selected Organisation	Gauteng SASSA Regional Office
Site office with highest number	Gauteng: Orange Farm
Number of participants	+26 policy expert respondents
Sampling Technique	Convenience and purposive
Category C : Gauteng Province	

Source: Self-generated by researcher

SASSA questionnaires involved the grant officers of the three regional offices, grant officers of the local offices, the local office administrators and the medical practitioners that were selected using the table of random numbers to narrow down the sample population, - the total number was 79 for questionnaires across the three provinces forming part of the 169 respondents in three provinces.

1.9.2.3 Phase 3: Disability association expert questionnaires

Table 1.6 shows the Association for the Disabled policy executor respondents. Each association was represented by 10 social worker respondents who were directly involved in disability grant policy making as advisory board members. This cohort included the workforce such as association managers, social workers, and the administrators of these associations.

This research process also entailed interview sessions as it was the case with disability grantees. GPAPD employed (37) professionals, WCAPD (32) and St Giles had a workforce of (34).

Table 1.6: Population and sample of the disabled association questionnaires

Selected Organisation	KZN SI Giles
Site office with highest number	Pietermaritzburg: Scottville
Number of participants	+10 association policy expert respondents
Category A : KwaZulu-Natal Province	
Selected Organisation	WCAPD
Site office with highest number	Cape Town: Athlone
Number of participants	+10 association policy expert respondents
Category B : Western Cape Province	
Selected Organisation	Gauteng SASSA Regional Office/GPAPD
Site office with highest number	Gauteng: Orange Farm
Number of participants	+10 association policy expert respondents
Sampling Technique	Convenience and purposive
Category C : Gauteng Province	

Source: Self-generated by researcher

1.9.3 Data collection instruments

The evidence was gathered by the investigator along with skilled research assistants utilising different sets of tools specified in 1.9.3. The disability grant recipients were subjected to interviews while the grant policy experts completed questionnaires with semi-structured questions using the Likert scale. The qualitative and quantitative data collection approaches envisaged the use of the following:

1.9.3.1 The use of a qualitative instrument

It was of particular significance to make the reader understand that the qualitative paradigms are more than a methodology choice, as they are also a research type (Baxter, Taylor and Kellar, 2016). This inquiry included semi-structured interviews with open-ended questions and focus group meetings for disability grant beneficiaries. Vicsek and Lilla (2007) are of the view that focus groups refer to techniques used to collect data using group interactions around certain topics that are determined by an investigator. Recipients of this grant were interviewed individually and at a later stage put in a focus group meeting for further gathering of evidence that may have been missed during individual interviews.

Using the study objectives, the researcher created themes that informed the interview protocol which helped to elicit the study's required information that addressed the study objectives. Bernard (1998) is of the opinion that interview guides should include topics, themes, or areas as the sequence of an interview. This study interview guide developed specific themes that were deduced from the study objectives or areas of research as a sequence prior to conducting interviews. The idea behind the study selecting open-ended questions was that response patterns or answer categories were going to be provided by respondents, and not the interviewer as recognised in qualitative study questions (John,1988: 365-367).

1.9.3.2 The use of a quantitative instrument

Quantitative research can be regarded as an inquiry into a specific social problem (Sale, Lohfeld, and Brazil, 2002). The technique explains an existing situation through the gathering of numerical data that is later analysed utilising mathematics guides that are applicable methods of that inquiry. Creswell (2003:01), further states that the investigator accustoms the study mainly with the post-positivist approach to develop specific knowledge in the select of quantitative research. During this phase, researchers are focused on cause- and- effect thinking;,- the use of measurements and observations;,- and testing theories using strategies such as surveys and experiments that are guided by predetermined tools that the researcher uses to produce statistical data. This inquiry used a quantitative instrument to extract data using the Likert scale questionnaires to assemble respondent perceptions including i) the medical practitioners ii) managers iii) administrators iv) association social workers and their supervisors. As stated earlier, the developed questionnaires had semi-structured questions, - and used the Likert scale to extract data from respondents acting in the role of policy experts.

1.9.3.3 Document analysis approach

Corbin and Straus (2008:9), - maintain that document analysis is a systematic procedure used for reviews or to evaluate documents and the process includes the printed or digital computer-based or internet transmitted materials. The researcher invested time in the selected organisational documents, analysing the available information to extract the different views from specified sets of respondents. This was done through the help of the monitoring and

evaluation departments at SASSA, and the administration pillars of the selected provincial associations which stores the critical documents of these organisations.

Day 1 was for training research assistants on ethics, making the public announcement and thereafter addressing questions from affected respondents. The last part entailed disseminating informed consent forms to all respondents who were available at the address. The researcher facilitated interviews with disability grant beneficiaries and the process observed the protocols of that disability association. Hence, respondent participation was voluntary. The overall duration of the data collection period was 6 weeks for all the 3 provinces, which gave the researcher a span of 2 weeks per province.

1.9.4 Data analysis

This study used a mixed method approach to examine the facts provided by the two sets of respondents (policy experts and grant beneficiaries). Zuur, Leno, and Elphick (2010) maintain that data exploration is a process of carrying order, arrangement, and succinct sense to authenticate the composed mass data. Holloway, Immy and Todres (2003) recommend that the qualitative elements of the mixed method study make use of thematic analysis in research as an instrument which is the initial technique for qualitative analysis. Hence this study analysed data in two parts: (i) the qualitative data was characterised into different themes as part of improving the quality of the research findings and presentation using computer based software, and (ii) the quantitative data was analysed using the ‘Statistical Package for the Social Sciences’ (SPSS), as this type of software allows for interactive, batched and statistical analysis in research as envisaged by the quantitative technique that was used in this study to analyse the arithmetical findings of these two sets of respondents.

1.9.5. Limitations of the study

As in every study undertaken, there will be potential limitations or weaknesses that the investigation may be subjected to whilst the undertaking is continuing as stated by Ross and Zaidi (2019). The use of the cross-sectional format was adopted as the study presented the trends in a form of a literature review and the synopsis viewpoint during data collection. Moreover, this study design was limited in that it was only focusing on the selected areas of

Gauteng, Western Cape and the KwaZulu-Natal using the Regional and local offices of SASSA and specified non-profit organisations that housed the disabled. The mixed method research design allows for the findings to be generalised to the other regions of South Africa.

1.9.6 Delimitations/scope of the study

According to Theofanidis and Fountouki (2018), delimitations are the limitations consciously set by researchers themselves. These are concerned with the definitions that researchers decide to set as the boundaries or limits of their project so that the study's aims and objectives do not become impossible to achieve. This study was delimited in terms of geographical locations using selected areas of Gauteng, Western Cape, and the KwaZulu-Natal Regional offices of SASSA. The three provinces were chosen on the basis that they were regarded as hotspots for disability grant fraud and inefficiency. The study was also delimited along the form of grant type focusing on disability grant disbursement and no other social grants. The population of the study was defined in section 1.9.1. and the sample in section 1.9.2.

1.9.7 Pretesting of the study

Pretesting is the phase in research when research questions and questionnaires are piloted on members of a target population/study population in order, - to assess the dependability and rationality of the research instruments before their final distribution (Hunt, Sparkman, and Wilcox,1982). The study subjected itself on the preliminary process of pretesting the data collection tools over a period of two days to help improve validity and indicate ambiguities in the research instruments. This gave the researcher an opportunity to also rectify errors and improve questions that appeared as ambiguous or were not clear. Three separate provincial offices of SASSA and disability organisations with a similar setting were identified as pre-testing centres using the same set of tools (Interviews, questionnaires and focus groups meetings) to test the reliability of tools prior to officially collecting data. The pilot test respondents did not constitute the target population of the study.

1.9.8 Ethical consideration

Illes, Rosen, Huang, Goldstein, Raffin, Swanand Atlas (2004) state that when the interview plan has been finalised the process of ethical clarification can begin. Therefore, respondents

need to give informed consent to participate. The respondents were issued with a letter of information explaining the purpose of the study, as well as their responsibilities and rights. This research thesis has a section on ethics of research which has been completed by the researcher. The researcher abided by all the university's research ethics code stipulations, as stated in the questionnaire and in the online research ethics course. In closure, the guidelines prescribed by the Durban University of Technology Research Policy played a critical and an important role throughout the execution of the study probe.

1.9.9 Threats

Hlengwa (2014) posit that, threats to outward rationality are any influences within a study that decrease the generalisability of the results. Scientific studies can suffer from a wide range of potential threats to external validity (Henderson, Kimmelman, Fergusson, Grimshaw, and Hackam, 2013). There are four main threats to external validity that may be faced in research, namely (a) selection biases; (b) constructs, methods, and confounding; (c) the 'real world' versus the 'experimental world'; and (d) history effects and maturation. To maintain security, this research study ensured that files with confidential information were compressed and encrypted before they were transferred to respondents. Beneficiary participation was purely voluntary. Encryption ensured that the compressed file cannot be read by anyone who does not have the password that was created when the files were compressed and encrypted. This study remained vigilant to the threats of stereotype perceptions from both the beneficiary and expert respondents. The researcher used manipulation checks to assess if respondents were aware of disability grant disbursement processes and their score on the test influenced the recommendations that the researcher made on the disability grant policy.

1.9.10 Reliability and validity

One of the key preconditions of any research process is to ensure the reliability of the data and findings. Roberts and Priest (2006) posit that reliability is concerned with the consistency, dependability, and replicability of the acquired results from a piece of research. The quantitative approach of this study used numerical forms to ensure that the obtained results remained similar. Krosnick (2018) argue that achieving identical results in qualitative research is demanding and difficult because data are in a narrative form and subjective. However, to increase the reliability of this study the researcher explicitly explained the different processes

and phases of the inquiry which elaborated on every aspect of the study. The researcher also used triangulation including different procedures such as questionnaires, interviews and focus group meetings to collect data which made the replication of the study to be carried out fair and easy.

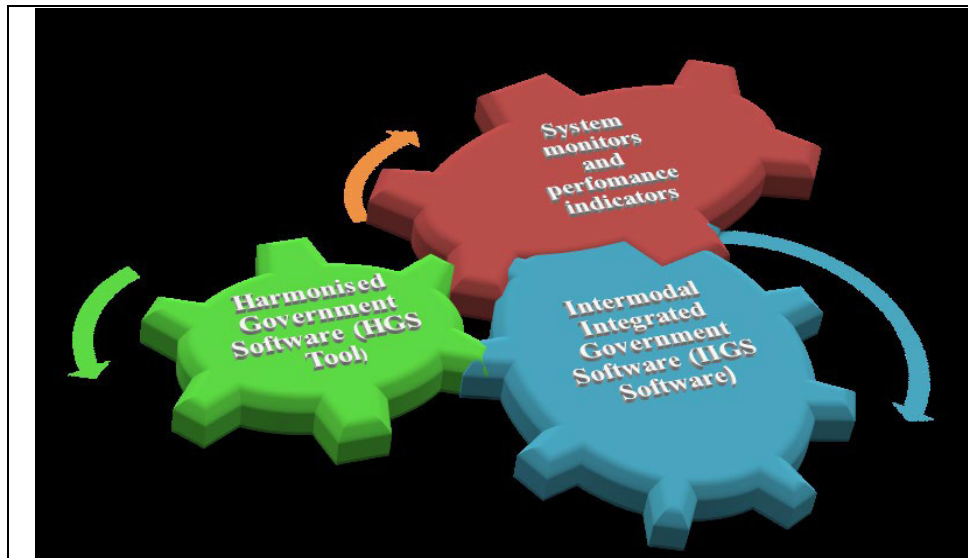
1.9.11 Confidentiality and anonymity

Gibson, Benson, and Brand (2013) state that confidentiality was intended to avoid significant harm related to the disclosure of distinguishable research data. Confidentiality is frequently considered as affording participants control over their personal information, and therefore it is an instrument that enhances autonomy. Confidentiality and anonymity were demonstrated by requesting respondents to sign a consent letter prior to commencing with the interviews and filling in the questionnaires. They had a solemn right to participate and/or withdraw from the inquiry. The researcher obtained informed written consent from respondents throughout the interviews.

Respondents were given assurance by the researcher that the information shared would remain between the study supervisor and the researcher beforehand, during and to the end of the investigation. To retain confidentiality, the researcher used specific codes to describe respondents, excluding all the names and other identifiers such as geographical hints. Respondents were informed of the five-year waiting period for record keeping before all the information supplied could be discarded. Provisions of the public service delivery value-chain address the issue of institutions developing standardised models to effectively regulate service delivery.

SASSA's leadership excellence in such uncertain times can be measured through the development of new and innovative models that will do away with instruments that perpetuate fraud and inefficiency. To help SASSA rebuild its own agency legacy, this PhD study included a model that was developed at a master's level called '*Intermodal Integrated Government Software (IIGS)*, -' which SASSA can consider improving the quality of their disability grant disbursement mechanisms.

Figure 1.3: Developed SASSA Intermodal Integrated Government Software (IIGS)



Source: Self-generated by the researcher

This IIGS system has a sub-tool called the ‘Homogenised Government Software (HGS tool)’, which drives the system by incorporating the DG beneficiary information throughout the government sectors. Through this software social institutions will be able to retrieve the information of the deceased applicants, criminal records, enlisted fraudsters, employed beneficiaries and business taxpayers by punching the identity number of a particular claimant into the system.

Briefly, the purpose of the IGS/HGS tools is to minimise criminalities connected to disability grant scams, false identities and so forth. Although this study somewhat agrees that creating hegemony at SASSA can never be a simple act, nonetheless, it is equally important for this agency to recognise its social structures as well agency cultural patterns which dictates the disabled group’s good and bad perceptions about the overall organisational behaviour and practices. This study believes that if SASSA’s ideas improve then the meaning of the word will begin to participate as well as it shows such improvement.

Table 1.7 gives a clear demonstration on the growing numbers of social security grants, which includes the disability grant for the year September 2020. This is with regard to the Take Up of Social Grants by Type as of July to September while also focusing on the Total Number and Percentage Growth of Social Grants by Grant Type.

1.7 Table of the Take Up of Social Grants-Total Number and Percentage Growth of Social Grants by Grant Type

Grant type	Beginning of July	End of July	End of August	End of September	Difference/ Change	% Growth
CDG	122,492	123,001	123,632	124,225	1,733	1.4%
CSG	11,317,684	11,380,226	11,457,733	11,480,576	162,892	1.4%
FCG	537,150	543,073	548,421	553,223	16,073	3.0%
DG	1,122,204	1,126,116	1,127,285	1,124,770	2,566	0.2%
GIA	88,666	91,308	93,832	96,433	7,767	8.8%
OAG	3,003,142	3,009,522	3,017,127	3,026,260	23,118	0.8%
WVG	391	379	373	366	(25)	-6.4%
Total	16,191,729	16,273,625	16,368,403	16,405,853	214,124	1.3%

Source: SASSA (2020)

1.12 KEY ABSTRACTIONS DEFINED

It is of the utmost significance that the inquiry's key abstractions and important arguments are clear because these perspectives orientate the reader on the understanding of the inquiry setting. Substantial arguments plan the key thoughts and give vigorous alarms of the inquiry (Nicholson, Good and Howland, 2009). The scholar defined the notions that follow because of their significance and implication for the inquiry:

1.12.1 Disability

A disability is any disorder that makes it more problematic for a person to do certain actions or interrelate with the world around them (Hebl, and Kleck, 2000). The Social Security Advisory Board (2016), views disability as 'totally and permanently disabled', which can be viewed within the lens of a population for whom work is not an option. To the Social Security Administration (SSA), individuals with disabilities remain persons that are permanently incapable of performing considerable and profitable actions due to the state of severe impairment (Davis, Bamford, Wilson, Ramkalawan, Forshaw and Wright, 1997).

1.12.2 Social Security

Social security is understood as the protection that civilians offer to persons and households to safeguard access to health care and to guarantee income security, particularly in cases of old age, unemployment, sickness, invalidity, work injury, maternity, or loss of a breadwinner (International Labour Organisation, 2000). Social Security Administration (SSA), further classify social security as the Old-Age, Survivors and Disability Insurance (OASDI) provided by federal agencies as survivor benefits and a disability income.

1.12.3 Grant

Various social grant structures mention that social grants refer to a substantive amount that is paid by government to all qualifying South African citizens who need this type of assistance. These grants are further described as social grants that are put in place to help improve the standards of living in heterogeneous societies and they are mostly given to people who are susceptible to poverty that need state support (Jamieson and van Blerk, 2021). The South African government further regards social assistance as an income transfer that comes in the form of a disability grant, grant for older persons, war veteran's grant, foster child grant, care dependency grant, child support grant and grant-in-aid.

1.12.4 Disbursement

Disbursement is a process which takes the payment data and transforms it into a disbursement instrument. The aim is that this disbursement liquidates the payable amounts and generate them as payments to the vendor using Disbursement documents which may include the Electronic Funds Transfer (EFT) and Automated Disbursements (AD) documents (Seekings, 2020).

1.12.5 Improving

Williams, Barclay and Schmied (2004) explain improving as an advancement or the making of development on what is desirable and/or to make valuable add-ons or adjustments to get better results.

1.12.6 Administration

Mastracci, Newman, and Guy (2006) are of the opinion that “Administration” refers to a lengthy and somewhat self-important word, but it has a self-effacing meaning, for it means to upkeep for or guard after public, to manage businesses or can be classified as determined action taken in the quest of a sentient purpose. In agreement, Lohmann and Lohman (2001) view the “Administration” as a determined action that is taken in search of a mindful purpose. The author regards administration as the process or an activity of running a business, organization, etc.

1.13 ORGANISATION OF THE STUDY

This inquiry was organised in a scholastically satisfactory instruction beginning with the orientation and introduction, the legislative and statutory frameworks of public management social security, obtaining Global and South African scholarly perspectives on social security disbursement of grants, the theoretical frameworks appropriate for the study, a suitable methodology, data presentation and analysis, and lastly, the recommendations and conclusion.

Chapter 1: Orientation to the study

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

Chapter 2: Legislative and statutory frameworks of public management social security

This section introduces the conceptualisation, empirical section of the study and the statutory frameworks underpinning the study. The relevance of these components are justified in terms of how they link with this study.

Chapter 3: Global and South African perspective on the social security disbursement of grants

This chapter provides literature on a wider comprehensible scale. Only the evidence pertaining to social disability grant administration was used to influence the undertaken study. All envisaged literature derive from the developed study objectives. It is presented in a funnel

view format starting with global cases, the national cases and end with the municipal experiences around the disbursement of disability grants.

Chapter 4: Theoretical frameworks and Methodology

This section presents the two theoretical frameworks that connect the study throughout the chapters, the methodological choice and these section's relevance in the investigation.

Chapter 5: Research Findings

This chapter focuses on explaining the types of research approaches that were used when undertaking the study. It also looked at the fundamental instruments that were used when pursuing the study (data collection methods). The section envisaged imperative strategies that were adopted when sampling the relevant population and the targeted population that comprised of deduced selected samples that were from the population.

Chapter 6: Data presentation and analysis

The chapter provides an abridged version (summary) of data which was collected, analysed, and interpreted when undertaking the study.

Chapter 7: Conclusion and recommendations

The last chapter presents the findings and recommendations of the study against the research objective that were stated in chapter one. This chapter also was used to identify areas of further research regarding the research problem.

1.14 DISCUSSION

The key issues that unfold in Chapter One bear on the number of Regional and some satellite offices SASSA has in the provinces of i) Gauteng ii) Western Cape and iii) KwaZulu-Natal. Different charters of SASSA pronounce different things. One charter looks at SASSA Regional offices as responsible headquarter agencies while another describes them as provincially charged social security institutes. It is of particular importance that SASSA describes these provincial institutions clearly because this will promote the institution's interprovincial synergy as envisaged in the objectives of this study which will help SASSA identifiers to remain common and better recognised in a real-life situation.

One more important change is in the strategic direction of SASSA whereby the key objectives addressing the issues of transparency, equity, integrity, confidentiality, and customer care centeredness approach are not clearly described. Strategic objectives have implications for the appearance of standards throughout the SASSA agencies. The truth is that SASSA's institutional disbursement outlay must be similar across provinces and areas of operation. This includes their agency mission, vision and objectives which should be clear enough to all clientele whom this institution is serving. There should also be provincial front-runners across the SASSA agencies to drive this new approach or in circumstances different from those the agency will continue to face disrepute because of unclearly spelled out strategies.

1.15 CONCLUSION

Chapter one was utilised by the researcher to familiarise and position the reader on the inquiry. The chapter expounded the significance of the probe, unfolded the purpose, gives a thesis statement, research questions, objectives and the methodology that is drawn upon in the study to assemble and analyse data. This study was aimed at improving the administration of disability grants in South Africa's Social Security Agency. The investigator also planned to expand and get the service delivery value chain that will facilitate the disbursement of social security disability grants across the South African Social Security Agencies. Some key abstractions were identified and defined since they were perceived as important for the grasp of the study.

Chapter 2 provides the legislative and statutory frameworks of public management social security of the study. This aids the reader to locate the inquiry within the public management social security fields. The idea is to analyse the statutory and legislative frameworks pointed out by the investigator to permeate the contention holding up the study. The section further describes the historical background to SASSA as an agency and that of the three provinces used, namely: i) Gauteng, ii) Western Cape and iii) KwaZulu-Natal which were the focus of the study. This chapter bears crucial importance in that it helps the reader to understand how SASSA originated and-, how the agency resolves its difficulties of governing and regulating an intransitive agency.

CHAPTER 2

FRAMEWORK FOR PUBLIC MANAGEMENT SOCIAL SECURITY: GLOBAL AND SOUTH AFRICAN PERSPECTIVES

2.1 INTRODUCTION

Chapter One situated the reader on the purpose of the study, provided the research problem and outlined the observational facts that were needed by this inquiry to address the study objectives. Chapter Two proffers the legislative framework that grounds the inquiry to the global and South African laws, which regulate the mechanisms that are used to disburse Disability Grants (DG). This chapter is therefore, designed to describe the representational implications to the research objectives that were enunciated in Chapter One, and in the same degree, the study has pondered the research paradoxes that were viewed within the lens of the statutory frameworks that are offered in the field of public management. It was crucial to state that, - this section bears a specific importance in that it provided the study setting in which the legislative and statutory frameworks are used to effectively disburse social security disability grants of South Africa in its three provinces, that is, Western Cape, KwaZulu-Natal, -and Gauteng.

To buttress the study, and in view of the rights of the persons living with different kinds of disabilities, this inquiry investigated different international pieces of legislation such as Goal 16 of the United Nation's Sustainable Development Goals, Social Security agreements, common Social Security global challenges amongst others. Chapter Two further covered the existential multinational fabrics that are regulating Social Security disability strategies, conceptualisation of the study, empirical study, the in-use global Social Security agreements, legislative and, - statutory frameworks, the common Social Security challenges, and the African continental legislative and statutory frameworks that are controlling Social Security disbursement strategies.

Moreover, the main thrust of this chapter also considers the pertinent pieces of legislation supposed to control the disability environments in respect of the created South African legislation and valid statutory frameworks. This is inclusive of the legislative instruments such as the Constitution of the Republic of South Africa, which is the highest law on land, and the relative statutory frameworks including amongst others the White Paper on the Rights of

People Living Disability underpinning the study.

This inquiry utilised the aforesaid frameworks to develop the framework that will address the issues that undermined the effective administration of disability grants at SASSA following the intricacies that are lamented by the media relating to fraud and inefficacies when these grants are disbursed. Epigrammatically, the study focus stemmed from perpetual media reports which pertain to maladministration and fraud noticed when disability grants are disbursed in South Africa. Additionally, the observations made by the researcher showed that there is not much that has been done and recorded when it comes to the innovative frameworks that can be used to address the issues that undermine the effective administration of disability grants, which is permeated by fraud and maladministration in most of the South African Social Security Agencies.

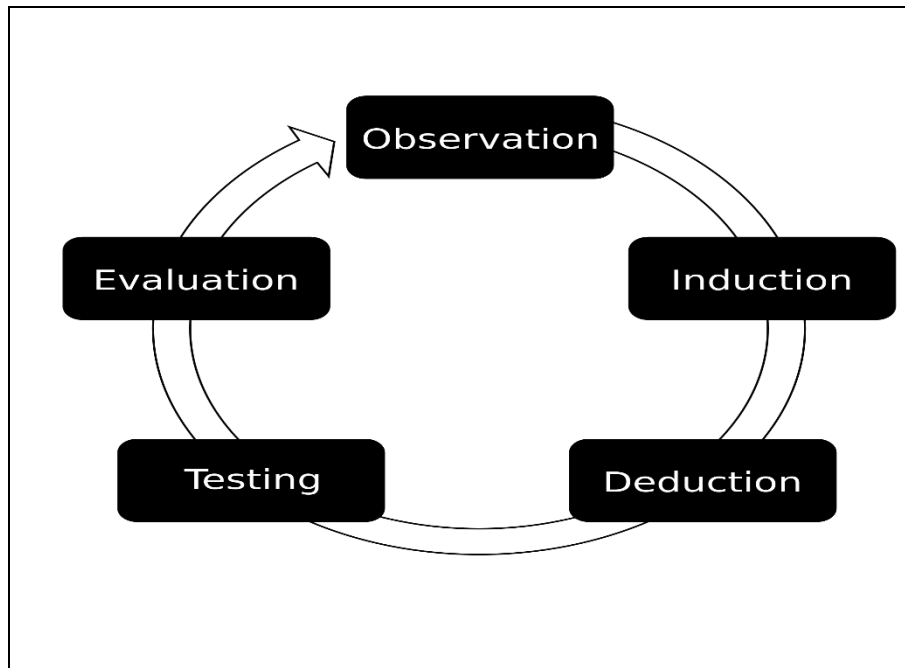
2.2 CONCEPTUALISATION OF THE STUDY

There is burgeoning evidence pertaining to fraud and maladministration mushrooming on the media which immediately placed the disability grant policy as an under explored area of investigation in terms of determining the policy efficacy. For instance, the Dispatch live news channel reporter's (Mr. Peter Ramothwala) coverage of the 1st of March 2021 revealed that the Hawks had dismantled one of the biggest disability grant fraud and corruption conspiracies that was to affect the South African Social Security Agency after they arrested functionaries and ineligible grantees in the Limpopo province of South Africa. Evidently, advancing issues on fraud and maladministration keep presenting the disability grant policy as an undervalued policy, whereby the government efforts appear as insignificant making the SASSA institution unable to address the needs of the persons living with the various kinds of disabilities effectively and efficiently. The conceptualisation of this inquiry can therefore be viewed as an exposition of the existing disability grant instruments, whereby the various legislative and statutory frameworks are used by government to deliver on the requirements of the South African social institution's inventiveness which is aimed at improving the present disability grant policy when it comes to developing innovative disability grant disbursement frameworks.

2.3 EMPIRICAL STUDY

Savage and Vickers (2009) view an empirical study as research that is founded on perceptions and that is based on the observations and the depth of a particular phenomenon.

Figure 2.1: Empirical cycle



Source: Noël and Robert (2004)

The empirical study conducted by Noël and Robert (2004), suggests that the researcher has first-hand experience, whereby the gathered data was either compared against a specific theory and/or a particular hypothesis, whilst it also ensured that the results were based on real life experiences. The rationalisation of this study delivered on the pragmatic data which differentiated between the acquired secondary data drawn from the local and international frameworks, treaties, charters, and comparing it with the social security grants disbursement mechanisms of South Africa, and the educed primary data extracted from the disability grant beneficiaries who are served by SASSA policy experts jointly with the Western Cape Association for Disabled Persons, St Giles and the Provincial Gauteng Association for Disabled Persons. Ideally, the sole purpose of this paragraph was to provide a corroboration on the existing statutory and legislative frameworks offered by the South African government as virtuous regulatory instruments that are supposed to safeguard the operations associated with

the social security grant disbursement.

2.4 EXISTENTIAL MULTINATIONAL FABRICS REGULATING SOCIAL SECURITY DISABILITY STRATEGIES

The sections hereinafter address the existing multinational controlling fabrics that come in the form of governing laws and the empiricisms relating to disability grant controversies. This section further unpacks a great deal of pertinent statutory and legislative frameworks of public management which helps the various governments to effectively administer social security grants as a framework for controlling the pressing issues relating to the disbursement of disability grants. It is important to mention that the content offered in the paragraphs hereunder remain crucial in that it shows the reader that the severity of disability grant issues is not only an existing phenomenon in South Africa, but it is a world-wide pandemic.

2.4.1 In-Use Global Social Security Legislative, Statutory Frameworks and Common Challenges

This section presents the global social security legislative and statutory frameworks that are obtained across European governments. It was important that this inquiry introduce the reader to these different legislative and statutory frameworks which are used by European governments to address the numerous developmental measures which pertains to social security demands, because this approach shows that the social security issues that pertain to social grant disbursement frameworks is not only a challenge in South Africa, but across the globe. The service delivery context may differ, depending on the developmental welfare of that particular state. Below are the various global social security legislative and statutory frameworks of the European governments:

a) Social Security Agreement Between the United States and Australia

According to the Social Security Administration (2022) the United States and the Australian government reached an agreement as of the 1st of October 2002, regarding the new innovative

frameworks that could be used by these two countries to improve their Social Security systems. Surprisingly, the documented evidence on the 'United States Global views on inclusive development opinion' issued a report by Baglieri, Bejoian, Broderick, Connor, and Valle (2021), on the 8th of January 2021, on how 2021 can be more disability inclusive. This report revealed that the Covid-19 situation threw persons living with disability into a life-threatening state, as they were confronted by issues such as being stuck at home, disability grant accessibility issues and, - issues of restricted health services which made them too dependent on family members. These issues are contradictory to what the body 'Social Security Administration' stands for as a structure, which is to protect the disability livelihoods of both the Australian and American citizenries. Policies, according to Baglieri (2018), are not supposed to be made in passing. Therefore, they should be deliberate, clear, and strong enough to be accepted, passed, and implemented.

As part of these developmental frameworks, the Australian and the United State governments opted to come up with an agreement which binds both countries to help one another's citizenries. With this agreement, the disability beneficiaries who do not qualify for monthly salaries-as they are unemployable due to the state of their disability conditions, may benefit under this interchanged Social Security System from either one of the two countries. Mostly, for the United State government, this agreement, covers Social Security disability support pension and death insurance benefits. On the other hand, for the Australian government, this agreement covers Australia's Social Security programs, that the Australian government has placed as part of the innovative developmental frameworks that are designed to elevate the government service standards on Social Security, in particular; the disability support pension, known as a disability grant in South Africa. Ideally, this agreement, covers the benefits including amongst others, the Social Security age pension, disability support pension for the severely disabled and carer payments, which is a substantial amount of stipend paid to people who look after persons living with disabilities in either one of these two countries.

This agreement is also designed as a strategy which both these governments use to eliminate the issues of frauds, inefficiencies, and maladministration that evidence in literature shows to be mushrooming across the globe, thereby hindering on the Social Security disbursement policies. It was important that this inquiry includes this agreement, in that, this contract shows the importance of countries having interchangeable relationships regarding the instrumental

developmental frameworks adopted by specific foreign countries to improve their Social Security service delivery standards, especially those pertaining to, administrative discrepancies, which was one of the core objectives of this inquiry.

Therefore, this showed that the need for a study of this nature to take place exists, looking at the valuable frameworks that the South African government can use to address the issues which undermine the effective administration of disability grants, across the three selected South African Social Security Agencies. The media has alleged that fraud and maladministration were some of the major derailing issues which collapsed this institution's disability grant policy. For example, the Parliamentary Monitoring Group (PmG), chairperson Mr. M Gungubele, - made an announcement on the 3rd February 2021 that the Minister of the Department of Social Development and the South African Social Security Agency (SASSA), Miss Lindiwe Zulu had issued a progress report regarding the measures that her department made in solving the issue of lapsed disability grants and overcrowding since the 21 January 2021 committee meeting. The report back followed the concerns raised by this committee that pertained to capacity for medical reassessment, poor communication and SASSA's ability to manage client numbers and detailed interventions to address these concerns.

Other agreements include:

a.) Australia's International Social Security Agreements

Lately, according to the (Australian Government Department of Social Services Census, - (2021), the Australian government has 31 other global social security agreements, which also tag alongside the numerous agreements in the pipeline. The ultimate purpose of reciprocal agreements is to bridge discontinuity in social security scope for people who are transient between countries. Ideally, this was to be achieved by controlling the challenges to social grant benefit payments in the national legislation, including among others: i) citizenship, ii) minimum contribution records, iii) past residence record, and iv) current country of residence. Countries such as Australia's agreements with Austria, Belgium, Chile, Croatia, the Czech Republic, Estonia, Finland, Germany, Greece, Hungary, India, Ireland, Japan, Korea, Latvia, the Republic of North Macedonia, Netherlands, Norway, Poland, Portugal, the Slovak Republic, Switzerland, and the USA are party to this agreement.

b) The Importance of the Sustainable Development Goals, Agenda: 2030

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

Of the 17 United Nation's Sustainable Development Goals-this inquiry has selected Goals 16 and Goal 17 since these two goals were relevant to addressing the problem under investigation. Goal 16 and 17 have important issues pertaining to 1) access to social justice, and 2) social inclusivity for persons living with disability that were created by the United Nation's governments to promote peace. These provisions were more relatable in addressing the objectives of this inquiry. Hlengwa (2021) noted that it is important to mention that for sustainability to be regarded as developmental it must be inclusive. Hence, the inclusion of goals 16 and 17 in this study was crucial because these goals comprise with the core objectives that are focused on developmental welfare and sustainability of social security, which to a certain extent includes the needs of all persons living with disability. Important to mention is that all pieces of legislation, irrespective of whether they are international or national, they should provide for the needs of persons living with various forms of disabilities, as they are also the members of the heterogeneous societies. For example, the Strategy for the Rights of Persons with Disabilities 2021-2030 (EMPL, 2021) is created to undertake the distinct objections that persons with disabilities face. It is designed to develop the entire extent of the United Nations Convention on the Rights of Persons with Disabilities, both at European Union and Member State levels.

1) Sustainable Development Goal 16 as a Supporting Social Security Policy Framework

Engebretsen, Heggen and Ottersen (2017) go through the importance of Transparency, Accountability and Participation for Agenda (2030) as they highlight Goal 16, which addresses the importance of accountability that cannot take place without proper leadership and jurisdiction. As specified in the theoretical academic text in Chapter 3 'for institutions to endure resilience and sustainability, they first need to learn how to adapt and understand their organisations' environment irrespective of whether those changes are obtaining nationally or internationally'. Certain measures that pertain to issues of consistency and organisational identity in fast-paced environments tend to function well in organisations whereby the use of

policies, cultures, norms, and values are adequately applied. Instruments of this nature tend to face undervalue in institutions whereby responsibility and accountability is disregarded by officers who are charged with a mandate to acquit institutional duties. Goal 16 exists to enforce rule of law, provide equal access to justice as well as reduce any form of corruption and bribes in public domains.

The fraud and corruption noticed in the administration of disability grants cannot be excluded. Hope (2020) understands SDG Goal 16 to be a designed framework which promotes and enforces the non-discriminatory laws and policies relating to sustainable development to remove the scourge of discrimination that was previously faced by persons living with a disability.

B) Sustainable Development Goal 17 as an Articulate Framework of the South African Social Security Policy that is Designed to Promote Effective Disability Grant Administration in Selected Provinces:

Griggs, Smith, Gaffney, Rockström, Öhman, Shyamsundar, Steffen, Glaser, Kanie, and Noble (2013), describe Sustainable Development Goal 17 as a goal concerned with strengthening the means of implementation, and the revitalization of the global partnership for sustainable development. This goal was relevant in this inquiry in that it addressed one of the study objectives. One of the objectives was concerned with the disbursement of Social Security Disability Grants in the Selected South African Provinces. Another one probed about an existing inter-provincial partnerships fostered by SASSA during this institution's strengthening of frameworks that address the issues which undermine effective administration of disability grants. Resolving disability grant issues witnessed in policy was aimed at helping SASSA to synergise its processes and find commonality in its provincial disability grant disbursement operations.

Goal 17 has an outcome which focuses on 'international cooperation', helping institutions to cooperate instead of competing, which was very important in this study because the inquiry considered a great deal of influential international frameworks on Social Security. One cannot begin to mention the dynamics of framework development without considering these

frameworks as the latest insights and developments in the field. This further goal considers multi-stakeholder partnerships that are used to share knowledge, expertise, technology, and financial support, as instruments that are seen to be critical factors which pave the ways towards the success of the SDGs.

B) Understanding South-South cooperation in the disability context

Sachs, Traub, Mazzucato, Messner, Nakicenovic, and Rockström (2019) posit that SDG 17 is also about improving South-South cooperation, which the South African country is part of in terms of the interprovincial public-private partnerships that are fostered by SASSA in order to address issues that undermine the effective administration of disability grants across the selected three provinces. In agreement, the ‘Task Team on South-South’, - indicated that, - the world-wide landscape of development scenery has transformed radically in modern years. The current era observes the removal of ‘one-way cooperation’ which is being replaced by collaborative learning models that are designed to collectively embrace innovation, adaption, and economical answers that address growth challenges of different governments, which includes disability.

Inter-alia, the report of the United Nations Human Rights by Meekosha and Soldatic (2011), reflects on the third interactive dialogue of the Human Rights Council on international cooperation which was created to be in support of the national disability efforts that are aimed at realising the purpose and objectives of the Convention on the Rights of Persons with Disabilities. Moreover, the report of the United Nations Human Rights (2011), buttress how the third interactive dialogue of the Human Rights Council on international cooperation was in support of the national disability efforts that are aimed at realising the purpose and objectives of the Convention on the Rights of Persons with Disabilities. This approach was especially important in underpinning this inquiry because the study strategic features envisaged looking at the civil societies, whom without the public-private partnerships of, - this study could not have been able to develop the new framework that was aimed at addressing the issues that undermine the effective administration of disability grants.

C) The Social Security Statutory Framework that guides the Disability Strategies in India

Mitra (2005) reported on the statutory concept that was developed by India known as “Manusmrithi”, which is used as one of the country’s codes to express the importance for social security protection and safety of the Indian citizenry. This concept stemmed from Hindu joint families which were regarded as the original base for social security measures or frameworks. The Indian government organised this framework as a statutory form measure designed in a manner that assists this government to efficiently organise the country’s social security systems. The Indian government regards this framework as a key factor for enabling their government to protect their citizenry and dependents, when addressing disability and other social security contingencies. The framework has social security measures that comprise numerous programmes that are founded on the standards of human dignity and social justice systems, and these are designed to relieve the anxiety that come because of growing disability needs or demands. With this strategic programme of action, the Indian government aims to reduce any social security distress due to disability poverty, and/or the intensity of related diseases. Clearly, the disability grants policy framework challenges affect various countries; including the Indian government, and unless these governments introduce new innovative frameworks that are holistically designed to address the current caliber of policy disbursement problems, there will be a continuing growing economic need for addressing the disability grant policy problems (Remillard, Campbell, Koon, and Rogers, 2022).

It therefore remained important that for the disability grant policy efficiency to prevail in these developmental disability frameworks, the various African governments require to find appropriate policy strategies that will tug at the heartstrings of strong approaches, which will assist strengthen the disability grant delivery systems, thereby reducing disability grant frauds and inefficiencies that the media claim to witness in the disbursement processes. The design of these strategic intent frameworks should be holistic enough to address the policy problems. Therefore, structured in a manner that is in line with all the disability grant priorities, which can be achieved through implementation of strategic justice in the disability policies, and this should be based on all-inclusive growth approach.

D) European Union (EU) Social Security Law: the hidden 'social' model

Korzeniowska (2021) mentions that the European Union has developed a Social Security model that is recognised in the official documents of the European Union (EU), - such as the (Developmental Social Policy and Active Aging with High Quality of Life, 149-169). One of the social security strategic objectives dwell on 'preserving and developing the European Social Model towards the operations of the 21st century'. Although this Social Security model seldom addresses the issues of ineffective disability grant administration as per the objectives of this study, it does present the model as one of the preventative measures that the European Union has developed to eradicate a wide range of issues that are recognised as the social security policy derailing factors across the board. This study addressed the South African Social Security frameworks as one of pillars that align with the operations of disability grant Social Security policy, thereby determining the extent to which the disbursement system allows inefficient and corrupt officials to get away with improper administration practices, when the social security, in particular disability grants are disbursed.

Amsterdam, Peters, Pennings, Blickman, Hollemans, Breeksema, Ramaekers, Maris, Bakkum, Nabben and Scholten (2021) posit that the EU developed this Social Security model as a cornerstone and law for social dialogues, which brings about the well-developed redistributive Social Security systems, thereby providing income protection, the cost compensation for contingencies such as disability support pension survivorship, which forms part of the universal strategic actions that are taken towards addressing the issues of Social Security policy. It was crucial to include this EU Social Security Law, that comes in the form of the Social Security model in this inquiry, because this model is underpinned by necessary frameworks that are in the form of universal law, which represents all the efforts that have been made by the various EU governments to address the strategic issues that pertains to Social Security policy challenges. This inquiry contends that the development of an effective framework should properly address all the needs of the social security beneficiaries, in particular; the persons living with disability. Observably, the issue of ineffective frameworks is not only an issue in the South Africa, but it has become a worldwide phenomenon.

e) Framework on Social Security Systems around the globe

The international Social Security body known as Price Water Coopers (PWC, 2016), - provides a globally developed framework of more than 53 countries. This framework is recognised as the 'Social Security Systems around the globe', - and serves as an essential guide when countries are developing their Social Security systems, which may include strategic policy realignment or development across the different countries' social security institutions all around the world (Tynes, 2022). This is a legitimate Social Security system which the governments of the 53 countries, that are growing, - developed based on the principle of 'statutory compulsory social security' to improve the state of Social Security welfares across the globe (Schroeder, Clark, and Martin, 2021). As suggested by Bau and Andreas (2021), the researcher deemed the framework of this nature as critical to include in this study because the framework helped to make Social Security strategic recommendations for policy-framework makers to consider for them to make informed business decisions, in relation to taking strategic developmental Social Security decisions during their policymaking or development processes.

The imperative nature of this legislative framework was also found to be underpinning in this study in that the framework consist of critical information relating to Social Security rates, laws and critical policy approaches of the 53 countries, which the South African Social Security Agency (SASSA) policy-makers can adopt to make informed decisions when developing the new frameworks for addressing the issues that undermine the effective administration of disability grants across the selected SASSA institutions, which was the core objective of this investigation. The framework further offers high-level profiles with varying insights on the developed Social Security measures for at least 100 countries. Considering this framework remained crucial in this study because for any framework to be viable it should be research oriented (Bross and Craig, 2022). This is a statutory framework for Social Security systems around the globe, and it is developed as an outline by Social Security policy experts in over 130 countries, who are globally approved to have met the required standards, and are mandated to share common policy trainings, methodology and working culture, and access to the modern technologies and tools. Additionally, this framework addresses the critical information on disability persons who are incapacitated for work, and suffer from severe physical impairment, whom this framework has legitimised to be entitled to a disability pension.

It was important to recognise that one of the objectives of this inquiry was addressed at determining whether the interprovincial relationship in the disbursement of Social Security Disability Grants does exist in the Selected SA Provinces to address the strategic policy issues which occur because of provincial disability ineffective administration of disability grants at SASSA institutions. Lastly, this framework pivotal role because it offers crucial information, which can guide SASSA on how the 130 countries that issue social grant pensions deal with the paying of disability benefits, whilst looking at how these countries retain the ability to ensure that fraud and inefficiency is kept at a minimal range during social grant disbursement processes.

f) American Social Security Administration Created as an Independent Agency
Public Law
(103-296)

In recognition of all the pressing Social Security demands, according to the (United States Social Security Administration, 2021), that to date are still persistent in the American government agenda, this government has since established Public Law 103-296. This American piece of legislation was signed into law to govern the regulations of the ‘Security Independence and Program Improvements Act of 1994’. Apparently, this law replaces the original Social Security Act of 59, which was passed on 14 August 1935. Moreover, the SSA had been operating under the instructions of an institution recognised as the ‘parent’ agency, which had been in existence since 1939. According to Saberi, Asadian, Moradi and Alebouyeh (2021), the American government introduced this new legislation with an ultimate purpose of separating the entire Social Security Administration (SSA) from previously connected administrations such as the Department of Health and Human Services (HHS), with the aim of restoring this piece of legislation to its original standing, as an independent federal agency which came into effect on the 31 March 1995. In fact, this new piece of legislation contained major changes that are regarded as statutory for eradicating the issues that are creating chaos on the Social Security policies, and the Supplemental Security Income (SSI) programs.

Clearly, just as observed by Powell, Parish, Mitra, Waterstone, and Fournier (2022), that as is the case with the South African government -the strategic Social Security policy issues of the

American government are observed to date back to the untimely period of the apartheid government systems, which had unjust administrative frameworks. This study observed that the new American government frameworks tend to suffice because their policies have given careful consideration to a great deal of past imbalances, which are some of the major derailing factors in South Africa that throws the Social Security policy into a state of disarray. It was important to consider this American piece of legislation because not only does it give the history to the country's Social Security systems, but it also helped the researcher to benchmark some of the American existing frameworks when creating and developing new frameworks for addressing the issues that undermines the effective administration of disability grants at SASSA, although this was done with an understanding that,- this study's context is for the South African government.

There are many other agreements that are placed as Social Security development frameworks, which exist between the South African and American government, and these ties seem to promote one of the Sustainable Development Goals, SDG 17 (which encourage partnerships, instead of competition) between countries. Inter-alia, there is a Social Security partnership agreement which exist between the South African and the American government that stipulates that the American Government Social Security Administration (SSA), permits South African residents, if they are in America, to access services that are offered by the SSA Federal Benefit Unit (FBU), which is in the United Kingdom (UK).

G) Instituting Social Security for Social Justice and Fair Globalization

This paragraph explains how social security is viewed in a global context. The section also addressed the mandate of the International Labour Conference (ILO), whose role is to ensure that there is Social Security for all countries. This body is also responsible for setting international standards that are designed to assist social institutions to meet their international mandates, which is to provide Social Security to all. Furthermore, this passage also deliberated on the rights and the need for Social Security across the globe creating an important impression of the role that the Social Security systems play when it comes to fostering decorous work that is geared towards uplifting the different country economies and their social developments.

🚩 The Right to and the Need for Social Security

Social protection started when the different citizenries from all around the world were settled and organized in respect of own their countries' communities, then a need to cater for life's unforeseen circumstances arose. Hence, in the International Labour Organization report of 2011, there was the development of Social Protection as a measure for dealing with these challenges (Quirico, 2022). This framework constituted as major step for Social Security systems, which were intended to develop human societies because the framework is designed such that it provides income support, and the medical care needed by citizenries through means of Social Security. Extracting the ILO framework mandate herein this paragraph became particularly important for this study because its mandate addresses the strategic features on the emergence of various platforms that are dealing with formal social protection instruments, starting from group based Social Protection tools that informs mandatory contributory, as well as non-contributory public Social Security schemes across the globe.

This section was especially important in that it projected an emphasis on the universal human need for Social Security and the imperative nature on the clear rights as well as connected entitlements. For example, Germany became the first nation to adopt a statutory Social Security insurance system as a recognized base for benefits, making this a right that is applicable to the social institutions workforce. Later, countries in Latin America which includes Argentina, Brazil, Chile, - and Uruguay developed similar Social Security systems to support their citizenries.

H) Universalisation of Social Security Schemes

Singh, Sanyal and Bharati (2015) reported on the laudable step that was taken by the universal government when introducing the new social security schemes that were aimed at providing different countries' s citizenries with survival pensions, such as the disability grant. This strategy is recognised as a mechanism for enhancing the welfare of citizens across the globe, particularly those who are in disoriented social security sectors. Bharati et.al. (2015) further discovered that there are gaps in the in-use frameworks when it comes to having properly crafted global Social Security schemes, which prevents this global entity from achieving a wider coverage. It was important to understand that these universal Social Security schemes

benefits are financed through taxation, which makes this remain a better option that guarantees broader coverage in the Social Security pensions of all countries.

However, the media keeps lamenting on the burgeoning evidence that pertains to fraud and inefficiency that is experienced when disability grants are disbursed. This creates more citizen's 'state of dependence' on the government, who uses taxation to provide Social Security benefits, as in most countries it is only the minority workforce that is employed who manages to provide the government with taxation, and eventually their ever-increasing money evaporates into the ineffective administration events of disability grants. This study realised that this experience becomes a major challenge to government, and subsequently leads to Social Security policy undervalue, and thereafter to the economic collapse.

This paragraph also provided the reader with an understanding that Social Security exists as one of those adopted global strategies which seeks to protect individuals or households, when it comes to their health and income, more specifically in cases of providing disability grants and, - old age pensions, amongst other forms of government support grants that are placed under Social Security as means for poverty alleviation.

Crucial for the reader's consideration is the fact that the Universalisation of Social Security Schemes is created as a strategy which assists different countries to reduce poverty and inequality in their countries, thereby supporting the measures that are taken towards addressing issues of inclusive growth, - which exist to enhance human capital and productivity. Issues of inclusive growth should also cater for the policy and framework needs of all persons living with various forms of disability SASSA. This institution can use this approach as a measure for enhancing human capital which will improve their productivity.

The importance of invoking this paragraph in this study dwelled on the fact that the reader needed to understand that Global Social Security measures have an indirect influence on the nature of domestic frameworks that are created to facilitate the growth of a particular country's economy. Therefore, this inquiry aligned its recommended framework with currently existing measures that are globally designed to support issues of Social Security. In this regard, the study re-define the currently existing frameworks which the South African government is using to address the issues that undermine the effective administration of disability grants that are noticed when these social grants are disbursed.

i) The Australian and United Kingdom (UK) Statutory Framework Governing Disability

Solomon (2021) posits that as part of inventing the innovative measures that were designed as ‘bail out strategies,’ the Australian government has since formulated the ‘Disability Discrimination Act’, which was brought into practice by the Australian Human Rights Commission (AHRC), as a mechanism for alleviating persistent complaints and discrimination that the government noticed when Social Security institutions were at service to the people that are living with disability. AHRC is a body charged with a responsibility to facilitate the development of the persons living with disability, and this includes overseeing to proceedings which helps grow the developmental welfare of the disabled. Later, the Australian government opted to introduce the Disability Discrimination Act, 1992 (Cth), and the Anti-Discrimination Act, 1993 (NSW 3). Both these Australian pieces of legislation were introduced as instruments which will help monitor all the operations administered by social institutions of the Australian government.

j) World-wide Treaties Regulating Disability

According to the Chang and Brewer (2022), the European and Northern America governments adopted a ‘street-level bureaucracy framework’. This framework is placed as a tool which assist these governments’ Social Security institutions when they assess processing of their clients’ disability grants which this is recognised as a disability client care support in their countries. In contrast, the South African government came up with a structure recognised as the ‘International Covenant on Economic, Social and Cultural Rights’ (ICCPR, 2021). This structure is developed as a strategy which supports the South African government to effectively administer the disability grants. The International Covenant on Civil and Political Rights (ICCPR) is also endorsed by the ‘Convention on the Rights of People with Disability’, yet another structure which helps the South African government to encourage effective customer-driven administration in disability grants. This ICCPR works jointly with another formation known as the South African Development Alliance (SADA). SADA comprise 13 national organisations which advocate for the disability rights in South Africa. What is more is, SADA has stretched its joint operations when collaborating with the federation group recognised as

the Disabled People South Africa (DPSA). DPSA have created many disability initiatives that are geared to support the disabled. In Australia, the body recognised as the (Parent Convention, 2008), created the Optional Protocol to the Convention on the Rights of Persons with Disabilities (CRDP), that was entered into force on the 3 May 2008, which the South African government is party to.

The CRDP body helps the Australian government to advocate for the violated rights of persons living with disability both in South Africa and Australia. CRDP constituency comprise an overwhelming 92 state parties making 92 signatories that are charged with a responsibility to identify violated rights of the persons living with disability, and to a certain extent forward necessary recommendation. This committee's task obligates them to investigate institutions who have in one way, or another violated the legislative rights of people living with disability. Meanwhile, the Quad Para Association of South Africa (QASA), which came into force as of the 3 April 2012 have already assumed their responsibility which is to actively create the opportunities that will integrate the disabled individuals back into the mainstream of the society, as a group whose history is characterized with marginalisation. Early in 2008, the National Interest Analysis on the Optional Protocol (NIA Optional Protocol) was established.

The NIA formation is developed as a strategy which the Australian government uses to hold Social Security officers more accountable towards their convention obligations. In furtherance, the NIA strategy exist to promote the disability rights across Australia, whilst also ensuring that the Australian government is presented as an international leader who is committed to protecting the rights of disabled people. NIA formation was also derived from the purposes of enacting specific outlines that are geared towards laying aground certain communication procedures. Including these treaties in this study was particularly important in that the treaties sought to have provided the researcher with a formula of creating new South African strategies using what the different European Government Social Security institutions are using to deal with disability as a guide.

The creation of these mechanisms was based on safeguarding the effective protection which exists to protect the rights of persons with disability. Tagging along the heart strings of the

Apparently, this issue followed the latest American estimates from the Social Security Administration which showed that 79% of promised benefits were going to be payable in 2035, after the depletion of this governments' trust funds.

1) The Statutory Framework Regulating the Social Security Disability of India

In recognition of all the strategic plans and policies which promote independence, according to (Prasad, 2014), the Indian Government have since established the social security as their government primary focus area. It appeared that, at first, the social security measures of the Indian Government included strategies that only treated the healthcare and disability issues as challenges fit enough for the inclusion in their social security strategies, whereas this government treated other pensions such as the Old Age social security as a family subject, basing this decision on the belief that 'old people lived with their children in their old age'. However, after considering the pressing social security issues that formed top of the Indian Government agenda, this government later prioritised many other social security protection schemes and programs and started to include more pensions such as the Retirement pension, Family pension, Widow pension, old age pension, but for the sake of this inquiry this the researcher only focused on Indian Disability pension.

This approach was taken as an attempt to assist the South African government address the issues that undermines the effective administration of disability grants. Apparently, as one of the Indian government strategic measures that were taken towards controlling certain challenges of the disability social security pensions, this government pronounced the Employee's Compensation Act of 1923, which obligates all employers to pay compensation to employees or their families in cases of employment related injuries that result in death or disability.

Critical as this framework may be for the developmental welfare of the Indian workforce, but this piece of legislation is not privy to addressing the needs of the disabled group that is confronted with total unemployment, which come as a result of certain restricting conditions that are imposed by disability, thereby making this group access to labour unpractical. However, as this study pondered more the researcher realised that more issues of disability are addressed in the Indian Governments' Rights of Persons with Disabilities Act of 2016, which

replaces the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995.

The introduction of the 'Rights of Persons with Disabilities Act of 2016' came with many provisions that were aimed at fulfilling the obligations of the United National Convention on the Rights of Persons with Disabilities (UNCRPD), which the Indian government is party to and accordingly the signatory. Hlengwa (2014), is of the view that it is important for universal treaty agreements to align their developmental welfare strategies with the eventualities of such policy. Hlengwa further argues that ignoring these may cripple the policy strategies, whereas this also have a potential of placing the same policy as an incognisant strategy that ignores important issues, which in this study fraud and inefficiency were observed as some of the core problems that were leading the devised disability grant strategies to major criticism and policy undervalue.

m) Common Global Challenges for Social Security

This paragraph, reported on the global social security challenges. According to Koivusalo, Fergusson, Leisering, Robertson, Papaioannou, Snell, Dale, Piper, Mackinder, O'Brien, and Farnsworth (2022), with regards to global research project reported on the social security global challenges that were last observed in the year 2022. The ISSA periodic research focused on numerous countries involving: Africa, the Americas, Asia and the Pacific, and Europe. This research provided significant feedback based on this survey, which was designed to recognise the most important internal and external problems each one of these country face in respect of the global challenges for social security policies and frameworks, thereby paying especial attention to the digital economy as one of the strategies that drives social security efficiency standards for prompt service delivery.

Betz (2022) argue that, not only it is necessary to safeguard the effective access towards sustainable social security protection on the strategies that are used across social security strategic life cycle, but the research also emphasised on the expectancy that the frameworks should be realised through, which should be contemporary and customer-driven administration. Further, the same author revealed that most of these challenges were centred around the lack of social security effective administration, technological challenges, fraud, maladministration,

identity issues, unclear disbursement policy among other many strategic issues which throws the social security disbursement policies into a state of chaos, and policy undervalue. Clearly, the social security challenges have a far-reaching effect that permeates chaos in social security service delivery frameworks across the globe, and this subsequently affect the service delivery standards, whilst the impact cascades down to affect the vulnerable disability beneficiaries, whose life depends on this form of government support grant to survive.

Enclosed in the global aims of the United Nations Sustainable Development Goals, which looks at the strategic plans of up to the year 2030, is the information which reveals that, regardless of the developments that are in lawful attention in countless many countries, there are still certain population groups which deals with serious social security challenges, as a result of poorly developed frameworks, which heightens the risk of external shocks, and these endmost events require the different governments to advance the social security systems in order for these systems to regulate reflecting on this type of threat more broadly.

2.5 AFRICAN CONTINENTAL LEGISLATIVE AND STATUTORY FRAMEWORKS CONTROLLING THE SOCIAL SECURITY DISBURSEMENT STRATEGIES

This section offers a great deal the existing African legislative and statutory frameworks which are used by the African Union to control the African continental social security disbursement strategies. The aim is of this section was to create an understanding of the various efforts that are taken by various African governments to address the scourge of social security disability grant challenges that are encountered in the disbursement strategies.

Below are the continental legislative and statutory frameworks which controls the disbursement strategies in the African continent:

i) Contextualisation of Social Security Protection in Africa

In many African countries, the scope of social security protection is wide, and it involves quite several social security measures that are devised as social security protection intervention strategies (Atkins, Tiitto, Pajula, Kervinen, Miti, Nhassengo, Perkiö, and Koivusalo, 2022). Although, in general, the social protection strategies are mostly aground on the measures of

access to education, health, adequate housing and nutrition, this study only focused on the social security strategies which promote social inclusion as an area in which the study objectives are aground. Evidence shows that in most African countries, the government is at the forefront of implementing social security schemes through development partners, including well established international non-profit organisations (NGOs). According to Goldblatt (2022), the social security policy changes are influenced by measures of conditional and unconditional cash transfers.

The African governments uses different frameworks to create elaborate and comprehensive social security protection systems, and such include the cash transfers such as disability grants, which seeks to target vulnerable groups such as the persons living with disability. In Africa, many government activities including development partners on social security protection, uses various frameworks to foster each country's level focus that which pertains to the formulation, adoption, and execution of social protection frameworks for the vulnerable groups such as the disabled. Evidence shows that most national governments in Africa and whatsoever other global community have since started to work towards developing measures that place major emphasis on the social protection as a strategy for lessening poverty and realising the Sustainable Development Goals (SDGs). This study noticed that social protection is not only used as a strategy for tackling income poverty, but also as an instrument for promoting effective administrative support, especially that which encourages the broader developmental objectives of social security. This framework remained important to this study because it appeared as one of the instruments that are used by government to improve access to critical areas such social security strategies which helps many governments to contribute to their socio-economic development.

ii) The Role of Social Protection Schemes in Africa

Hujo (2021) is of the view that every government is charged with a responsibility of ensuring that there is satisfactory social protection for the citizens. Hujo further accentuates that, although measures of social protection may vary in different forms, but in general, it comes in a form of support provided through income or benefits to the destitute, vulnerable and

individuals who were socially- excluded in a society. This study realised that the ultimate purpose of social security, is to enhance capacity towards protecting citizenry against the socio-economic risks, which may occur because of issues such as loss of income, death, illnesses, and other challenges such exigencies.

As a strategy to empower the individuals or groups that does not earn income through employment or self-employment, this social security framework appreciates the social security and social welfare policies, as a measure that is placed for addressing social assistance for the elderly, support children and the disabled. A significant billion of disability people drowned in destitution and poverty across Africa remains as one of the greatest challenges of social security (Devereux, 2021). Based on this evidence this study realised that it is particularly important for government social security frameworks to consider that the poor and destitute is mostly found in rural areas, therefore these government strategic measures should be designed such that they address these settings.

iii) The Protocol to the African Charter on Human and People's Rights
on the Rights of
Persons with Disabilities
in
Africa

The joint committee comprising of all the Heads of State and Government of the Member States of the African Union has since been charged with a responsibility to ascertain all the pressing disability challenges, and accordingly provide amicable solutions to these barriers within the African continent. In response to this responsibility, these heads have considered Article 66 of the African Charter on Human and Peoples' Rights of 27 as of the year 1981 (Samboma, 2021). This charter is created as an instrument which provides informed guidance on special disability protocols or agreements, and processes to followed should a need to supplement the provisions of the African Charter arise.

The pronouncements made in Article 18 (4) of the African Charter on Human and Peoples' Rights were created to accord the persons with disabilities with the right and entitlement to

specific measures which pertains to physical and moral needs protection. This body has grounded and embodied the proper functioning of the African Union using the outline of essential principles, which significantly notes the Constitutive Act of the African Union, as a statutory framework that has clearly identified respect for democratic principles, human rights, rule of law and good governance, as part of the strategy that is used to safeguard the disability rights. According to the (United Nations General Assembly,1966), the Universal Declaration of Human Rights that came into force as of the 10 December 1948, the International Covenant on Economic, Social and Cultural Rights of the 16 December 1966 along with the International Covenant on Civil and Political Rights of 1966 meant that the African Union is recognising human rights and fundamental freedoms as universal rights that are inseparable, co-dependent, and unified.

In terms of the United Nations General Assembly that adopted the Universal Declaration of Human Rights in (1948), the rights of every African country citizenry ought to be recognised as international human rights, especially more that of the persons living with disability as a group that is more prone to marginalisation.

Part of this Charter strategies included recalling that the rights of persons with disabilities be affirmed as part of the measures that are tabled in the pronouncements of the Convention on the Rights of Persons with Disabilities that came into force in 13 December 2006. It was especially important that this study includes the Protocol to the African Charter on Human and People's Rights on the Rights of Persons with Disabilities in Africa because not only does this framework address the cognisant importance of acknowledging the inherent dignity, individual autonomy and freedom to make one's own choices of the persons living with disabilities, but the framework also gravitates on the issues of full, effective participation as well as inclusion of persons with disability in society, and for this study to have developed a sound all-encompassing revised disability strategy, these critical features were of the paramount importance to consider because it recognises diversity of the persons with disability. Lastly, provisions of this framework keep appreciating the value of persons with disabilities, especially those with high support needs, which is extraordinarily important for disability grant policy

strategies which have a potential to make the persons living with disability feel as full members of the society or side-lined.

iv) Kenyan Statutory Frameworks Regulating Disability

The Kenyan government introduced the ‘Persons with Disability Act’ as a piece of legislation and as a strategy to effectively administer Social Security disability grant (Fadgen, 2022). Stipulations of this legislation address issues of equalisation of opportunities that are aimed at emancipating the persons living with disabilities in Kenya. In furtherance, this statutory framework also caters for the provisions of the disabled using the critical methods that are established by the Kenyan Government National Council which is a body that is responsible for dealing with disability issues. The constituent parts that are encapsulated in the Disability Act has allowed the Kenyan government to bring into line their Constitution of 2010, thereby considering the Convention of the Rights of Persons with Disability, and other international human agreements that are deliberated as part of their disability conventions.

2.6 THE SOUTH AFRICAN SOCIAL SECURITY LEGISLATIVE AND STATUTORY FRAMEWORKS

The paragraphs hereinafter provide the reader with the South African Social Security Legislative and Statutory Frameworks that are used by the South African government to control the strategies that are used by social security institutions to disburse social security grants. It was of the paramount importance that the researcher provides this section because it introduces the reader to the obtaining lawful operational dynamics, that the South African Social Security disbursement institutions are mandated to include in their strategies as they cannot function without when implementing the disability grant policy.

Here below are the legislative and statutory frameworks which regulates the social security disbursement strategies of the South African government:

1) The Constitution of the Republic of South Africa, 1996

The Constitution of the Republic of South Africa, in Chapter two, pronounces the Bill of

Rights, which is a section that is presented in a form of a human rights' charter. The provision of this section obligates the government to defend the civil, political, and socio-economic rights of all citizenries of South Africa. In terms of Section 7, the people's human dignity, equality and freedom must remain protected. Encapsulated in the provisions of Section 9 are the stipulations that seeks to protect all citizens against unfair discrimination, and disability has been made the part and parcel of this stipulation. Meanwhile, the Section 27 provisions are created to address the rights to health care, food, water, and social security. Crucial for one's consideration, it is important to note that the creation of Section 27 stem from the government attempt to support the people are not able to support themselves or their dependents. In furtherance, this piece of legislation is also placed as the commitment from the South African government towards providing the appropriate social assistance to qualifying persons.

What is more is that the provisions of this sections stipulate 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". The persons with disabilities have protected rights in the Constitution of the Republic of South Africa. However, it is important to state that these rights are only curtailed to the provisions that are pronounced in Section 36 of the RSA Constitution. Briefly, Section 36 exists to enforce the rule which stipulates that 'as much as disability constitutional rights should be preserved, but there are specific parameters that should control these rights. Last, the pronouncements made in Section 33 (1) and (2) of the RSA Constitution refer to these limitations as 1) lawfulness, 2) reasonableness and 3) procedural fairness and accountability. It remained crucial to include the RSA Constitution in this inquiry because the framework is regarded as the highest law on land which regulates all the socio-economic aspects of the country, and the development of disability grant strategies formed crucial part of this praxis in that strategies must fall within the ambit of law.

2) The Mandatory Role Pervading the South African Social Security Agency

Following the realisation that the South African government was confronted with quite several social security challenges, which hindered on the effective administration of the social security disability grants, the South African government then opted to pass the South African Social Security Agency Act of 2004, as an instrument that is designed to foster the effective

administration of social security. This piece of legislation exists to promote the SASSA to have customer-driven strategies. In furtherance, the provisions of this statutory framework were created to ensure that the SASSA institution remain at service, through the disbursement of social assistance across the nine provinces, and this includes the disbursement of disability grants.

What is more is that the existence of the South African Social Security Act of 2004 has allowed for the developmental welfare of other strategic frameworks which supports matters that pertain to social assistance programmes such as the Promotion of Access to Information Act Manual, which is recognised as PAIA, comprising with the pronouncements that are supported in Section 14 of the Constitution of the Republic of South Africa. PAIA framework is an outline which supplies the provisions that guides the role of SASSA as a system that pervades the different social institution administrations when they disburse social security. Therefore, the SASSA institution is established as a public entity that is directed by the pronouncements that are scheduled in the provisions of the South African Social Security Agency Act of 2004. Besides, in terms of Act No.9 of 2004 the SASSA is charged with a mandate to act as a government agency which manages financial operations associated with addressing the financial needs for the destitute citizenry.

For the most part, this Act caters for the formation of the SASSA as an emissary for the social security benefit payments and the social pension administration (Gabrielle, 2019). The stipulations encompassed in Social Assistance Act No.13 of 2004 are placed as a framework which ensures that the social assistance is provided to eligible persons, and that there are required mechanisms for providing such social assistance. This framework was especially important in this study because it provides the specific measures which addresses the issues of compliance and fraud-free strategies. Moreover, the researcher realised through the understanding of this framework that the Social Security Agency Act of 2004 also exists to ensure that the SASSA maintains their social security system integrity when social assistance is provided. The observations made by this study and the evidence lamented in the media relating to fraud and inefficiencies at SASSA riddled the aims of this framework, thereby indicating that there is service delivery gap which provided the need for the study of this nature.

3) The South African Human Rights Commission as a regulatory framework for Disability

As a framework that is charged with a responsibility for protecting and ensuring that the rights of all citizens are preserved, particularly those who are more disposed to abuse due to their state of vulnerability, the South African Human Rights Commission (SAHRC), was established as one of the regulatory frameworks for preventing the violation of rights. As a group whose history is described by oppressions, exclusion and marginalisation, the SAHRC provisions especially applies to the persons living with disability. SAHRC is regarded as one of the government crafts for emancipating the disabled group, using embedded critical pieces of legislations that are designed as a measure for addressing the obtaining constitutional ‘Human Rights’, as they are encapsulated in the Constitution of the Republic of South Africa.

As much the broad range of the tabled ‘Human Rights’ does give careful consideration towards equality, freedom and human dignity, the policy framework developers still have an important role to play by ensuring that the persons living with disability are made to be an integral part of these rights and formations. It is impossible to view ‘Human Rights’ without the lens that looks at the provisions embedded in the ‘White Paper on the Rights of Persons with Disabilities’, as this framework contains quite several critical norms and standards that are set as instruments for removing the discrimination barriers, which promulgate issues of segregation and exclusion towards the disabled group. As a legally binding oath, the SAHRC provisions should not grant choice to the lack of responsibility towards fostering a barrier free, effective, efficient, and holistic approaches by responsible office bearers when the service delivery is administered to the persons living with disabilities. This was crucial to mention in this study because the approach is designed a framework that ensures that Social Security institutions are well guided on the processes of self-representation for the persons living with various forms of disabilities.

4) The South African Disability Human Rights Charter

Luthuli (2020) discovered that the South African Disability Human Rights Charter is placed by the South African government as one of the strategies or instruments which addresses and protects the pressing needs of the persons living with disability. The charter consists with various parts that addresses the issues of customer driven disability administration, whilst it

also promotes the effective good monitoring of government programmes. Certain parts of this critical government charter include the strategies such as the ‘Plan of Action on the African Decade for Disabled People’, which can be regarded as one of the instruments which addresses the issues of participation, especially more towards the group of persons who live with disability as they previously faced marginalisation.

Further, the components of this charter are pervaded with set standards rules which are aimed at promoting the equalisation of opportunities that brings about the disabled group back into the mainstream of their societies. The underlying objective of setting these standard rules stemmed from the government desire to expand the scope of rights and entitlements for the persons who live with the various forms of disabilities and in respect of their heterogeneous societies. Now that the disability condition has been given full recognition as one of the constitutionally rights of South Africa, it was especially important for this inquiry to immerse itself with the full understanding of the pronounced South African disability rights that are enclosed in the South African Disability Human Rights Charter.

5) The White Paper on the Transformation of Service Delivery, 1997

In recognition of the values of the new democratic era, the South African formulated the White Paper on the Transformation of Service Delivery of 1997. This critical framework consists of the nine ‘Batho Pele’ principles, which in translation means putting people first, and this framework is now inclusive of the new amendments suitable for the modern concepts. The study context looked at service delivery value of (putting people first) within the lens of disability grantees, which the government have a responsibility to serve all clients without any prejudice.

In furtherance, the study embraced the principle of ‘accountability’ and that of ‘value for money’ because these two principles enforce public officials to account for their actions, and it helps the government officials to avoid the wasting of public funds, which may also be in a form of misappropriation during the disbursement of social disability grants.

2.7 THE SOCIAL SECURITY CONSTITUTIONAL DISPENSATION DECREES INFORMING THE DISABILITY DISBURSEMENT PROCESSES

The hereinafter addressed the core degrees that informs the regulatory processes of the South African disbursement processes. The aim was to incorporate various pieces of legislations that are suitable to improve the operations of the South African Social Security Agency (SASSA) disability grant policy.

2.7.1 The Social Service Professions Act, 1998

The ultimate purpose of designing service delivery strategies is to provide standardised, effective, efficient, and customer-driven administrative service methods. Ehrenkranz, Grimsrud and Rabkin (2019) are of the opinion that for any service delivery to remain effective it should be regulated by the appropriate legislative framework which safeguards the operations of such service. Therefore, this is to say the legislative framework is the ambit of law and it should not grant choice to any corrupt activities and inefficiency. The South African government has made a pronouncement through the Act No. 110 that is enshrined in the Constitution of the Republic of South Africa, which addresses the issue of fraud-free documents during the process of social security grant applications. This piece of legislation contains the provisions with clear stipulations, and the importance confronting social institutions of government in dealing with the fraud catastrophe. This study was aimed at inventing the strategies for eradicating the provincial disability grant frauds and inefficiencies, among the selected South African Social Security Agencies (SASSA).

Surprisingly, Danster (2020) discovered that the SASSA institution is still pervaded with unbecoming practices pertaining to fraudulent activities. Incidences of this nature exonerates the significant gap which exists between the disability grant policy and praxis that was identified by this inquiry. The fraudulent events that are noticed in the media when grants are disbursed defies the intention of the Social Service Professions Act which is supposed to 'reduce the widespread of fraudulent practices surrounding the social documents' which are used by applicants to gain the government financial benefits unlawfully. This study realised that this piece of legislation is designed by the South African government as an instrument which combat fraud and minimizes corruption across public institutions, which the SASSA is

party to.

2.7.2 The South African Agency (Act 9 of 2004)

Since this study was about the strategic operations of the South African Social Security Agency (SASSA), it was important to understand its core legislative premise. The South African Agency Act of 2004 is one of the legislative pieces which drives the operations at SASSA. Section 195 of this piece of legislation invokes critical principles and core values that the responsible officials at the government agencies are charged with and SASSA is among these agencies. The principles of this legislation aligned to this inquiry as it has regulatory mechanisms (that come in a form of principles) which appreciates fairness, application of equitability, ensuring impartiality and non-bias services as a set standard guide. Interestingly, this legislative framework unfolds many issues pertaining to ethical and professional services as an obligation for disbursing social security grants, which is key to achieving a well-rounded strategy. What made this law especially important was the fact that the legislation compels responsible office bearers to not only provide quality services but provide services that are well within the correct turn-around times.

Drawing the set standards of this piece of legislation was of particular importance in that the act has set norms and values which promote good relations between customers and public servants. Good relations were looked within the lens of the existing relationship between the SASSA workforce and their customers who are disability beneficiaries. The South African Agency Act further obligates the responsible grant officers to serve their customers with absolute respect and consideration, and this formed an integral part of the strategy developed by a researcher as it is an instrument that is meant to serve the dire needs of the disabled.

2.7.3 The Social Assistance Act (Act 13 of 2004)

To enforce the democratic values, the Constitution of the Republic of South Africa has embedded the Social Assistance Act No. of 2004. The provisions of this statutory framework committed into integrating with the African Agency Act No. 9 of 2004. Apparently, the purpose for integrating these two pieces of legislation emanated from the government attempt in ensuring that the social welfare grant system is excluded from other social welfare assistance

services. Clearly, there is an interrelation which exists between the Social Assistance Act and the South African Agency Act. The strategic integration of these two statutory frameworks aligns with the government's aim towards setting instruments that will guide officers who are charged with social security mandates.

What set these two frameworks apart is that the Social Assistance Act plays a broader role in ensuring that the different forms of social assistance programmes are well managed, while the Social Agency Act manages the operational competencies of the in-use mechanisms that used when social assistance is provided. For instance, the SASSA SOCPEN system (national interface system for managing grants) as an operational competence instrument is monitored using the Social Agency Act as a broader legislative instrument for managing social assistance programmes. It was crucial to incorporate these legislative prescripts because they gave meaning to the instruments which SASSA uses to disburse social security grants such as the disability grant. To critically analyse the policies which guide the disbursement of SSDGs in SA was another objective of this study that is stated in chapter 1. Important for one's consideration is the fact that the Social Assistance Act is designed as an instrument which legitimises government structures that are charged with a responsibility of ensuring that services are carefully monitored when social security grants are disbursed.

2.7.4 The Prevention and Combating of Corrupt Activity Act 12 of 2004

This study was about developing a critical framework for addressing issues undermining the effective administration of disability grants among the selected South African Social Security Agencies. It was important to include the Prevention and Combating of Corrupt Activity Act No. 12 of 2004 as a statutory framework which provides strengthening measures of preventing and combating fraud. Besides, this piece of legislation further incorporates the conditions that the government uses to deal with fraudulent conducts pertaining to corruption which is one of the major concerns lamented about on the media.

The provisions of the Prevention and Combating of Corrupt Activity Act framework appreciate the measures that pertain to issues of responsibility allocation, accountability, more specifically towards the persons charged with certain authority. As an oath that obligates the authorities to expose corruption and charges that pertain to illegal trades, it is important to

understand that this cannot exclude charges related to fraud relating disability disbursement. Above and beyond, the provisions of these pieces of legislation embrace the dishonoring of fraud and the exposing of corruption within public entities, which includes the SASSA during the process of grant disbursement. Hence the third objective of this study integrates with the provisions of this statutory framework as its aim was to determine the disbursal practices for SSDG in SA.

2.7.5 The Promotion of Equality and Prevention of Unfair Discrimination Act 2000

Obtainable evidence provides for history that shows the issues of marginalisation, seclusion, and marginalisation towards the disabled group. In terms of Act No.4 of 2000 of the Promotion of Equality and Prevention of Unfair Discrimination Act, the responsible officers are charged with the responsibility of ensuring that the liberty of the persons living with disability in a society is preserved. As a piece of legislation which provides the rules for the prohibition, prevention, and elimination of any unfair discrimination, hate speech as well as harassment toward people living with disability, it is important for policy executors to understand that this responsibility also involves the critical role of ensuring that the right of the previously marginalised disabled individuals is continuously preserved.

Surprisingly, the discoveries made by (Wilhelm and Washinyira, 2018:15), shows that to date the issues of marginalisation are still bothersome to the SA government. For instance, the author referred to the issue of (Warren Ronald Evens), a gentleman refused of his constitutional right for receiving disability grant despite that he met all the requisite requirements. Needless to state that issues of nature create framework undervalue, and to a certain extent shows that the rights of the disabled are somewhat defenselessly defied by officers who disburse grants.

2.7.6 The Public Finance Management Act, No. 1 of 1999

SASSA was created as a social security financial disbursement system. Therefore, this makes the disbursement system to be subject to the provisions made by the 'Summary of the Public Finance Management Act of 1999 (With Amendments). The PFMA is placed as a South African government statutory framework which pronounces the conditions that are set for

regulating and managing finances across the national and provincial government entities, and the controlling of social disability grants is party to these core functions. Perpetual cases of fraud and corruption lamented in the media describe the high levels of ineffective administration experienced during the disbursement of grants impacting on government revenue and taxpayers. For example, the article by (African News Agency, 2016:12), that is dated 28 May 2016, reports on the issues of fraudulent activities and corruption that were noticed when disability grants are disbursed.

The principalities of fraud and inefficiency riddles the aims of the government controlling frameworks, and they have an adverse effect on the set procedure that is envisaged in the provisions of the PFMA, which addresses supposed to address issues of the effective and efficient management of revenue, expenditure assets and liabilities. This study considered the terms of the PFMA as a piece of legislation which provides specific guidelines that notify the practices of officers charged with the responsibility of disbursing social disability grants within public institutions. The grant disbursement is a responsibility; hence this study considered the provisions of the PFMA as it encapsulates the duties and responsibilities of office bearers as placed custodians controlling government revenue. This role is especially critical in that it allows for the PFMA to provide the way social security institutions should enforce frameworks that reduce the issues that undermine effective administration. Last, the researcher regarded the PFMA as an important framework to consider in this study as the framework deals with the control of public finances, and needless to state that the disbursement of disability grants is a major part of government financial processes.

2.7.7 The Public Service Act, 1999

The pronouncement made in the provisions of the Public Service Act, alludes the government is charged with a certain responsibility of ensuring that the heads of government institutions, and in respect of their provincial administrations adhere to the mechanisms set by this piece of legislation, which provides for the re-adjustment of the policies, and this should include modifying the DG policy. Therefore, the PSA streamlines the regulation requirements pertaining to the functions altogether with the conditions that govern the service delivery of the national, provincial, and municipal governments. Part of the responsibilities entails the heads of various government institutions is to assign duties that pertains to policy consideration to a

particular individual at a ground level to address issues.

The assigned officers at a ground level play a significant role of ensuring that critical issues that are fit for inclusion in the national policy are tabled for consideration by decision making committees and includes considering issues of the disability grant policy. The role of the PSA is to ensure that public institutions' policies are expanded through the development, monitoring, and control of the different government institutions.

2.7.8 The Criminal Procedures Act, 1997 Act No. 51

Corruption should not be granted choice. This is specified in the provisions of Section 27 (2) of the Criminal Procedure Act that is enshrined in the Constitution of the Republic of South Africa, which addresses issues the important issues pertaining to the provisioning of services that are in cognisance of the constitutionally stated requirements. It stands to reason that; the Criminal Procedures Act is a statutory confinement that ensures that the policy issues do not undermine the effective administration that which may include the disbursement of disability grants. In terms of Act No. 51 of the Criminal Procedures Act there are customs that are geared towards bringing public servants who participate in criminal activities to book, and this includes fraud that takes place when disability grants are disbursed. Since this study was aimed at developing the framework which will address the issues that are undermining the effective administration of the disability grant policy when grants are disbursed, it was imperative that the researcher considers the Criminal Procedure Act as an important piece of legislation which allows for the streamlining of what is procedurally acceptable against what is procedurally unacceptable during the disbursement of disability grants.

2.7.9 The Promotion of Administrative Justice Act 3 of 2000

The pronouncements in section 33 of the Promotion of Administrative Justice (PAJA) Act No.3 of 2000 that is enclosed in the Constitution of the Republic of South Africa, provides for the enactment of this piece of legislation as an instrument for ensuring that public institutions' administrations are more effective. PAJA was introduced as a legislative framework measure for enforcing officer bearers to remain accountable to their actions. As a decree for ensuring that public sector institutions' administrations operate in a fair and transparent manner, this

inquiry deemed this piece of legislation crucial for inclusion because the aim of this study was to develop the critical framework for addressing issues that undermines the effective administration of social disability grants at SASSA.

PAJA provisions have decision making measures which encourage officials to make sure that the public is not excluded when decisions that affect them are being made. As major pillars of the PAJA declaration, fair administrative procedure, the right to inquire and the right to have administrative actions that is examinable in the court of law were regarded as key features for addressing the needs of the disabled group which are currently excluded in the disability grant policy. Therefore, this piece of legislation promotes administrative services that involve fairness to the paraplegic. The researcher aimed to use PAJA licit provisions to critically analyse the policies which guide the disbursement of SSDGs in SA.

2.7.10 The Welfare Laws Amendment Act, 1997

At first, the South African government enacted the ‘Welfare Laws Amendment Act, 1997’. At a later stage, this piece of legislation was changed to the ‘Social Assistance Act of 2004’. The ultimate purpose of this statutory framework was to uphold uniformity, encourage the effective regulation, equality of access and the social disability assistance across South Africa. To promote democratic governance, this piece of legislation has entrenched new standards which control the effective administration of government institutions when they provide services such as the disbursement of social security grants. In furtherance, the provisions of this act were going to bring about democratic change by implementing inclusivity mechanisms that were going to replace the malformed systems of the apartheid era, which marginalised the disabled group.

The democratic government deemed this piece of legislation as a very fit mechanism for this new government to address the needs for the persons who live with disability. The cognisance of this statutory framework was of the paramount importance in this inquiry because its provisions addressed the fourth objective of this project which was aimed at establishing the disparities between policy and praxis in disbursing SSDG in SA to determine the underlying causes of the discrepancies in policy and praxis.

2.7.11 The Skills Development Act, 1998

Since all policy framework developments that are introduced as government efforts all boil down to whether there are necessary skills, including the ‘Skills Development Act of 1998’ was critical for this research project. The SDA climax shows that the government has a role to play towards increasing the workforce expertise. This is after realising that most public entities lacked the requisite skills which enable them to provide essential services. It was pivotal to take the SDA provisions into cognisance because it provides the employees with required skills which in turn improves services delivery standards, creating the workplace to be an active learning setting. For this study to have developed the framework which will address the issues that undermines the disability grant policy when grants are disbursed, the consideration of SDA provisions helped the researcher to understand that this framework design should have elements which seeks to empower the workforce with requisite skills that are in respect of this constitutional dispensation measure. Available evidence showed that there is a lack of requisite skills at SASSA when social security grants are provided.

For instance, du Toit and Lues (2021) discovered that quite a number of doctors from Mitchel Plains’ and Gugulethu were brought to book and faced the full might of the law after their cases were referred to law enforcement agencies following the burst that was made by the SASSA Fraud Management Department which find out that these doctors were not registered nor licensed with the Health Professions Council of South Africa to render any medical services, nevertheless they deceitfully deferred to making applicants to fraudulently complete the disability grant application forms for their families, and the coconspirators who apparently paid kickbacks to unduly benefit from this government financial support assistance.

2.7.12 The South African Citizenship Act 88 of 1995

In terms of the pronouncements that are made in the ‘South African Citizenship Act No. 88 of 1995’, all the citizens including the migrants have a right to the national access of all essential services including the disability grant, provided these migrants have been approved to secure themselves the permanent residency in South Africa.

Considering the provisions of the South African Citizenship Act 88 of 1995 remained crucial for the study of this nature since quite a significant amount of literature alarmed on the growing cases of nationality issues which averts the foreign nationals whom although they have been granted permanent citizenship of accessing disability the grants of South Africa are still unable to secure this grant. Inter-alia, Foley (2021) reports on the issue of a foreign national who was unfairly denied access to disability grant because of their nationality status. Despite the numerous legislations that are directed towards controlling the effective administration of the disbursement of disability grants, the discrepancy of this magnitude riddles the policy aims and praxis at SASSA.

2.8 THE MUNICIPAL STRATEGIC PLANS OF ACTION IN APPROACHING THE SOUTH AFRICAN DISABILITY CHALLENGES

This section institutes the municipal plans of action from the South African government that are placed as strategies for approaching disability challenges.

2.9.1 The Synopsis of the South African Disability Grant Policy

As one of their poverty response strategies, the South African government has decreed the Constitution of the Republic of South Africa, 1996 as the law that informs the disability grant policy of the South African Social Security Agency (SASSA), which is used as a system to disburse associated social grants. The provisions encapsulated in Chapter 2 in section 36 pronounce that ‘Everyone is equal before the law, thereby granting the right to equal protection and benefit of the law’, which includes disability. The disability grant policy is pervaded with administrative clauses that guarantees the disabled group with the sense of entitlement to equality, non-discrimination, and human dignity. The provisions in Section 36 obligates responsible officers to protect the rights of the disabled group when associated services are provided. Ideally, this response strategy was created to ensure that there is full equity in terms of the opportunities for people with disabilities. Furthermore, the South African government had an ultimate purpose of integrating the disabled group back into the conventional streams of their communities using existing social instruments and the policy frameworks such as the human rights charter.

In the same vein, the DG policy embraces the measures of the White Paper on the Rights of Persons with Disability. For instance, the WPRPD page 28 exhibits the conditions that are addressing the in-use policies. In the same section the necessary legislation that obligates the government to ensure that the review of policies follows the prescribed criteria is provided. This law is aground on the fact that the policy impact affects the lives of the people living with disabilities. Last, the WPRPD page 7 has a condition which exists to ensure that the integration and mainstreaming of disability operates within specified social development practices. The underlying aim for this approach is so that the South African government can expedite developmental welfares connected to transformation shifts in alignment with the existing policy frameworks.

2.9.2 The Entailments of the Back-to-Basics Municipal Approach

Ngumbela (2021) discovered that the South African local municipalities have adopted a strategy recognised as ‘Back to Basics’, which is a response for improving municipal service delivery which the SASSA institution is party to. What is more is, this strategy was introduced as an instrument for addressing challenges that emanate from the past imbalances such as the marginalisation of the disabled group, which forms crucial part of addressing social needs. This strategy can be looked at within the lens of government granting the different social institutions an opportunity to amend the previously violated social rights of all citizens. This was to be achieved through the invention of various developmental initiatives that were going to emancipate the citizenry. Interestingly, the ‘Back to Basics’ strategy is regarded as one of the new democratic governance systems that were phased in to address all local needs of the citizens, which should include the disabled group as people who previously faced marginalisation. Yet, the observations made and gathered evidence on the media riddled the aims of this strategy, thereby throwing the DG policy into a state of chaos.

It was important to emphasize that the aim of this study was to look at the strategies that SASSA uses to eradicate provincial fraud and inefficiency across the selected agencies which is experienced when the disability grants are disbursed. The designation of ‘Back to Basics’ strategy was so that it provides standardised vital services at the municipal level. It was important to include SASSA local offices in this study because they formed an important part

of this strategy in that these SASSA offices are at the forefront of providing essential social security services to the disabled, which makes the responsible officers to have the first-hand experience of all the challenges that overpower the policy when disability grants are disbursed. Briefly, the strategy is utilised by the government as an instrument for promoting a high degree of proficiency when local municipalities are providing essential services.

2.9.3 The Antecedent Integrated National Disability Strategy

Luthuli (2020) revealed that during the early 1997s, the South African government decided to bring into force the Integrated National Disability Strategy (INDS). The aim of this strategy was so that it promotes human rights, especially that of the disabled group. The INDS strategy measures appreciated the increased generosity spirit in the societies, as this strategy conditions were centered on the belief that this social culture elevates the most vulnerable citizens such as those who are provided with social grants i.e., the disability grants beneficiaries among other recipients. This is another strategy that promotes inclusivity, especially to the individuals who experienced marginalisation that was imposed by the apartheid regime and its unjust policies. It was crucial to include this strategy in this inquiry because it gives value towards addressing the several attempts that have been taken by the South African government as measures for dealing with disability challenges.

2.9.4 The Precis of the White Paper on the Rights of Persons with Disabilities in South Africa

The South African Social Security Agency (SASSA) writes that the enactment of the 'White Paper for Social Welfare of 1997, emanated from the government attempt to introduce a strategy that will vividly describe the principles, guidelines, recommendations, proposed policies, and programmes that are created as instruments used to elevate the developmental social welfare of South Africa. However, with effect from 2016 the White Paper on the Rights of Persons with Disability was amended with the intention to make the strategy to be able to address the social disability needs. As a strategy or framework, the WPRPD consists of the following:

- The Strategic approaches to Realising the Rights of Persons with Disabilities

The WPRPD operations were guided by the measures of the social model as an instrument that is placed to safeguard and address challenges of disability in South Africa. The WPRPD has intercepted a life-cycle process comprising with all-encompassing themes that were designed to emancipate the disabled group. For instance, the WPRPD has a ‘Right-Based-Approach’ that is placed as a customary instrument for enhancing performance standards and social formations as these are regarded as factors which help the government protect the social disability rights and compel responsible officers to remain accountable for their actions.

Furthermore, the RB Approach is aligned to the ‘Mainstream Approach’ which is a tool that is used by the South African government to ensure that the disability developmental welfares comprise with appropriate norms, welfares have principles that informs the policy, the budget is available, and the programmes along with their plans are able to address the individual needs of the disabled group.

Infusing the measures of the WPRPD in this study was crucial in that it helped the researcher to address the fourth objective of the study that was aimed at establishing the disparities that exists between policy and praxis in disbursing SSDG in SA to determine the underlying causes of the discrepancies in policy and praxis.

- The Gravity of the White Paper on the Rights of Persons with Disabilities

As stated above, and as a strategy to address disability challenges, the South African government enacted the White Paper on the Rights of Persons with Disabilities (WPRPD). This framework is informed by the pronouncements made in the Social Assistance Act of 2004 as a regulatory instrument for social security welfares. Inter-alia, the WPRPD has sections that appreciate the measures that are stipulated in section 5 and 9 of the Social Assistance Act which prescribes the conditions for addressing the disability issues. Conditions of this nature were regarded as crucial for this study because they prompted the researcher into finding out information as attempt to address the third objective of this study which was created to

determine the disbursement practices for Social Security Disability Grant in South Africa. The WPRPD conditions enabled this research to openly debate all the disability grant concerns that were raised by this study respondent. This is to say through these set conditions the study approach was able to dwell on the periphery of what is constitutionally acceptable, that which is recognised as legal prescripts that informs disability rights, which was done to find the solutions for the tapestry of disability grant frauds and discrepancies that are observed in many South African Social Security Agencies when social disability grants are disbursed. The WPRPD framework also encapsulate sections that exempts the rights of the disabled group, which also helps guide the responsible grant officers when they address disability challenges.

This framework also boasts about its critical components that are aimed at addressing the disability policy challenges, the legislative framework all along with more measures that are considered as instruments for protecting the persons living with disabilities. Suffice to mention that the strategic features of the WPRPD shows that this framework have integrated to an obligation of the United Nations Convention on the Right of Person with disability, the (UNCRPD). Apparently, this was done to ensure that this framework is in sync with the Continental Plan of Action for the African Decade of Persons with Disabilities, that is the (CPAADPD).

Moreover, this strategy incorporates the regulatory South African legislation, policy frameworks as well the national sustainability plans up to the year 2030, as future government strategy thereof. Such embodied constituent parts of the framework's impressions the sanctioning of the mainstream rights for the persons living with disability. Since this study was about remodifying the existing disability grant strategies that are used to disburse grants to eradicate fraud and other discrepancies, the researcher deemed it fit to include the measures of the WPRPD framework because its scope promotes the reviewing of policies, irrespective of whether these are newly developed policies and/or they in effect sectoral policies, programmes, budget, and reporting system. This study concepts addressing the role of SASSA in terms of its establishment and so forth were expanded in chapter three.

2.10 THE ENDURING RIGHTS AND RESPONSIBILITIES OF THE PERSONS WITH DISABILITIES IN SOUTH AFRICA

In terms of Section 9 that is enshrined in the Constitution of the Republic of South Africa, there are entrenched values that forms part of the Bill of Rights which also regulates disability. This section has prescribed conditions that which guarantees the right of equality to all the citizens, which this benefit includes the disabled group. Stipulations envisaged in this piece of legislation have a decree which appreciates the prohibition of various forms of discrimination towards the persons living with disability. As it is the case with the provisions of the WPRPD above, this statutory framework features the 'Right Based Approach', which is regarded as one of those predominant values that underpins the social I security development values. It was valueless to mention these values without ascribing the full meaning to what these provisions entailed. Hence the paragraphs here below described each value and its full meaning.

The primary value is created on the premise that the developmental welfare of the different kinds of policies should take into consideration the government social security policies. The next value deals with the operational demands of accountability and demand. Further, this value is created as a strategy that represents the poverty-stricken families by helping them to overcome pressures that are brought by poverty, and this does not exclude the disabled group. The RSA Constitution embedded the provisions in its preamble paragraphs as pronouncements that seeks to commit to the acquiring of social justice and the quality life improvement for all citizens, especially the disabled group as a group who previously faced marginalisation.

The 'Human Rights Charter' also gives an entitlement to the protected liberty that pertains to freedom, human dignity, and equality, as these features are regarded as critical features that are constitutionally recognised as rights of the persons living with disability. In furtherance, the provisions of the WPRPD accentuates in paragraph 33 'as one of the principles of equitability' these entitlements are part of social rights for the disabled. Besides, these associate social right provisions have been placed as instruments for enabling the full participation in the life cycles of the different societies. These provisions are also suggested in the National Development Plan (NDP Framework), which is another regulatory framework concerned with detailing the social rights of citizens, which includes the persons living with paraplegia.

Hlengwa (2014) contends that for strategies to be viable they need to have full representation when it comes to totality of the social inclusion because that is how innovative strategies ensures that the social rights are realised and that they prohibit any form of prejudice towards a certain group of people such as the disabled.

2.10 CONCLUSION

The main purpose of Chapter two was to discover the social security legislative frameworks, the associated agreements between the various governments and the statutory frameworks that controls the disability measures globally, continentally, nationally, and municipally. These developmental frameworks were imperative to consider for this research project because they offer many legitimate prescripts which aids the wide-ranging governments with the requisite knowledge and skills for addressing issues that undermines the effective administration of disability grants. Furthermore, these dispensations do not only safeguard the government practices, but it also promotes equity which in turn helps safeguard the actions of government that pertains to the service provisioning. These frameworks are set in recognition of the measures of each country's constitutional dispensation.

The first paragraphs of chapter two introduced the reader to the section, provided the conceptualisation of the study and unpacked the empirical study. Thereafter, the section focused on the existential multinational fabrics that are used by different governments as fabrics for regulating social security disability strategies. In the same breath, the academic data of this section further unpacked the African continental legislative and statutory frameworks that this continent uses to control the social security disbursement strategies. The chapter likewise described the South African Social Security legislative and statutory frameworks. These included pertinent issues such as the obtaining Social Security constitutional dispensation decrees that informs the disability disbursement processes, the municipal strategic plans of action that are used when approaching the South African disability challenges among other issues. Last, chapter two closed with the enduring rights and responsibilities of the persons that live with disabilities in South Africa. Chapter three which follows provides the reader with the study selected theoretical frameworks, thereby expressing the importance of infusing these critical theories into this project.

CHAPTER 3

COMPARATIVE ANALYSIS OF THE SOUTH AFRICAN SOCIAL SECURITY AGENCY OPERATIONS AND THE GLOBAL DISABILITY GRANT ADMINISTRATION

3.1 INTRODUCTION

Social security grant institutions play a very important role in the lives, health, affluence, and societal integrations of their countries. This role is especially important in this age of social security grant disbursement and associated social reliefs of distress. Social security grant agencies do not only improve standards of living and protect health of citizens, but they also have a function of creating frameworks for addressing issues that undermines the effective administration of social grants to allow social institutions to be as they should be. Hence, several methods are reported in the literature to address the deplorable conditions of social disability grant disbursement methods. Governments internationally have observed to their social security grant institutions, the need to develop the policy frameworks, prepare the workforce, front-runners, experts, and so forth to assist them understand the running of these institutions better.

This approach further helps social institutions to familiarise to the environmental changes, which often includes reversing the faster thrust to allow the social security disbursement of grants to improve for the better. This means that, the social security grants institutions (just like any other establishments), are created on the grounds that are ever unceasingly changing. In turn, particular changes help these social institutions to reach the grounds of custom-made service delivery for the setting in which they function. Custom-made service delivery, according to Osborne and Strokosch (2022), can be understood in the context of social security grant institutions creating specific requirements for addressing issues of sustainability, which can be achieved by developing and adopting the corporate frameworks that are aimed at improving policy performance.

In agreement, Panarella (2022) stressed that the European Social Security Law also supports this approach in that the law was enacted to ensure that the social security agencies aspire to redefine frameworks. Redefining frameworks includes checking the balance that exists

between the prescribed freedom and what is viewed as considerable equality. Panarella perceives this law as a truthful piece of legislation that is able to make the readers understand more about the European Social Security Law as an adjuration that supports other working laws. The above-mentioned support working laws were: 1) designed to work against discrimination on numerous grounds, and 2), aimed at giving the voice to the vulnerable groups such as the persons living with disability (Paju, 2022). Evidently, these social security developmental approaches prompt new and improved frameworks in a social security modern society.

A well-designed social security grants framework system, according to the Suich and Schneider (2022), decreases the risks associated with economic change or loss of government revenue, which come because of issues undermining the effective administration of grants, and it contributes to household income security and social cohesion. Accordingly, Oosthuizen and Stanwix (2021) declared that well designed social grant assistance frameworks have a potential to be recognised as very effective policy instruments if they can fight poverty and can improve education and health, particularly; that of the persons living with disability who are often from poor households.

Besides, this is an important aspect for any government to consider as its impact can be classified as one of the crucial longer-run poverty alleviation strategies. While this study observed that the prompt functionality of the social security agencies is so important globally, nationally and at a municipal level, many social scientists (Robson, 2022; Dutta and Fischer, 2021; Petrovskyi, Khomyshyn, Bezena and Serdechna, 2020; Lupak and Kunytska-Iliash, 2019), argued that most of the government social security grant agencies' (frameworks and treaties), have failed to address all the social needs of grantees, especially those who are persons living with disability.

The implication then was that the policy developers who work for these social security grants agencies, by virtue of the charge vested on them, have a responsibility of ensuring that the modern disability frameworks are designed in a way which addresses the transgression that undermines the effective administration of disability grants, which can be achieved by redefining the in-use frameworks incontrovertibly. In reciprocate, redefined frameworks enable these particular social security institutions to work towards achieving institutional aims,

which is also a desired state of the South African Social Security Agency. It is of crucial importance to mention that achieving institutional aims should be a prerogative of all executors of the disability grant policy.

3.2 THE DISBURSAL OF SOCIAL SECURITY DISABILITY GRANTS IN SOUTH AFRICAN PROVINCES

The South African Social Security Agency is an established government entity that is governed by the provisions that are encapsulated in the South African Social Security Agency (Act No. 9 of 2004). This piece of legislation complies with the legitimate measures that are created to manage the social security in South Africa. In a nutshell, SASSA can be regarded as an established government system that is specifically designed to effectively implement the social grant payments, including disability grants. The most overriding priority of SASSA is therefore supposed to be premised on improving lives of its country people and alleviating poverty.

3.2.1 Vision, mission, and core values of SASSA

SASSA is a social security organisation. It is driven by the vision to be a leader in the delivery of social security. SASSA mission is to administer quality customer-centric social security services to eligible and potential beneficiaries. Part of SASSA values, as a public entity, ascribes to values which promotes democracy and a culture of respect for human rights. SASSA Social cohesion is enforced through the following important values:

- Transparency
- Equity
- Integrity
- Confidentiality
- Customer Care Centred Approach.

The core values of SASSA are stated in a form of words that have not been vividly described. For instance, the SASSA strategy does not distinguish who is supposed to carry out SASSA integrity, how equity will be ensured, clarify confidentiality towards who, what are the

channels of ensuring transparency, and who does the customer care centeredness approach refer to. Concepts such as transparency, confidentiality, integrity, equity, customer care centeredness approach can only shoulder meaning in a certain context. Besides, the strategic concepts are clearer if they should include shared governance as a significant aspect that takes the organisational strategy forward (Mitchell, 2020). Hence, it cannot be overstated that researchers and the broader SASSA community can only distinguish the meaning if these concepts are clarified.

It would nevertheless assist SASSA to unpack all these impressions to enable the shareholders to comprehend the core values of SASSA as an institution. The researcher recommends that, the SASSA agency redefine these core values and ascribe a much more detailed meaning to these concepts, that as they view presently, could mean dissimilar things to dissimilar people. Mautla, Mazenda and Mushayanyama (2022) posits that, organisational standards are essential rudiments of organisational ethos, and organisational ethos are imperative to the formation of quality in all the constituents of the SASSA as it aspires to progress unremittingly.

3.2.2 The objectives and mandate of SASSA

According to Verhoef (2022), SASA is driven towards ‘providing effective and efficient social security services’ through the fulfilment of, among others, the following objectives and mandate, which is evidenced to be pertinent in this inquiry:

- a) Goal 1: Ensure that there is a provision of comprehensive social security services against vulnerability and poverty.

This SASSA mandate, as an agency, seeks to ensure that the provision of comprehensive social security services is provided against vulnerability and poverty, and that they are within the constitutional and legislative framework.

- b) Goal 2: Legislative mandate for SASSA Social Assistance Act, 2004

The ultimate purpose of this Act is to provide a national legislative framework for the provision of different types of social grants, social relief of distress, the delivery of social assistance grants by a national Agency and the establishment of an inspectorate for social security.

c) Goal 3: South African Social Security Agency Act,2004

Stipulations of this Act provides for the establishment of the South African Social Security Agency as schedule 3A for public entity in cognisance of the terms of the Public Financial Management Act (PFMA). The value aim of the PFMA is that it makes the provision for the effective management, administration and payment of social assistance and service through the establishment of the South African Social Security Agency.

The South African Security Agency's (SASSA) slogan is “Paying the right social grant, to the right person at the right time and place”

It was intelligible from the steer clear of discussion of the vision, mission, goals that the SASSA is focused on being both 1) efficient in disbursing social security grants and 2) effective in executing administrative duties across their different types of social security grants as suggested by Nkrumah (2018). Therefore, SASSA should accordingly monitor its administrative strategies on an interminable basis to ensure that disbursement mechanisms are geared towards the execution and that there is no dissident between policy and framework. The novel structure that this inquiry improves, through original contribution, could be utilised by the SASSA to effectuate particularly the goals that were pointed out as pertinent to this probe. It would be problematic for SASSA if not out of the question to realise these objectives if they do not properly inspect their regulatory mechanisms when disability grants are disbursed at the SASSA local offices.

3.2.3 Imperatives for the establishment of SASSA

The South African Social Security Agency (SASSA) is a national agency of the government that was created on the 01st of April 2006 to distribute social grants on behalf of the Department of Social Development (DSD). DSD has an oversight role over the Agency but no operational control over it. SASSA role is to execute a constitutional mandate of providing social assistance to eligible citizens of South Africa who are unable to support themselves and their dependents with the goal to alleviate poverty. SASSA’s work contributes towards the realisation of both the Sustainable and Millennium Development Goals (SDGs and MDGs), particularly the eradication of extreme poverty and zero percent of hunger (Davids, Rule, Tirivanhu and Mtyingizane, 2022).

‘Social grants are administered by the South African Social Security Agency (SASSA)’. SASSA is mandated by the South African Social Security Agency Act of 2004 to “ensure that there is a provision of comprehensive social security services that is against citizen vulnerability and poverty within the constitutional legislative framework’ (Maluleke and Oberholzer, 2021).

After the 2005, the organisational split between the Department of Social Development Welfare and SASSA has led the SASSA agency to gain autonomic powers to self-govern, yet the agency remains immersing itself with the governing legislations that are stipulated by DSD. This transitory history of the SASSA shows that the agency has undergone a series of transformation in response to the shifting macro disability grant needs. Hereinafter is a much more explicit explanation of how the SASSA agency was formed.

3.2.3.1 The establishment of SASSA

As stated in the academic data contained in 3.2.3, the Department of Social Development Welfares decided to move its charge concerned with the administration, leadership, and the payment of social assistance grants to SASSA. This decision, according to Motala, Ngandu and Hart (2021), prompted DSD to use 80% of their revenue which was taken from a financial year of (2006/07), as a proportion that was going to be set aside to spend when establishing this agency.

This proportionate amount of revenue was used to cover all related costs that pertained to the issues of operation, as well as the SASSA disbursement integrative systems. The aim was to make the social assistance payments and the administration of social grants better. Safe for one’s consideration, it is equally important to mention that the decision of transferring aforementioned DSD responsibilities to SASSA emanated from the recommendation that was made by the then Commission of Inquiry named (Taylor Committee), whose responsibility was to investigate the effectiveness of the mechanisms used when grant officers are engaging with the ‘Comprehensive Social Security Systems of South Africa’. The transfer of this responsibility, therefore meant; SASSA have a sole mandate for executing the following duties:

- Ensuring that there is effective and efficient administration of social grant payments,
- That this entity stands as an administrative agent for all potential social security payments,
- The agency will provide all the services that pertains to such social security payments,
- Through this agency the government will be able to support effective service delivery achievable by ensuring that there is compliance towards the effective administration of the social assistance, which should consider the provisions that are outlined in Chapter Three (3) of the Social Assistance Act (Act No. 13 of 2004),
- And that the SASSA will be able to create the mechanisms that will be used to enforce compliance, whilst developing frameworks that seeks to address issues of fraud, which the aim was to safeguard the integrity of the social security systems, and last.
- This agency was also charged with a responsibility of managing payments, the central reconciliations, and transfer of funds into a national data base that keeps all the track records for the applications received, and the information of all beneficiaries of social assistance. To sum up, the SASSA main function was to order, uphold and manage the specified information which becomes necessary for the effective payment of social assistance.

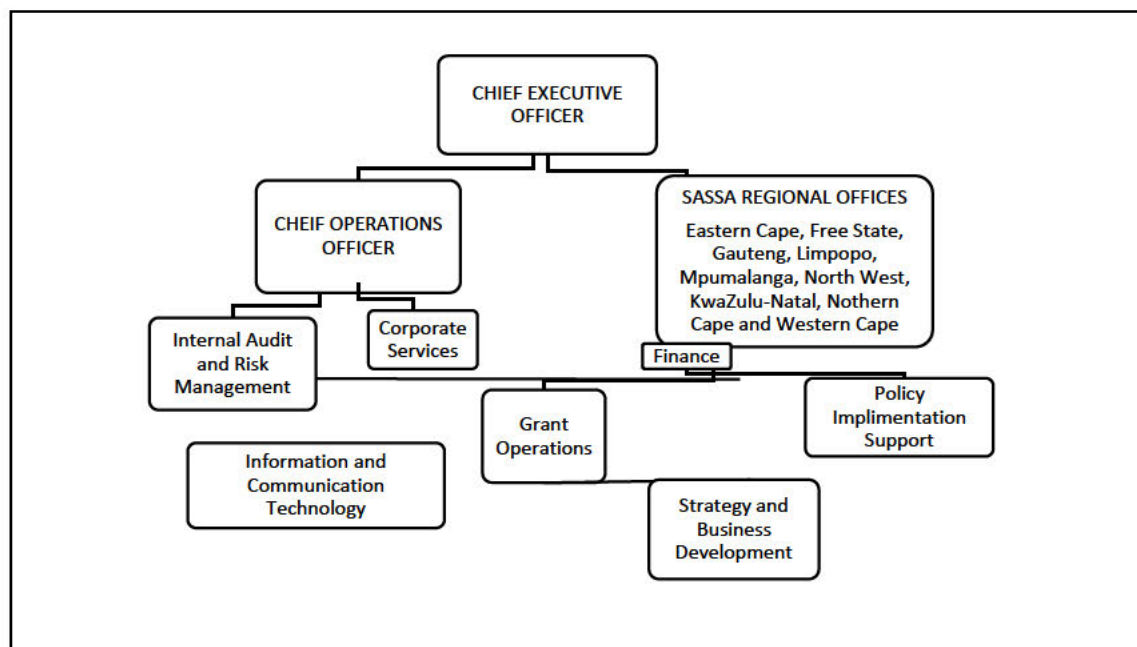
3.2.4 SASSA establishment plan

SASSA is created as a nationwide entity and have decentralised its regional offices across the nine provinces of South Africa. Figure 3.1 illustrates, the SASSA national organisational set-up. The strategic decisions that inform policy come from the SASSA national offices. The national office has a role of ensuring that outlaid decisions are passed down to all regional offices, as shown in figure 3.1. By geographic means, the SASSA headquarters are in an area

called Pretoria. The Pretoria SASSA headquarters are recognised as a national office. In terms of an organogram, the national office is led by the Chief Executive Officer (CEO), who is generally sworn in for that era.

The Chief Operations Officer supports the strategic developments of SASSA with the CEO. The Corporate Services coordinates all business functions of SASSA. The Internal Audit and Risk Management unit monitors the operations of SASSA against the set standards and introduce new ways of curbing risks such as grant fraud, amongst other risks. Finance oversees all the SASSA budgets. The Policy implementation unit ensures that social grants are disbursed in line with the policy set rules. The Grant Operations coordinate the systems for transmitting social grants to recipients. The Information and Communication cluster is responsible for all SASSA communication platforms. Last, the Strategy and Business Development unit is responsible for the formation of new and management of the existing strategies, frameworks and so forth.

Figure 3.1: SASSA Nationwide Organisation



Source: SASSA (2020)

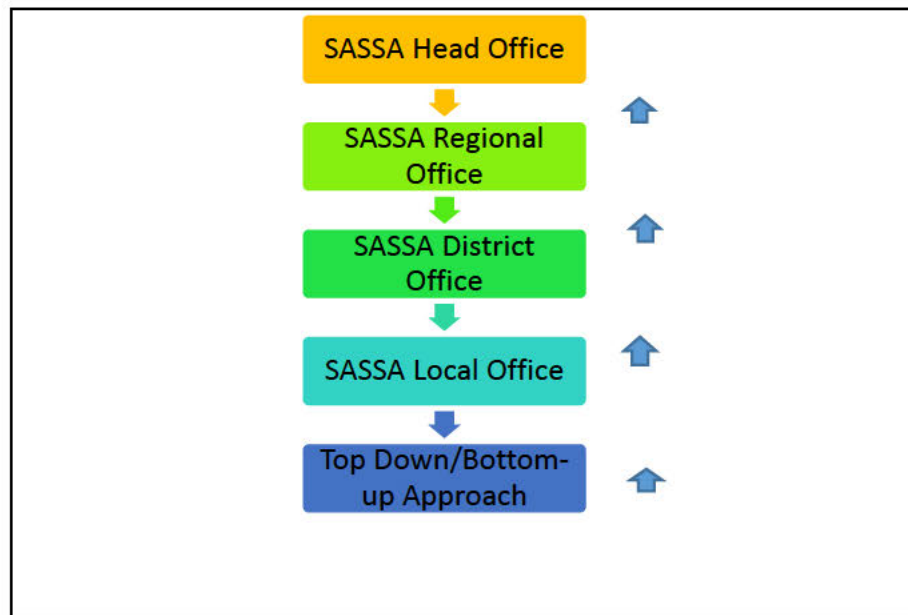
As stated earlier, the SASSA agency exists in all nine South African regions namely: KwaZulu-Natal, Western Cape, Gauteng, Mpumalanga, Northwest, Limpopo, Free-State, Eastern Cape, and Northern Cape. As depicted in Figure 3.1, every region has its own regional office which systematically flows down to SASSA district offices cascading down to the local offices. Every regional office is led by an executive manager who is charged with the responsibility of taking strategic management decisions towards controlling the effective administration of grant payments for that region.

The SASSA regional offices are further supported by the district offices that are accountable when it comes to monitoring the operations of the various SASSA local offices. Similarly, the SASSA district offices have managers who oversee to the effective administration of social grant payments, and they are reporting to the regional office. However, that is not necessarily the case with certain SASSA local offices as some does not have office managers that are assigned to them. SASSA uses the top down-bottom-up approach arrangement to manage its organisational operations, which cascades from the headquarters to regional offices, district offices until these decisions reaches the local offices.

The observations of this inquiry noticed that SASSA often face a system disarray when it comes to the mechanisms that are used to promote the effective administration of social grant payments, the use of cost-effective instruments and developing sound frameworks for promoting efficient service delivery. It was important to postulate that for SASSA decentralised powers to be as effective, the agency need to improve their operations that pertains to the (information exchange value system). Improving communication operations were going to help SASSA to have a well-constructed, and a fair communication system. Inevitably, this approach was going to help SASSA foster the ability of accommodating both the inputs of the policy developers who are at the top, and the executors at the bottom.

This argument follows an observation that was made by this inquiry which noticed that most of the social grant policy drawbacks emanate from the SASSA centralised decision-making powers and mandates, which through poor communication channels tend to undervalue the inputs from the SASSA lower authorities (Chilenga-Butao, 2022).

Figure 3.2: SASSA Top Down/Bottom-Up Approach



Source: Self-generated by researcher

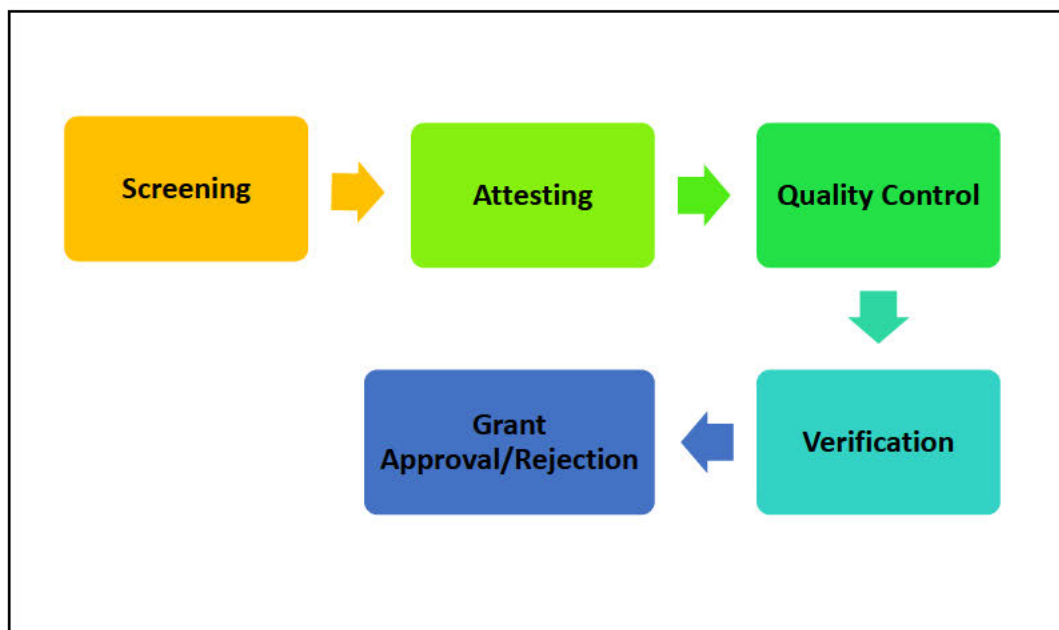
Inter-alia, the poor corresponding systems that existed between the head office, and its supporting satellite offices, which created unfavourable conditions when it came to making sure that there is more effective disbursement system of grants, thereby making clients to endure administrative delays during the SASSA disbursement processes.

3.3 CRITERIA AND GUIDELINES FOR GRANT APPLICATIONS AND APPROVALS

The disability landscapes are broad. Hence, SASSA has created a service delivery value chain which outlines the specific social grant application process. The application process is followed by applicants whose requests can either be approved or not approved. This procedure is guided by the practices that are spelled out in the SASSA procedure, which has four main categories of grant application that must be undergone by all prospective grantees. The SASSA has employed a grant application methodology which prescribed the use of four categories of application. The afore-mentioned application categories include: 1) screening, 2) attesting, 3) quality control, and 4) verification. Important as this application and approval process may be, many scholars such as (Bock, 2021; Trafford and Swartz, 2021; Foley, 2021; Danster, 2020) have however stressed that the application process remained as untenable

frustration for most applicants who regularly succumb to delays, because of the hindrances that are noticed in the SASSA social grant system.

Figure 3.3: Grant Application Process



Source: Self-generated by researcher

Figure 3.3 streamlines an existing grant application process at SASSA. As mentioned earlier, the process entails screening, attesting, quality control and verification. The SASSA screening process is aimed at validating the completeness of requisite documents using checklist which is used to verify the correctness of documents that are submitted by applicants, refer applicants for medical examination in a case of disability grant application, accept application forms and affidavits, collate information on all required documents, and bring up-to-date screening registers. While attesting, the grant applicants undergo interviews where specific documents are also cleared for completeness. At this stage, the applicant completes the requisite forms, which are thereafter captured in the system called SCOPEN.

The SOCPEN is a national data base interface system that keeps records for all the received applications as digital files. In furtherance, the applicants are then referred to the next phase, which is where they are required to update an attesting SASSA register. For the duration of quality control, the SASSA application process entails ensuring that appropriate documents are

submitted, and that such documents comply with the set legislative procedure requirements. What is more is, at this stage, the SASSA responsible officers are required to ensure that there is consistency between the information which appears on the SOCPEN system, and the qualifying documents required. Last, this stage also includes making sure that applicants have completed appropriate quality control forms, which are then updated on the SASSA quality control register.

Although this process appears as one of the most significant quality control measures that SASSA have spelled out for all grant applicants, the process is riddled by errors mounted in the system, which create chaos because of understaffing issues that were noticed at some of the SASSA service points (Khumalo, 2020). Subsequently, these shortfalls prevent SASSA offices from delivering the services required as effectively as this agency should when delivering services to its clients. Occurrences of this nature means that applications cannot not be finalised in time at that local service point, which prompts the responsible SASSA officers to refer that client to another SASSA office which is proximity for them to complete the process.

Despite some of the SASSA offices having a sufficient number of workforce who can assist clients in respect of whatsoever service form, similar studies such as that of Luthuli (2020) realised that most of the SASSA local offices, especially; those that are situated in the villages face connectivity difficulties, which then means that, the information which required to be captured manually cannot not be enlisted on the SOCPEN system, thereby forcing the responsible personnel to refer the matter to the nearest office for the purposes of capturing that particular information and approval.

Clearly, this has implications on the turn-around times, as the waiting becomes longer and is compromising the welfare of the applicants. Besides, these errors create the superfluous bottlenecks in the system, which in the end make the SASSA to pay larger amounts of money to clients, as such payments must be back dated to the time of application per client. The ideas within the SASSA disability grant policy that are meant to yield certain practices appear valueless because they seem to be just transporting the agency to policy enrichment with very little action.

3.4 CRITICAL ANALYSIS OF POLICY GUIDING THE DISBURSAL OF SOCIAL SECURITY DISABILITY GRANTS IN SOUTH AFRICA

In different to numerous successful grounds that have been achieved by the SASSA institution when it comes to ensuring that the social assistance is accessible to a greater number of citizenries in South Africa, significant barriers continue to occur in the disbursement system, particularly; when it comes to the specific systems that are used to pay grants. Hereinafter, is a great deal of pertinent issues noticed in the SASSA system, which forms part of the issues that are undermining the effective administration of social disability grants.

3.4.1 Supporting disability grant requirements

Following the covid-19 scourge, the state has limited resources. This means that, the South African government social assistance schemes must be selective, when it comes to distributing the social assistance benefits to the grantees (Garidzirai and Chikuruwo, 2020). In essence, the state only affords to provide the social assistance benefits to the neediest members of the public. Guided by the provisions of the ‘Social Assistance Act (No. 13 of 2004), the SASSA has created the different categories of social assistance which includes the following:

- Old age pension
- Child support grant
- Care dependency grant
- Foster care grant,
- Grant-in-aid,
- Social relief of distress, and.
- Disability grant

However, it is important to mention that this study only focused on disability grant and this decision was based on the argument that states: ‘the disability grant is the only form of government social assistance that is issued to the adults who cannot access the labour market because they are limited by their disability conditions in South Africa’ (Olsen, 2019). In fact, the SASSA has a mandate that is premised on the grounds of ensuring that the afore-mentioned specific types of grants are provided in a manner that is customer driven, and that is effective and efficient. Interestingly, Toquero (2020), has raised an awareness on the fallouts that were

caused by the covid-19 crisis, which had caused many other humanitarian issues that pertained to the social grant disbursement that has massively deepened, thereby plunging a burgeoning 5.8 million of SA citizenry into a state of destitution, which this includes the alarmingly heightened numbers of the disability grant applications.

3.4.2 Disability grant disbursement method

Abrokwa (2018) uncovered that in the early 1993, the disability grant of South Africa was set such that it covers all the different racial groups that exists in the country, including Coloured, Indians, Blacks and White people. Important is to mention that the DG is only paid to citizenries that are challenged by physical or mental infirmities, which limits them from accessing the labour market to support themselves. Furthermore, the DG is categorised into two folds, namely: the permanent disability grants, which is for the people with the (conditions that have lasted for a period of 12 months or longer), and the temporary disability grants is designed for the persons whose (disability conditions that have lasted for a period less than 12 months).

The literature review of Kidd, Wapling, Bailey-Athias and Tran (2018) shows that, the disability grants application process entails undergoing a specific procedure called 'Means testing'. This is where all applicants' affordability is checked by evaluating their source of incomes before awarding them this type of government grant. The process also requires disability grant applicants to undergo a medical assessment procedure that is performed by the medical practitioners who are contracted by SASSA in that period. What is more is, the set medical examination procedure help SASSA to record the medical assessment information for each client such as the information that pertains to the nature of that client's disability, which is also part of the requirement for awarding a disability grant. In an event whereby the medical assessment process is completed successfully, SASSA then award the disability grant to that qualifying applicant.

However, evidence by Maluleke (2021) shows that, the SASSA village service points often face major medical assessment challenges that are caused by the short number of medical practitioners who are willing to serve in these areas, which also propels to poor public service outreach programmes. Then, the implications of the above shortfalls are that: 1) the affected applicants usually come from afar places to reach the SASSA service points, and 2), clients turn out to be without the medical practitioners that will examine them. This is notable a service barrier that makes the SASSA DG applicants to be disadvantaged in that they cannot get their application approved in time because of the non-existent medical assessment records.

Moreover, the DG application requirements includes the responsibility to the SASSA officers, which obligates them to ensure that all applicants are South African citizens and/or they are refugees who have obtained the permanent residence status in the country (Bock, 2021). In addition, all disability grant holders must reside in South Africa, and may not fall under a group that is cared for in any of the state establishments or be in receipt of another grant. The age restriction to receive disability grants rules that, the grantee must be between the age 18 and 60 years. While that is the case, the persons living with any other form of disability that fall under the age of 18 years are entitled to receiving the 'Care dependency grant'. Once, the care dependency and disability grantee reach the age of 60 years, the SASSA system routinely changes this client into an old age pension.

Hameed, Banks, Usman and Kuper (2022) predicts the highest figures of SASSA that have gained momentum as of March which shows that the latest uptake of disability grant grew from 1 million to a significant 1.1 million following the impact that was caused by the scourge of covid-19. Of these numbers, a burgeoning 86% refer to permanent grant holders, while the remnant percentage (14%) refers to the temporary disability grants. This study only included permanent DG as the focus of the inquiry.

Table 3.1 shows that the KwaZulu-Natal SASSA Regional Office has the largest numbers of disability grant grantees (n =179 927). The second largest office is the Eastern Cape at a significant 164 226. The Western Cape Regional office appeared as the third largest with a

ratio of 107 654. The fourth office with the highest numbers was Gauteng, at an important 83 087. The Limpopo SASSA Regional office served a considerable 74 649. Meanwhile, the Mpumalanga Regional office helped a significant 63 065. The Free State SASSA Regional office had an average of 58 385. Close to the FS grantee number was the Northwest with a noticeable 51 067. Last, the Northern Cape Regional Office had a meagre number 33 321. In terms of the SASSA Factsheet (2021), the total number of disability grantees added up to a noteworthy 9882 615.

Table 3.1: Total number of disability grants per region-2020

Region	Disability type	2020	2020	2020	2020	2020	2020	2020	2020	2020	2020	2020	2020
		01	02	03	04	05	06	07	08	09	10	11	12
EC	PERMANENT	168 573	168 222	168 743	166 753	166 705	166 116	165 362	165 125	164 845	164 512	164 096	164 226
FS	PERMANENT	60 202	60 432	60 503	60 051	59 715	59 319	58 901	58 620	58 402	58 231	58 270	58 385
GP	PERMANENT	85 760	85 899	86 041	85 595	85 147	84 736	84 122	83 782	83 746	83 054	82 929	83 087
KZN	PERMANENT	186 451	186 451	186 227	184 446	184 170	183 113	182 061	181 380	180 824	180 436	179 910	179 972
LP	PERMANENT	76 316	76 373	76 346	75 941	75 559	75 287	75 067	75 020	74 885	74 731	74 634	74 649
MP	PERMANENT	64 882	64 821	64 768	64 471	64 164	63 890	63 584	63 316	63 026	62 955	62 937	63 065
NW	PERMANENT	53 539	53 480	53 365	52 970	52 528	52 209	51 803	51 643	51 430	51 267	51 071	51 067
NC	PERMANENT	35 656	35 490	35 343	35 018	34 696	34 494	34 467	34 024	33 773	33 563	33 357	33 321
WC	PERMANENT	107 654	107 600	107 374	106 546	105 834	105 146	104 326	103 869	103 214	102 677	102 114	102 312
SUB TOTAL		839 033	838 768	838 710	831 791	828 518	824 310	819 693	816 779	814 145	811 466	809 318	810 084
TOTAL		9882 615											

Source: SASSA, 2020

3.5 SASSA PAYMENT RATES OF 2023

As of 1st January 2023, the SASSA beneficiary's grants were increased. Table 3.2 presents the increment of the different kinds of social grants paid out by SASSA to different grantees. As mentioned in 3.4.1 on the section that provides for the supporting disability grant requirements, the SASSA is responsible for paying various forms of grant and they include: 1) Disability grants, 2) Old age pension, 3) Care dependency, 4) Child Support, 5) Foster care, 5) Social Relief of Distress, and 7) the War veterans.

Table 3.2: Grant type, increment values and actual grant amounts.

Grant type	Increment amount	Actual grant amount
Disability grant	R30 increase	R1890.00
Old age pension	R30 increase	R1890.00
Care dependency	R30 increase	R1890.00
Child support	R30 increase	R460.00
Foster care	R10 increase	R1050.00
War veterans	R 00.00 increase	R 1910.00

Source: SOCPEN (2023)

Although the evidence shows that the SASSA social assistance grant payments vary from one grant to another, the ultimate focus of this study was on mechanisms used for the payments of disability grants. Gronbach, Seekings and Megannon (2023) announced that the Disability grant payout was an important amount of R 1890.00. Similarly, the old age rate was a considerably R 1890.00. This amount was also equivalent to the Care dependency grant as it also paid R 1890.00. The Child support grant was very different, paying a meagre R 460.00. While that was the case, this research noticed that the foster care was slightly better paying an amount of R1050.00.

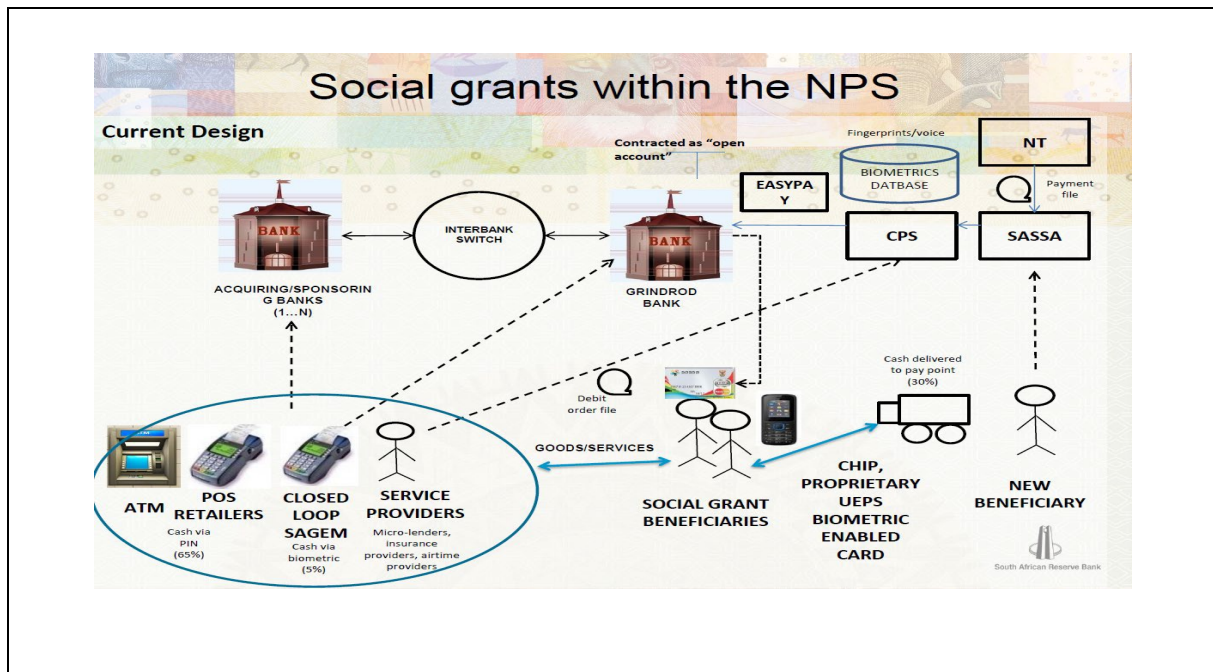
The biggest paying grant was notable the 'War veteran' paying a considerable R 1910.00. However, during the year 2021, this category has no increment after the economic strains that were imposed by the covid-19. The SASSA mission places the organisation as an agent of change whose mandate is to ensure that there is a provision of comprehensive social security services against vulnerability and poverty. On the contrary, previous research from the African News Agency (2020), showed that as much as SASSA was able to provide a small increase in the year 2020 (which was welcomed by the most vulnerable sectors of society), however the

rising cost of daily essentials remain unchanged. Simply put, the new financial adjustments made by SASSA do not make a very significant impact to the lives of grantees.

3.5.1 SASSA grant payment method

Most of the prior research shows that the South African Social Security Agency (SASSA) has applied the Social Grants National Payment System (NPS), as a system for paying the grantees in respect of the various afore-mentioned social grants (Hamukuaya, 2021; Adam, 2021). Figure 3.4 illustrates the in-use SASSA social grant payment card system. Explaining the features of the NPS system is especially important in this study in that such knowledge imparts the reader an understanding of the NPS system, and the significance of the SASSA social grant payment system.

Figure 3.4: Social grants within National Payment System



Source: Torkelson (2022)

Certain evidence such as the evidence from the South African Torkelson (2022) suggest that SASSA have an option of paying the social grants straight into the banks of the recipients, which is more user-friendly in the Central Business Districts (CBDs), and/or use the option of social grant payment cards which settle for biometrics to disburse social grants. This form of payment allows grantees to access their social assistance at the specified retail shops or at specified SASSA offices that are proximity to the user. To increase the convenience to village service points, the SASSA has adopted a cash mobile delivery system on the days of grant payouts. In consideration of the afore-mentioned, responsible SASSA service points outsource payment contractors who generally come with a cash-in-transit vehicle that has an automatic teller machine (s), at an encoded social grant pay-point.

3.6 SASSA MEANS TESTING AS AN ELIGIBILITY CRITERIA

Disability grants, are as a condition, disbursed to grantees provided grantees that have undergone and were confirmed qualified by the medical doctor during the SASSA means testing process. Means testing refer to a process of evaluating an income, and the assets of an applicant to determine if their affordability means are below or above the specified threshold (restricting amounts). This procedure rules further by prohibiting the awarding of social grants to unqualified applicants, whose affordability means are above the specified thresholds (SASSA, 2021). This is to stress that, the means testing evaluation process insists that the social grants are only awarded to the destitute applicants whose income, and if there is an income at all, is at a meagre scale. Customarily, and as a standard yearly basis practice, the SASSA review their institutional thresholds in line with the inflation rates, which was introduced as a strategy that will make the social grants more attainable.

Pursuant to the assertions of Granlund (2022), this research discovered that the preceding culture of differentiating between the rural area and urban thresholds was after giving careful consideration discharged. This development is in reference to both the urban and rural settings which now enjoy the same threshold benefits.

3.7 ESTABLISHING DISPARITIES BETWEEN POLICY AND PRAXIS IN DISBURSING SOCIAL SECURITY DISABILITY GRANT GLOBALLY TO DETERMINE THE UNDERLYING CAUSES OF THE DISPARITIES IN POLICY AND PRAXIS

Most early studies as well as current work focus on the disparities between policy and praxis in the disbursement of social security disability grants. For example, Bock (2021) investigated the experiences of persons with disabilities of the disability grant processes occurring at SASSA Springbok in the Northern Cape. Again, Ngubane (2021) critiqued the Illicit financial flows and the marginalised population of people with disabilities in South Africa. In further consonance with the evidence provided by this inquiry in the earlier paragraphs pertaining to social security disability issues, the Disability Development Report (2018), which was issued based on the academic data from (SINFEF, 2011), posits that the prevalence of disability has sprung up to a burgeoning number of one billion people.

By way of percentage, this sum is equivalent to a constitute of about 15% of the world's population, which struggles with certain disability conditions. In 2018, the percentage for the African continent was (19) showing that the widespread is greater for emergent nations. In like manner, a significant one-fifth of the guesstimate world-wide's count shows a range of 110 million and 190 million as the evidence of the population who struggle with adverse disability conditions (Sim and Hugenberg, 2022). In the same vein, according to United Nations Educational, Scientific and Cultural Organization (UNESCO, 2020), an overwhelming 3800 million of the population in Africa is impacted by the afflictions caused by disability.

Clearly, the evidence of this nature shows that the inherent disability threats are not only a phenomenon to young economies but are observed as a worldwide pandemic.

3.7.1 Social assistance as a poverty alleviation strategy

It appears that the government social assistance programme that is regarded as one of the prime redistributive systems, and as an important instrument towards fighting poverty has over the

years been mounted with the system gaps that emanate from the underlying issues of disbursement policy (Mazenda, Masiya and Mandiyanike, 2022). For the SASSA to resolve societal critical domains such as disability it is important for the agency to first learn how to crawl into the life of what makes its people tick. Since the physical address is one of the grant application requirements, the homeless disabled persons living on the street have no or very minimal access to disability grant.

To avoid violating the applicant rights to social grants, which forms part of the pronouncements made in the Constitution of the Republic of South Africa-the highest law on land, the government pre-empted social assistance requirements should cater for issues relating to physical address in a case of the people living on the street in cognisance of stipulated provisions of the ‘Social Assistance Act’, which clearly states that: ‘the disability grant is to be provided to all disabled persons who are unable to support themselves, and their dependents due to their limiting nature of paraplegia conditions’. Madonsela (2022) is of the opinion that, if the SASSA disability grant frauds and inefficiencies exists, the situation will worsen plunging the taxpayers into a state of financial strain, especially as the taxation grow which goes hand in hand the slow-paced notable sustainability of social grants.

Evidently, growth in taxation is one of the pertinent issues of sustainability which touches on the strategic direction of SASSA as an organisation, thereby prompting this agency to foster newer approaches with more layers of governance that is geared towards addressing the status-quo. No one can argue that the high volume of evidence shows that, the European government has created so many strategic frameworks that are placed as attempts for resolving the universal disability policy issues across the globe, which somewhat includes South Africa (Schidel, 2022). However, the question of whether these first-world country global best practices can be classified as a better suit for the service delivery context of South Africa that is regarded as a young democracy is a question for ponder. In response to covid-19 impact, many governments keep adjusting their disability weights, and budgets to leverage with the adverse outcomes of this scourge, which these are country specific (Brewer and Gardiner, 2020; Edmiston, Robertshaw, Young, Ingold, Gibbons, Summers, Scullion, Geiger, and de Vries, 2022).

Van Aswegen (2020) examined the boundaries that exist between disability, social welfare and the labour market in the post-apartheid society, and the findings revealed that the persons with disabilities are exerted with pressure to work that is framed as progressive recognition of their right to work and agency. What is the atmosphere is, SASSA systems are portrayed as systems that sometimes throw grantees into a state of payment delays as an article entitled: ‘October social grant payments cycle-staggered’ by the ‘News’ which is dated September 2020, provides feedback by an unknown staff reporter who advise that the South African Social Security Agency (SASSA), were to pay social grants for the month of October on Monday 5 October 2020 instead 30 September for old age, and on Tuesday 6 October for disability grants. This goes against everything that the SASSA slogan stands for: *“Paying the right social grant, to the right person at the right time and place”* (SASSA, 2021). SASSA is elected on the promise to improve the lives of its people.

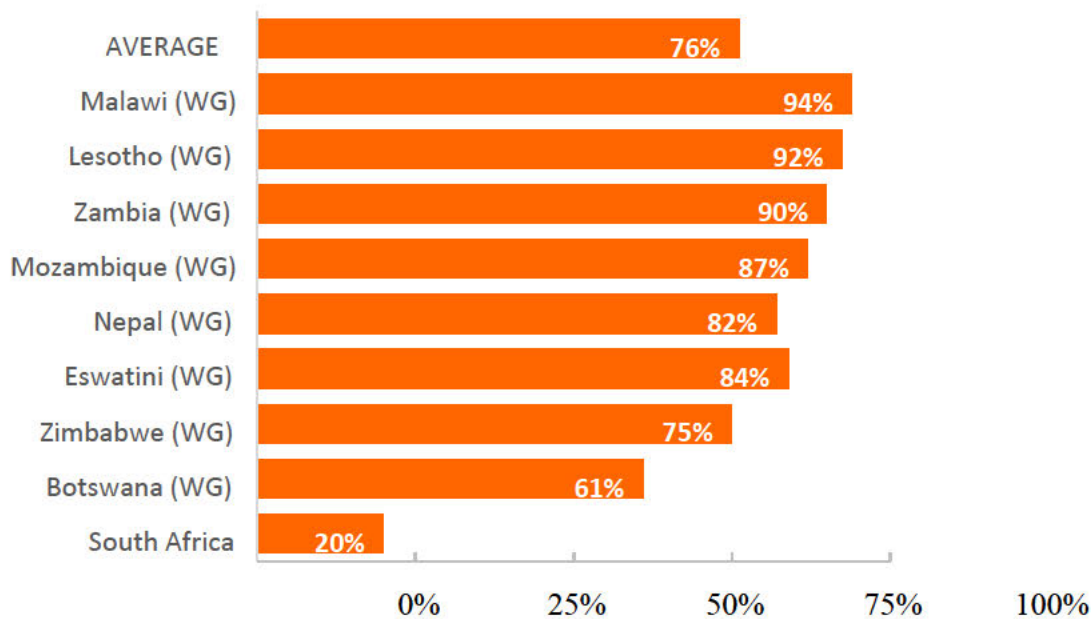
3.7.2 ACCESSIBILITY SETBACKS EXPERIENCED WHEN PROVIDING SOCIAL PROTECTION IN WELFARE INSTITUTIONS

There have been numerous studies to investigate issues of receptivity of social protection by welfare institutions such as the study undertaken by Mutwali and Ross (2019) which investigated the disparities in physical access and healthcare utilization among adults with and without disabilities in South Africa, and another by Santini, Soggi, Fabbietti, Lamura and Teti (2022), that revealed that the COVID-19 pandemic has worsened the crisis of weak and poorly applied social protections measures that are offered by the different governments worldwide, which South Africa is party to.

Figure 3.5. shows some large percentages of the nine African country’s population that is denied social assistance even though they meet the requirements. In the face of the advice by the Disability Development Report (DDR, 2018), social security exclusion challenges as were especially noticed in the year 2018. Evidence of this nature shows that the social security system is riddled by the number of issues that pertains to accessibility, thereby affecting the most vulnerable and poverty-stricken households. Studies that pertain to disability secluding strategies are well documented and it is also well acknowledged that certain eligible applicants

are denied social grant access, which confirms that social security exclusion challenges are not only a phenomenon in South Africa, but across the African continent.

Figure 3.5: Qualified applicants denied social grant access



Source: Disability Development Report (2018)

For instance, the International Labour Organisation (2020), spells out the need for the policy makers in emergent nations to pursue the extent possible towards designing the covid-19 emergency crisis responses that have longer-term perspectives in mind, which can be done to strengthen the social protection systems and decent work, which includes the backup changes that will transform the informal social security instruments into the formal economy. This may mean several social security institutions disbursement systems are not subject to rightful levels of client need inquiry.

Besides, hereinafter the DDR presents the extreme percentages of the afore-mentioned countries in Africa whose applicants even though they are qualified for this type of government

assistance were disqualified for reasons that pertains to financing, political commitments, sustainability, administrative capacity, weak strategies targeting the vulnerable, issues concerned with the mannerism of providing social services, the role of Non-Government Organisations (NGOs), and the changing significance of informal social security systems. As depicted in Figure 3.5, an overwhelming majority (p= 94%) of the Malawian citizenries were denied social grant access even though they were eligible. This is followed by the Lesotho country, at a staggering 92%. Zambia also faced a similar issue at 90% widespread. The affected Mozambique applicants constituted an astounding 87%.

While that was the case, the Nepal citizenry were impacted at an alarming percentage 82%. In the same vein, Eswatini government faced the same dilemma at a confounding 84%. On the other hand, the Zimbabwean government was in the same accord impacted by the status-quo at 75%. Although the Botswana government had only 61% of relative issues but this inquiry considered that this country's population is small. Last, as much as the South African government was confronted by a meagre percentage (20%) of the social grant accessibility issues, but the system had a few other administrative issues such as fraud which engulfed the system. Granting that the need for social protection have a higher inclination between the persons living with disabilities as opposed to the silent majority, however; this is not often undifferentiated by higher enrolment (Banks, 2019: 15).

The issue of qualifying yet rejected claimants have been used in several studies that are focused on assessing disability exclusion issues (Maestas, Mullen and Strand, 2021; Fitts and Soldatic, 2018; Kidd, Wapling, Bailey-Athias and Tran, 2018). This study hastens to say that the survival of the SASSA should dwell on the important feedback from grantees that is shared in good faith because that is what inherently create a constructive dialogue between the organisation and its clients. Surprisingly, an article published by (Abongwe Kobokane) of the SABC News dated 26th February 2021 revealed that, according to Minister Lindiwe Zulu, the social disability grantee count climbed up from a significant 1 million to a vexatious 1.1 million in South Africa. Paradoxically, another article from Mail & Guardian written by Paddy Harper, dated 2 July 2020, revealed that: SASSA was turning away applicants for R 1 860 disability

grants and telling them to apply for the R350 Covid-19 emergency grant instead, which the SASSA contracted doctor described as an action that was taken although these claimants met the prescribed disability grant criteria.

As mentioned earlier, which was in comparison to the other countries, the evidence provided in the DDR had made an implicit assumption that, the disability prevalence globally obtains at a significant 15% (One billion), of the world's population, which had more impact on the emergent nations such as South Africa and has made the issue to be a global disability crisis. For instance, the study conducted on growing social security demand by Smith, Richard, Johnson, Mellisa and Favreault (2020: 01) revealed that, as of August 2020, the largest American federal program (which is Social Security), was paying an exorbitant amount from \$90.4 billion to 64.7 million to persons with disabilities, among other welfares. In the same vein, according to the National Treasury (2021) budget review, the South African government have greatest concerns that pertains to the country facing adverse financial effects, which are perceivably going to jeopardise the ability of paying full benefits in a decade time. It should be the foremost priority of SASSA to ensure that the agency processes are less complicated to all their clients, especially the disability group. This study maintains that despite the theory of servant leadership being vital towards other forms of social grants, however, SASSA active serving leaders can also make a critical difference by improving the administration of disability grants.

Likewise, recent studies such as the article by Deloitte dated 15 February 2021 have shown concerns on the Nigerian Social Security deprivation and contingency globally wide practices that are facing adversities and deficiencies which range from pension to disability compensations, which the government has over the years tried various social security schemes that are not implemented satisfactorily. Apparently, these adversities and deficiencies are created by issues such as alleged embezzlement/misappropriation of pension funds, long queues of pensioners to access pension funds and ultimately, stranded pensioners, including other areas of pension fund management in Nigeria. Documented evidence such as '*Building an inclusive social protection system in South Africa*' that is found on the 'Economics

department working paper no. 1620' authored by Fall and Steenkamp (2020), shows that South Africa has an inadequate social protection system that is deprived of a mandatory pension savings scheme, and unless the government develops newer ways of improving the administration of disability grants, there will be continuity of policy under development issues, which subsequently leads to the decline of the country economy.

The magnitude of the depth of fraud and inefficiency issues at SASSA is devastating. The habitual breaking of the law by means of defrauding the system is also seen as SASSA in the KwaZulu-Natal province as police were alleged to have seized hundreds of SASSA cards in raids whereby a 50-year-old woman was arrested following some officers who found six SASSA cards, several identity documents including bank cards at a defendant's Mariannhill home. This happens a few of days before some other four alleged fraudsters had been arrested whilst they were trying to draw monies, utilising SASSA cards at an ATM in a place called Brighton Beach. Apparently, the police confiscated their cards and took a sum of R29 550.00 in cash, according to the ILO Newspaper article published by Se-Anne Rall on the 3rd of June 2021. If a crucial reflection on practice is not a requirement of the relationship between theory and practice at SASSA, this study is convinced that such theory will become a lip service rather than practice of pure activism.

3.7.3 WORLD-WIDE PREJUDICIAL STATE OF DISABILITY GRANTS

Several studies suggest that the disability grant disbursement is mounted with fraud and inefficiency. For instance, the study conducted by the Urban Institute on the African American Economic Security and Role of Social Security revealed that, over the past two decades, the African American government have been modifying social security programs as part of improving the adequacy of disability grant benefits (Kijakazi, Smith, and Runes, 2019). Apparently, this approach was going to assist this government improve its modest benefits to help the disabled as a group that is drowned in poverty even though they receive Social Security.

Although over time extensive literature shows that social disability instruments are being developed towards improving the social security policies, nonetheless more efforts towards improving the performances during the disbursement processes of social security are still needed. For an example, the evidence provided by Veghte, Scheur, and Waid (2016), shows that most challenges come from modest Social Security benefits that are somewhat limiting in that they promote disability segregation. The implications then are that; these disability segregations create another difficulty because many disabled persons do not have sufficient means to support themselves.

Moreover, even though some persons who live with disability have started to receive the social security, they are still susceptible to poverty. Hence, as part of promoting social support, the African American government had to introduce additional measures for improving the adequacy of disability benefits to protect the disabled group and their families from economic insecurity (Kijakazi, Smith and Runes, 2019). While that is the case, certain evidence of this inquiry refers to call centre fraudsters who were caught in India, as they were alleged to have preyed on the vulnerable social grantees over the phones to steal money from them, who subsequently got arrested by the ATLANTA – Federal agents (Corra, 2020). Powell (2022), in the same social grant incident revealed that, the accused had defrauded the state an unconscionable amount of \$ 400, 000. The rife extent of fraud has propelled the American Department of Justice and Social Security's Office of the Inspector General into implementing aggressive measures that are geared towards fighting the phone call scammers. In the same vein, the 'Crime' article written by Steven Morris dated 10 February 2020, also commented on the issue of system defraud of an amount of £250,000, that was stolen from pension scheme by the antecedent head of a charity organisation (Mr Patrick McLarry), who apparently used the money to buy homes for himself and his wife in England and France, and thereafter paid off his debt for a pub lease. According to the *'Lakeside Disability Rights Advocacy Initiative'*, which is a body with a constituency of about 6000 Ghanaian citizenry, LDRAI is aimed at providing leverage to the rights of the persons living with disability of Ghana.

And as part of supporting a larger strategy that advances on Ghana's 2018 Global Disability Summit commitments such as the Daily Racing Form (DRF) Commonwealth, this body has formulated budgeting research, which was presented at the Krachi East and head office municipal assemblies. In the same disability vein, according to the Centre for Citizens with Disabilities, a total population of about 18 700 Nigerians supports the promotion that is aimed

at encouraging participation of persons with disabilities in public and political life and decision-making processes in the Kwara State of Nigeria.

Through this strategy the Nigerian government seeks to advocate for the adoption of inclusive policies by political parties and government officials, which is created to be in line with article 9 of the Convention on the Rights of Persons with Disabilities (CRDP), as a section that focuses on the participation in public and political Disability Rights, which had also set aside the Disability Rights Funds (DRF), as a small grant for the year 2019. Although evidence shows that some governments are slowly addressing the issue of developing Social Security frameworks which includes the persons living with disability, but a lot more can be done to improve the administration of disability grants.

3.7.4 OPPRESSION OF THE QUADRIPLAGIC AND REPERCUSSIONS

This section presents a review of recent literature on the South African disability marginality issues that are witnessed in the current democratic era. Marginality issues, according to Luthuli (2020), emanates from the historical imbalances that had improper governance systems. As stated in Figure 3.6, issues of disability oppressions, to date, remain as one of the greatest challenges facing most governments, especially in Africa. Hence, such marginalisation issues take priority in the current government agenda. The authors herein this paragraph bring some information that pertains to the background of the problem. Oppressions towards the quadriplegic, according to Gabrielle (2019), has over the years remained one of the significant barriers which confronts several governments' disability structures globally. For SASSA to better fulfil its mandate it can harness its apparent conflicted disbursement system.

The ensuing year of evidence shows that governments have engaged with different instruments as a way of addressing disability oppression challenge which have however barely yielded the anticipated results. This means the agency systems do not give the reassurance it supposed to give to the disabled group who is already confronted by heightened pressure that comes with disability conditions. For instance, according to the (Hanass-Hancock, Chappell, Myezwa, Kwagala, Boivin, Wolvaardt, Simwaba and Chetty, 2016), there is quite a few significant barriers that pertains to full social and economic inclusion of persons with disabilities, which among others includes inaccessible physical environments and transportation, the

unobtainability of assistive policies and technologies, maladaptive means of communication, poor service delivery, and discriminatory prejudice and stigma in society. As shown in Figure 3.6, the frameworks for addressing issues of oppressions as a world-wide subject was successfully established, however the issues are not completely resolved.

For an example, the World Health Organization (2015) report covered the World Health Organisation (WHO) global disability action plan for 2014-2021 which had a sole focus for creating a better health for all people with disability through social grant support channels, creating the global partnership mechanisms for addressing issues of destitution and change as factors which shows that there have been various corroborations that were made towards addressing the issue of growing oppressions towards the quadriplegic group. Then this study argues that If issues of disability marginalisation are still rife, the improving the administration of disability grant disbursement remains important. My view is that policies should be able to say with certainty that improvement of livelihood is gradually notable.

3.8 TRACING THE HISTORICAL PERSPECTIVE OF DISABILITY MARGINALISATION

There is a wide choice of disability marginalisation evidence available in the literature as this issue is not new. This does not make the policy to be social compacting. Thus, the paragraph hereinafter shows how the marginalisation issues have degenerated into the democratic era. There is a certain pattern which shows the cascading marginality issues growing from as early as the 2000s right up until the recent era of 2021. In agreement, Mkandawe (2005: 30), upstretched a thought-provoking difference of opinion on the democratic social security policy that have not managed to adequately acquire enough knowledge from the historical experiences to equip themselves with sufficient knowledge when adopting diversity strategies. This author's notion was informed by an observation made regarding the deprived state of social security outputs of South Africa, which showed that the government was failing to understand that the context of western social policies is difficult to adopt in a South African country because of its targeting nature that is too costly and demanding in terms of the availability of skills, and because of the capacities that are needed when disbursing disability grants.

The universal policy issues of marginalisation, according to Post, Muslimovic, van Geloven, Speelman, Schmand, de Haan and CARPA-study group (2011) bitter disagreement over fundamental disability issues proved rife following the observation made in the policy that certain measures such as grant budget, rights, and societal recognition by means of development programmes tend to favour a minority group when disability grant benefits are distributed across the globe. Problems of this nature mean the policy is not determined to stay the future course. It became particularly important for this inquiry to consider the visibility of the social policy drawbacks which made the disability grant policy of South Africa to be criticised for inefficiency because of its alleged weak outputs.

As a matter of course, this inquiry noticed that the disability grant policy straddled in chaos after the expectation of setting off a lot with the scarce financial resources. Marginality issues has been identified by many countries as crucial to their disability framework development effectiveness and policy improvement. An assertion made by Social Security Administration (2020), understands the social security issues of South Africa to be because of the universalism approaches with incognisant social fabrics for distributing disability grant benefits to constituency groups. All the same, Chagunda (2021) believed the disability grants policy discard the dire needs of the persons living with disability when many efforts are invested in bridging disparity gaps than providing for the actual needs of the disabled.

In opposition, Solov'ev (2022) argued that the disability grants admission criteria were mounted with countless flaws that pertained inclusion and exclusion, which was especially more headed for the person living with disability of South Africa who are Xhosa speaking. Howbeit, McKinney, McKinney, and Swartz (2021) were of the view that many marginalisation problems occur because the South African government uses false universalism. The author argues that the political liabilities underground form part of the shortfalls which the government utilises as a scope for disability grant social policy. By using this approach, the government aim to marginalise a specific population and clearly in this respect such population refer to the persons living with disability. The democratisation process of South Africa has inevitably compelled the government service delivery systems to comprise with the constitutional rights of the quadriplegic groups, whose history is characterised by the apartheid marginalisation structures.

This democratic process is ridiculed by the mushrooming inefficiency reports lamented about on the media which is pointing to the defilement of the rights of the persons living with disabilities when grants are disbursed. In furtherance, the disability rights, according to Porras (2021), are somewhat desecrated by the issues around the social policy fiscal problems. Apparently, this desecration jeopardises: 1) the reformed pension system, 2) new social assistance programmes, and 3) the disability grant of South Africa. Needless is to mention that these are pivotal social security policy aspects. South African social security policy issues are nothing exceptional to other countries as even the Brazilian government system was plunged into chaos when this country's cash transfer programs for disbursing disability grants noticed that investments are withdrawn (Buosi, Paturkar, Dias, Estorninho, Kolawole, Ghooi and Lutchman, 2021).

Several authors have recognized that disability marginalisation exists as evidence from (Fisher, Gendera and Kayess, 2022; Ghosh, 2022; Eriksen, Grøndahl and Sæbønes, 2021), confirms that marginality secluding strategies has a disadvantage because they sometimes neglect the gender dynamics, and some social welfare systems face problems whereby such social security policy disregards equity by casting men and women into certain social roles, which perpetuates gender inequalities. In short, this literature on oppressions suggest that gender sensitivity models of social security should redress inequalities, as they play a critical role towards redistributing care responsibilities, which should also include the recognition and valuing of every gender.

In agreement, the 2015 United Nations Sustainable Development Goals clearly extrapolates how the social security strategies should promote social protection as these are regarded as vehicles for achieving not only human development, but also the improved gender equality outcomes. A recent study by Hodgson, Coleman, Blundell, and James (2021), concluded that gender is neglected in the creation and execution of normal social welfare instruments, unequal social and economic results for men and woman that are inclined to reproduction. Historical disability marginalisation also tags at the heartstrings of more subterfuge in Social Security involving fraud which is notably not only a phenomenon for emergent nations, but also that of developed countries as provided for in the evidence below:

- Washington D C

Recent research suggests that in Washington D.C the government was allegedly defrauded a considerably large amount to the value of \$144, 293 by a fraudster known as (Mr. James William Smith), who successfully falsified his disability condition getting paid by the state an amount of \$6, 773 every month (Switzer, 2019). Recently, Skiba (2021) reported on the Washington D.C criminals who allegedly phone grantees, effectuating as actual Social Security administrators, and flaunting parading fake badge numbers to convince victims to give up their grant money or critical information, which led to a government issuing an official public warning of this scam. It is important to remember that, in terms of the American Social Security law program 2, the Supplemental Security Income (SSI) is supposed to be for people who have very little income and assets or resources.

- Puerto Rico

The backdrop of an advice by Morton (2022) revealed a Puerto Rico case about a social security worker that teamed up with a horde of medical practitioners to circumvent the government system, and stole an amount to the value of \$6, 000 in disability grants by developing an intelligent fraudulent system. In the same vein, the Inspector General for the Social Security Administration (SSA, 2021), announced the judgement passed onto Dr. Americo Oms-Rivera who faced the charges of an extensive Social Security disability fraud scheme in Puerto Rico. Oms-Rivera owned up to be part of the conspiracy that pertained to wire fraud, and the court convicted him to 5 years of trial. Further, the accused was required to pay back the state a restitution of \$321,000, and subsequently the government relinquished all his possessions.

- North Carolinian

Bell, Miller, and Stacy (2021) linked the recent social grant frauds to other deceptions that were exposed by the US Attorney (2018) such as that on a North Carolinian man (Mr. Anthony Patrick Stanford) from a place called Fayetteville who was charged for defrauding government an amount of \$7, 575 in Social Security Disability Insurance after being caught that lying about his disability condition to the Veteran Affairs Physician. While this was the case, the Daily Sun, and Sunday Express both dated 13 May 2012 had re-counted a blow out on fraud that was reported by Mr. Duncan Smith, who revealed that a significant \$43 million was lost to disability grant fraud connected to claimants who reside in other countries.

- Nigeria

The News article 24 dated 22 May 2005 revealed another fraud burst of a Nigerian medical practitioner who was referred to a law enforcement agency and got arrested by the Scorpions following the contentions related to disability grant fraud to an amount of R2 million. This press release also involved more issues that pertained to doctors who fraudulently enlisted people to unduly request disability grants, completed forms for non-examined patients, withheld beneficiary grants to personal gain, gave out disability grant money as loans to beneficiaries, with the expectation to gain interest. Clearly, the scourge of fraud in social security grants leads to many wasteful expenditures, thereby increasing taxation of that state as observed by (Luthuli, 2020).

- Congo, Nigeria, Ghana, Spain, Portugal, US, Thailand, and Sweden

More issues that pertain to medical document and stolen identities which were maneuvered by the doctors were also noticed in Congo, Nigeria, and Ghana (Malcom, 2005). Lately, the U.S. Koehler (2021) accounted for the report on the effects of social protection on social inclusion, social cohesion, and nation building by the U.S government which also revealed that, countries like Spain, Portugal, US, Thailand, and Sweden are regarded as hot spot countries that faced an uphill battle of claimants who received social disability grants even though they were working in foreign countries.

In the light of the reported fraudulent practices in social security grants, it is conceivable that the drastic growth noticed in social grant applications over the years in countries such as South Africa, and other developed countries such as Western Europe along with North America emanate from issues of grant inefficiencies and fraud as recently discovered by (Hall and Kinghorn, 2022). This means the needs of the disabled group continue to be vaguely represented on the world stage. This study argues that, in the greater scheme of things, poor address of fraudulent practices by responsible authorities is detrimental because it encourages more social grant crimes.

3.10 THE IMPACT OF DISABILITY OPPRESSIONS ACROSS THE GLOBE

The paragraphs hereinafter provide evidence on different issues that arise because of the oppressions that are faced by the persons living with disability:

- Bearing caused by weak disability policy outputs

According to the Hart, Wickenden, Thompson, Davids, Majikijela, Ngungu, Rubaba, and Molongoana (2022), the disability grants spending had to be amended due to delayed payments, suspended allocations to programmes with poor historical performance, and repurposing funds for Covid-19 response. Clearly, the disability grant policy is still riddled by issues that pertain to inefficiencies during disbursement. In addition, du Toit and Lues (2021) reported that the South African Social Security Agency (SASSA) had informed the Committee that as of the month of February 2020 a significant 52 323 disability grants had lapsed in the Western Cape province.

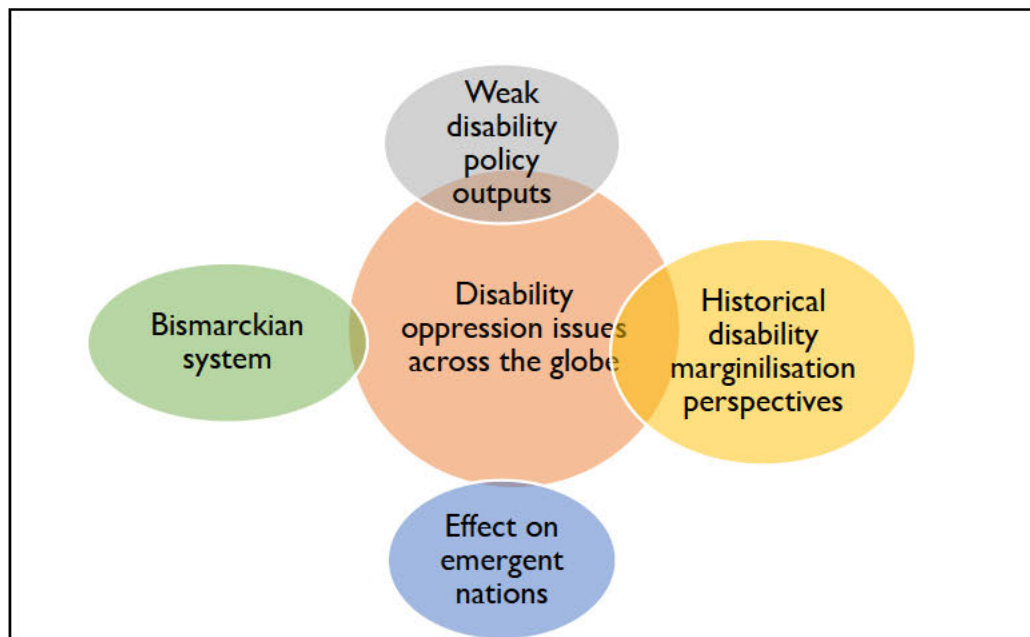
Hence, the interim measure decided upon was to extend the lapsed grants until 31 December 2020, which subsequently incurred an additional expenditure of R1.8 billion for the financial year. Besides, not all recipients were covered as the SASSA agency apparently lacked funds.

- Impracticality of the Bismarckian system

It is important to remember that the modern disability strategies that were designed to be different from a Bismarckian system- which is an apartheid regime strategy that misled many of the persons living with disability (Luthuli, 2020: 87). To explain, the Bismarckian is an old social security system that left a far-reaching effect on a larger public pension expenditure which was meant to bail out a few European countries in the Global South.

As a result, the inefficient measures of this system left the social security service delivery system unable to reach a few emergent nations that were supposed to benefit. Subsequently, this untenable response left the Global South Market in a lesser extent in a place of being provided with useful country social security systems.

Figure 3.6: Disability oppression issues across the globe



Source: Self-generated by researcher

- Effectiveness of the measures for improving disability marginalisation

To begin with, according to Ziolo, Bak and Cheba (2021) write up, the specific parts of the Sustainable Development Goals (SDGs) such as goal 16 and 17 does confirm that the issues of marginalisation towards the quadriplegic does exist. It cannot be overlooked that the ultimate purpose of the SDG framework is in response to developing future for addressing the marginalisation status-quo (Luthuli, 2020). Clearly, there is a wide range of issues that pertains to quadriplegic oppressions which have not been put to rest, and if the disability policies are permeated with such chaos efficiency plans will remain thrown into a state of perplexity. This forms the view that the rights of the disabled are abused.

What is more is, according to Fobe (2021), the European government has also developed a 'Strategy for the Rights of Persons with Disabilities 2021 – 2030', which is aimed at addressing disability oppressions. However, despite these interventions, evidence such that of Foley (2021) entitled 'stealing from the poor: state capture at SASSA' showed that the persons with disabilities remain susceptible to poverty, and they face more social exclusion than the persons without disabilities. In furtherance, these adversities have brought about more issues that

pertains to healthcare access, limited participation in public decision-making, and discrimination against the persons living with disability. To sum up, the COVID-19 pandemic has worsened existing inequalities, thereby confirming that the development of instruments for improving the disability grant administration as envisaged in this study is of a particular importance.

- Effects of disability oppressions on emergent nations

Congruent with the report of Chadha, Kamenov and Cieza (2021) on the World Report on Disability (2019), the major issues affecting the persons living with disability because of oppression includes poverty and premature mortality, depending on the group and setting. Further, Castro, Leite, Coenen and Buchalla (2019), revealed that people with disabilities remain the most oppressed groups in the world, which has subsequently thrown this group into having poorer health outcomes, lower education achievements, less economic participation, and higher rates of poverty than people without disabilities. Stolman (2019), posits that the Convention on the Rights of Persons with Disabilities (CRPD) Committee has contributed to influencing the way in which society thinks of disability-based discrimination together with associated legislation and policy.

3.10 DETERMINING THE DISBURSAL PRACTICES FOR SOCIAL SECURITY DISABILITY GRANTS IN SOUTH AFRICA

Several theories have been proposed towards addressing issues that pertains to disability fraud and inefficiency, some focusing on payment methods, others on improving disability poverty alleviation strategies using different theories such as institutional theory by Luthuli (2020), the Street-level bureaucracy theory by Gabrielle (2016), and a theory of Disability by Barnes (2021). Hereinafter, the study provides the disbursement practices for issuing disability grants of South Africa and encountered challenges.

3.10.1 Internal control systems

Many existing studies in the broader literature have examined the South African Social Security Agency internal control systems. Luthuli (2020) posits it cannot be argued that, irrespective of the size, enduring rules, culture and the nature of an organisation, the internal control systems play a very significant role in any establishment. Klaaren (2020) agrees that the prompt

functioning of public institutions such as SASSA merely depends on whether the culture of that organisation have fostered the internal strengthening measures. In the same vein, the authors further described how this standard practice can increase the security of the in-use data base system such as that of the SASSA SOCPEN system. What is more is, the same culture is what determines the quality of the service that the client will receive from the very institutions. Policies are supposed to strengthen the capacity of the state and users they serve.

Dowman (2014) stressed that public institutions should intertwine the in-use data bases to tumble into irregularities of client information that sometimes lead to fraud and corruption. The author is of the view that, the enforcement of this approach can serve as an adopted strategy for curbing the obstructing inefficiency ingredients, which ultimately leads to the poor expedition of disability grants, thereby failing to provide an effective and efficient administration. It is fair to say that the imagined change at SASSA can only come to reality if the agency finds newer ways to resolve disbursement problems. Issues of this nature must be addressed at SASSA's policy developer's instance. It is valuable to mention that accountability is a key factor of any institutional transformation action. The other weaknesses that were noticed in the system includes the risk of transporting physical cash to the village pay points on the days of paying social grants as observed by (Stausholm, Naterstad, Joensen, Martins, Sæbø, Lund, Fersum and Bjordal, 2019).

Needless is to state that, the transmission of such high scale cash bears a very high risks because the movement times are specific enough to allow for a robbery gap such as heist. Experiences of this magnitude also bears a heavy burden financially on taxpayers. Kelly, Mrengqwa and Geffen (2019) suggested that, rather than the using the cash-in-transit method that exist as a private-public partnership between the SASSA and service providers, the approach can be substituted by bringing pay points closer to where the grantees live. The author is of the view that, the approach is not only going to remove some financial aspects that are related to the administration, but it can also reduce the very high transactions connected to the cash transportation exercise. SASSA must find ways of ensuring that the in-use policy recovery methods are gathering pace.

Luthuli (2020) uncovered that, the numerous issues that are related to system interruptions noticed in the SASSA disbursement processes, which includes amongst others: connectivity issues, unavailability of medical practitioners in villages, capturing issues and untenable client experiences relating validations, and approvals standard procedures, are some of the SASSA system backlogs. Notably, assisting the far-flung disability grant clients from the villages remain as one of the greatest challenges that are facing the SASSA institution (Gabrielle,2019). This goes against everything that this establishment stands for in their mission statement that is specified in 1.10.2, which explicitly says that the SASSA is: *'committed into being an agency that is driven towards providing the effective and efficient social security services'*, more especially; towards the vulnerable groups such as the persons living with disability. Shouldn't the policy be ensuring that its measures lead to the improvement of its people's lives?

Further, this SASSA pledge goes onto saying this agency aims to: "Pay the right social grant, to the right person at the right time and place". Observably, the SASSA has system backlogs come because of the issues that arise in this institution's specific operating processes such as the grant approval, reviews and so forth (Remillard, Campbell, Koon, and Rogers, 2022). Apparently, these processes require the renewal of social grants that have lapsed on the Social Pension System (SOCPEN), to be performed by specified assigned levels who are sometimes are committed to other external engagements for days on end (Remillard, Campbell, Koon, and Rogers, 2022).

3.10.2 SASSA payment method

During the life of this entire administration clients succumb to unmeasurable challenges. Some authors have driven the further development of South African Social Security payment methods. Rooyen and Rena (2019) alluded to cash mobile delivery system, which to a certain degree has failed to avail sufficient cash for disability clients residing in villages, thereby leading to long waits at pay points, and subsequently to the robbery of clients who walk long distances after sunset. Policies should be implemented in a manner that is consistent with the country democracy.

Mashigo (2019) also revealed that delayed SASSA payments force certain clients to seek financial help from (loan sharks) who charge them 10% interest, whilst keeping their grant or bank cards unlawfully as a tactic for ensuring that they receive their repayments. As previously

reported in the literature, the SASSA mandate requires this institution to provide institutional platforms for the implementation of Section 27 (1) (2) (c), and further creates channels for eligible beneficiaries to access their social grants. The practices from loan sharks constitutes mistreatment towards the vulnerable group who are disability grantees. If beneficiaries are under the heavy weight of this burden where does this place the policy usefulness? Strategies such as disability grant policy need to grow developmental legs to move forward with the times. This study argues that policies should give a meaningful debate to existing issues.

In response to the covid-19 impact, many governments keep adjusting their disability weights, and budgets to leverage and accommodate the adverse outcomes of this scourge, and these adjustments are country specific (Hingston, 2021; Yates, Dickinson, Smith and Tani, 2021; Banks, Davey, Shakespeare and Kuper, 2021). Dugravot, Fayosse, Dumurgier, Bouillon, Rayana, Schnitzler, Kivimaki, Sabia and Singh-Manoux (2020) examined the social inequalities in multimorbidity, frailty, disability, and transitions to mortality boundaries that exist between disability, social welfare and the labour market in the post-apartheid society, and the findings revealed that even though they are not fit, the persons with disabilities are exerted with pressure to work that is framed as progressive recognition of their right to work and agency. Also, the SASSA systems are portrayed as unreliable instruments that sometimes throw grantees into a state of payment delays, as even an article entitled: ‘October social grant payments cycle-staggered’ by the ‘News’ dated 31 September 2020, provides the feedback by an unknown staff reporter who advised that, the South African Social Security Agency (SASSA) will only pay the social grants for the month of September on Monday 5 October 2020. The SASSA disability grant policy should begin to analyse the core foundation of the existing issues rather than treating the symptoms of the issues. Meanwhile, the payment that was due on the 30 September for old age and disability grant was also going to be paid later Tuesday 6 October. Clearly, this is not a formidable action that can resolve policy issues and such an occurrence means that there is no good reproachment to resolving the matters of policy.

3.10.3 Fraud, corruption, and ineffectiveness

SASSA policy and actual happenings make it seem like the two stands for different ideologies. The issue of fraud, corruption and inefficiency has been discussed by a great number of authors in literature. For an example, research has provided evidence for the exacerbated cases of fraud and corruption that continue to engulf the SASSA disbursement system, and the scarcity

of financial resources that was placed as a limiting factor which prevents this agency from curbing the situation (Hlwatika, 2022; Nyathi, Chinyakata and Gwatimba, 2022). Crimes of this nature should not be granted choice by the government as its impact does not only cripple the state economy, but also weighs heavily on the taxpayers.

Nonetheless they mean fraud is a deliberate and conscious action by corrupt individuals whom the government is aware of. If truthfulness is anything to go by in this phenomenon, it means the available strategies at SASSA fail to deal decisively with issues of fraud and corruption. Clearly, the SASSA institution owes to itself the improvement of existing instruments for them to be more efficient mechanisms, as the current strategy for curbing fraud and corruption is placed as weak (Granlund, 2022). If SASSA strategies are still held back by fraud and corruption improving the administration of disability grants remain as a very critical cognitive factor. Sakala, Noyoo and Mabundza-Dlamini (2022), argues that the widened scope of SASSA guidelines, wastefulness, incompetence and often the corrupt grant office bearers are the main reason why SASSA excludes the disability grant applicants even though they are eligible to receive this form of government grant.

The inquiries made by (Chilenga-Butao, 2022; Ngandu and Motala, 2021), noticed that there is burgeoning number of civil servants who unduly receive disability grant and other forms of social grants. Crimes of this nature throws one into a state of confusion when it comes to understanding how the government system allows for such corrupt activities to take place given the fact that the government data bases are supposed to hub both the information of the civil servants, and that of the state pensioners. And such instances diminish the life prospects of ordinary people such as the persons living with disabilities taking away the latter years of their decent life. Although there are government strategies that are placed as resolutions for curbing social grant fraud and corruption, however such instruments should go beyond the ordinary scope of imposing the disciplinary measures such as the recovery of money, prosecuting and arrests, they should also invest enough time on the turn-around strategies to minimise the prevalence of such crimes soon (Ngwakwe and BADAR, 2021). Could this mean on the way from policy development to implementation SASSA policy thoughts has lost the element of self-reflection, and today the instrument disables the grantees?

Bock (2021) argues that the SASSA cannot find it easy to develop such a complex grant disbursement support system yet struggle to find resolutions for curbing the prevalence of fraud and corruption for good. The author is convinced that the SASSA is somewhat facing information leakage barrier over and above the issues of fraud and corruption. To guarantee efficacy, Samson (2021) recommends that there should be continued close monitoring of SASSA disbursement tools as a strategy used to minimise the mushrooming social grant fraud and corruption.

Figure 3.7 shows the spitting image of the SASSA grant collection card which has been created by fraudsters to defraud the disbursement system. Unaccounted for cases of grant fraud and corruption do not only constitute breach of law, nonetheless, the practices place the SASSA as a weak governance zone. Prior research suggests that SASSA social security instruments were weak and straddled in chaos after the fraudulent pervasion that engulfed the disbursement system of this institution (Thinane and SDA, 2022; Haurovi, 2021).

Figure 3.7: Spitting image of disability cards



Source: Luthuli (2019)

The enormity of this encounter also proves to exist previous studies such as that of Klaaren (2020) which emphasized that the infrequent fights that sometimes take place between SASSA and contracted paymaster service providers have a negative bearing on service delivery, and client satisfaction. It is important for SASSA policy prospects to rely more on facts and rationality instead of imagination and theory as these often detracts from the quality of a disabled person's day-to-day life. Mahamba Chulumanco, the writer of the News article dated 28 March 2019, reported on a disability grant spitting image card that developed by fraudsters, whereas SASSA meant for the same card to be a new way of paying social assistance to grantees, which beneficiaries fell victim of this rip-off. Luthuli (2020) reported on the crime detection, and prevention operation that included: 1) the Fraud Management and Compliance of SASSA, 2) a private auditing and accounting firm, 3) the Crime Intelligence of South African Police Services (SAPS), and 4) the Directorate for Priority Crime Investigation (HAWKS), which adverts to the sum of R 2.3 million embezzlement of disability grant that was succeeded by fraudsters at SASSA.

The accused were assigned by SASSA Grants Administration department to take physical control of grantee information, and to check and balance the social grants on the SOCPEN system. In this very same experience, the KwaZulu-Natal fraudsters outsmarted the SASSA system by fabricating a countless number of identity documents that were used to unduly benefit from the disability grants in a place they named the 'boiler room', which is situated in an area called Amanzimtoti (African News Agency, 28th May 2016).

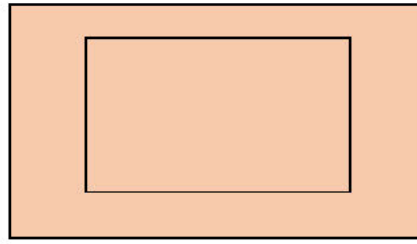
It makes sense that the SASSA created a 'Means Test' as a procedure that will put a name to claimants who have any form of employment (SASSA, 2020). Surprisingly, the evidence unfolded by Torkelson (2021), revealed that close to one-third (one third) of the claimants in the Western Cape province received the disability grant even though they were employed. Evidence of this nature agrees with the assertions made by Gabrielle (2017), which placed the unclear policy guidelines as the reason that makes the administration of disability grant problematic. Besides, such policy difficulties occur even though SASSA has used quite significant amounts of state revenue towards the development of the in-use technologies, which clearly based on the media reports is not yielding the anticipated results (Danster, 2020).

In agreement (Mcineka, and Ntlama, 2019; Brief, 2021) reported that, the South African disability grant policy appears pervaded with inefficiency and chaos because of weak strategies that fails to properly address and curb fraud. Gyóri, Svastics and Csillag (2019) refer to a disability concept as a world-wide phenomenon that forms top priority in the agenda of the Sustainable Development Goals as demonstrated in chapter 2 of this inquiry. Disability challenges such as fraud among other issues tend to be more visible in emergent nations, more particularly towards the Global South part of the globe. The rising disability fraudulent events defies the ends of justice, and the South African government should not grant fraudsters choice. According to the news article written by the 'Phoenix Sun' dated 26 May 2021, the processing of suspicious grants is notably rife at the South African Social Security Agency (SASSA) of the KwaZulu-Natal province.

This observation has somewhat led this province into welcoming the arrest of a doctor that was charged for cases relating to fraudulent processing of disability grants- thereby robbing the SASSA an exorbitant amount of (R25 953 000.00) between the period 2006 and 2008 at the Ngwelezane Local Office along with 11 others who were accused, and whom were all later added onto a SASSA charge sheet after this crime was uncovered in 2021. Again, the eNCA article dated 4 September 2020 reported on the 23 employees and grantees who appeared in Nelspruit Regional Court for allegedly defrauding the social security agency. This followed the charges of theft and fraud against the suspects as they were accused of making false disability grant claims, illegal withdrawal of state funds and paying certain amounts of money to bribe the corrupt employees.

Likewise, seminal contributions have been made by the article of Jonisayi Maromo on the article dated 20 September 2020 which revealed that, a certain man was arrested and a few more arrests were expected following fake SASSA disability grants amounting to a significant sum of R1.2 million that was defrauded in claims at the Eastern Cape province, as reported by the Directorate for Priority Crime Investigation (DPCI), a crime prevention body that is also known as the Hawks. The alleged fraudsters were from an area called Kwatyutyu, which is part of King William's Town, and they were charged with cases related to illegal recruiting of residents from the two areas named, Bisho and Zwelisha.

Figure 3.8: SASSA Fraud video evidence



Source: Instagram (2022)

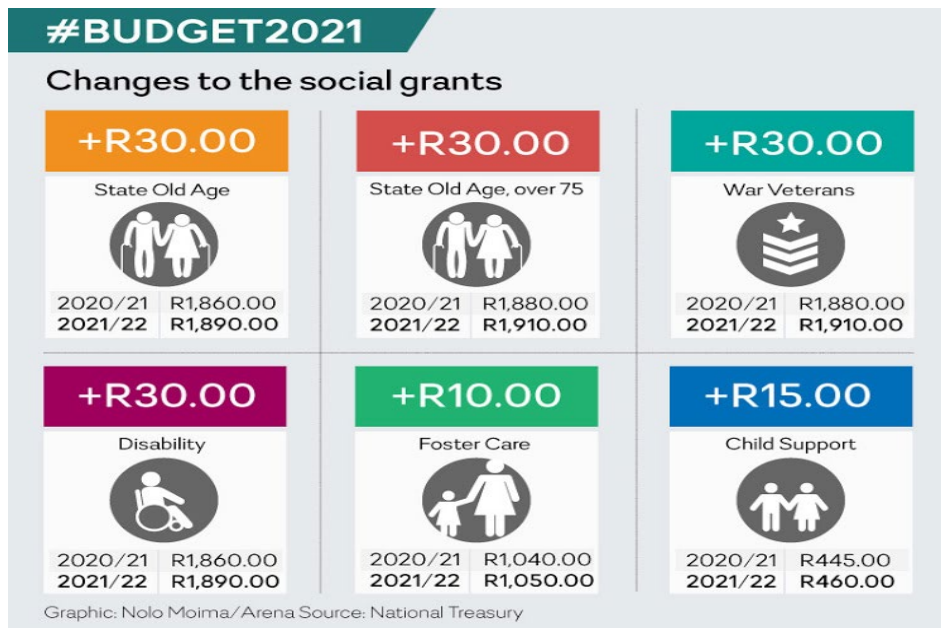
The accused requested residents to provide him with identity numbers that he then passed onto corrupt SASSA officers, and they jointly defrauded the disability grant system using identity holder's numbers during the period August 2018 up to September 2019. Figure 3.8 refers the reader to the video evidence which was extracted on Instagram regarding social grant fraud that is taking place at SASSA. Hence, this study aim is to improve the administration of disability grants of the South African Social Security's Agency.

3.11 INCREASING CLAIMS IN SOCIAL GRANTS

A series of recent studies indicates that, there is an increased demand in social security grants claims, as many social scientists observe that the democratic era has over the years shown the rapid growth in social grant payments. Inter-alia, Haurovi (2021), demonstrated how the growing demand in social grant payments keeps taking its toll on the South African taxpayers because of inefficiency, maladministration, and fraud. In agreement, Mashigo (2019) also stressed how the issues of social grant disbursement fraud has led to a higher demand of disability grant payments.

Figure 3.9 demonstrates the increasing budget of various social grants that are provided by SASSA to grantees, thereby also increasing the value of payment to taxpayers. This has also been explored in recent studies by the National Treasury (2021), which shows that the disability grant demand grew in the year 2021 from a significant R1 860.00 to R 1890.00 in 2022, which is an addition of (R30).

Figure 3.9: Budget showing changes to social grants 2021/22



Source: National treasury (2021)

Adding the same (R30) increment, was the old age pension that moved from R1 860.00 to R 1890.00 in year 2022. Slightly different, was another old age pension for the senior citizenry that is above the age of 75 years, which changed from R1880.00 to R1910.00 in the year 2022. Similarly, the War Veterans was on par in terms of amounts with the scale of a second old age pension that moved from R1880.00 to R1910.00 in the year 2022. The Foster care grant appeared to be slightly below compared to all the other forms of grants moving from a steady R 1040.00 to R1050.00, which will be an addition of a meagre R10 in for the year 2022. Although the Child support grant has a wider pool of claimants when compared to all the other forms of grant, but it remains the lowest in terms of payment value as it will change from R445.00 to R460.00 in 2022.

Clearly, some of the social grant higher demands emanate from the exacerbated cases of fraud, as even the article from the News 24 that was written by Nicole McCain (dated 22 February 2021), confirms that twelve people were taken into custody in Limpopo by the multi-disciplinary operation that included Hawks, police, and the assigned South African Social Security Agency crime stoppers, following the allegations of disability grant fraud that were apparently performed by the accused. The rise in disability grant demand and associated future

fiscal implication are some of the key priority areas that forms top part of the South African government agenda, as even an article by Jeremy Seekings dated 23 April 2020 on President Ramaphosa's (South African) covid-19 plans revealed that, the South African government borrowed a good R500 billion (approximately US\$25 billion or close to 10% of Gross Domestic Product), that was going to be used as part of emergency spending the fund used to counter the expenses that related to lockdown. Of this R500 billion, a significant R50 billion was set aside for the administration of all social grants. This Specific amount was allocated as social grant portion, and this informed the decision taken by the South African government of adding a value of up to R250 per disability grantee between the month of May to October 2020, which was based on the mere understanding that, the disability needs were on the rise following the unanticipated covid-19 scourge.

Nishimwe-niyimbanira, Ngwenya and Niyimbanira (2021), contends that the ineptness and inadequate administration of social security grants have a potential of hindering the realization of the aims that are carried out as the poverty mitigation instruments. On the positive side of the evidence, and according to Haurovi (2019), the South African country have pointedly improved considering evaluating the non-contributory social assistance systems, especially towards serving a growing number of the disabled persons, which cannot exclude the fact that this country is ranked as one of the middle-income countries. However, good as this may sound, Seekings (2020), disagrees stating that the implications of having a minority number of taxpayers who are contributors of social security remain the most serious concern when looking at the prevalence of fraud and inefficiency, which come because of poorly developed SASSA disbursement mechanisms.

3.12 DISABILITY GRANT QUID-PRO-QUO VIEWS

The body of the chapter is specific in its evidence of what is happening globally, and in South Africa regarding the disbursement of social disability grants. In furtherance, the paragraphs hereinafter provide more different views that pertain to disability disbursement as evidenced below.

- Unpreserved disability rights of South Africa

It stands to reason that, the South African government has failed to preserve the rights of persons living with disability, as Hart, Wickenden, Davids, Thompson, Ngungu, Majikijela, Rubaba and Molongoana (2022) observed that the inadequately asserted rights for persons living with disability tend not to be protected as prescribed in the Constitution of the Republic of South Africa including associated policies, which pursuant to the author is the major cause of disability rights violation. Many other debates, Madonsela (2022), that pertains to flimsy disability information in Africa regarding how medical fraternities impacts social disability grant service delivery arose as another issue of concern.

- Disability welfare neglect by the South African government

Other philosophies from social scientists included the: ‘Disability, cash transfers and family practices in South Africa’ that were investigated by Gabrielle (2019), which using ‘*Street-level bureaucracy theory*’ were able to zoom into the study about ethnographic disability grant recipients including applicants from the low-income Cape Town community. Gabrielle study also investigated the interactions that occurred between who the agency refers to as its healthcare staff, disability grant applicants as well as their families.

Through this research two critical outcomes came out, and they were that: 1) regardless of countless efforts which were made by SASSA to rationalize this agency’s disability grant policy discretion, the medical practitioners continued to introduce their own individual understanding of disability, and 2) there were certain doctors who used their own discretion to determine the state of deservingness into the procedures, which they understood and practiced the disability grant policy according to their own dealings with grant applicants, breaching the set guidelines and applying own rules in some contemptible cases.

- The Practicality of the United Nation's (UN) Convention on the Rights of Persons with Disabilities (CRDP) in South Africa.

As a strategy and a milestone for recognising disablement as part of the rights of persons living with disability, Favalli (2018), deemed it fit for one's inquiry to consider the United Nation's (UN) Convention on the Rights of Persons with Disabilities (CRDP). The inquiry of these authors investigated the effectiveness of disability grant instruments. What came out of this scientific investigation was that the UN has overlaps that pertains to the mind-set hurdles, especially around the allegations, the criticism on some significant aims of this plan, and respectively the arrangements that this body uses to execute the CRPD. Hence, another justification why this inquiry seeks to improve the administration of disability grants disbursement.

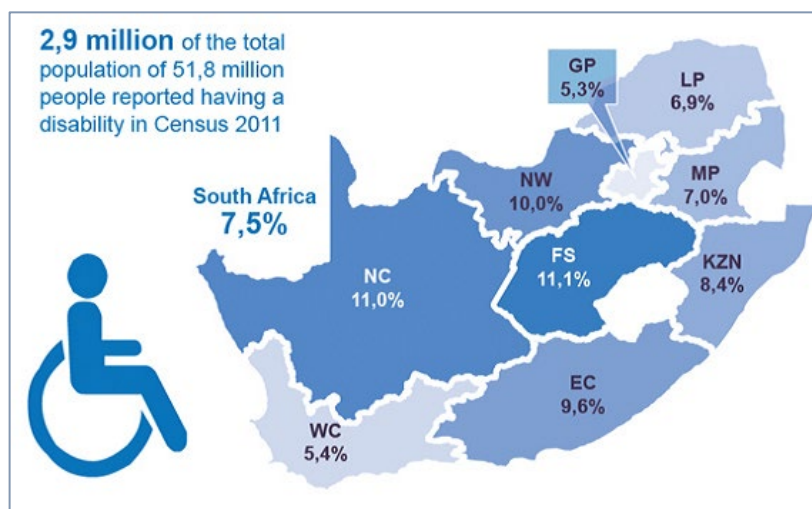
3.13 GROWING NUMBER OF DISABILITY CONDITIONS IN SOUTH AFRICA

The paragraph below provides an abridged version of the report by Statistics South Africa (2011), which shows the growth in disability and accordingly share some contrasting views from the existing evidence that addresses the issues of disability grant disbursement. In relation to Luthuli (2021), the latest Statistics of South Africa (2011), publicized a comprehensive report that was on the paraplegic persons of South Africa. This report encapsulates an academic text which was extracted from the Census 2011. Certain paragraphs of this document have a detailed analysis that is derived from many other disability variables such as age, sex, education and so forth. In furtherance, there are specific sections of this report which enumerate the statistical evidence that pertains to the widespread of disability, and the attributes on infirmities that relate to both individual and domestic extents.

In this report disability widespread is observed to be profiled using: 1) category A: disability widespread, and 2) category B: purposeful areas including seeing, hearing, communication, remembering/concentrating, walking and self-care. In agreement, Gabrielle (2019), indicates that the 2011 statistics focused on the extent of challenges in every disability functional domain as well as associated indicators as two evaluates that were created on the notion that they will

furnish an understanding of the attributes of citizenry with paraplegia. Corroborated evidence contained in this report further place the South African government as a state in a disability widespread crisis. For example, the national disability widespread was rated at an alarming 7.5%. Noticeably, these growing disability patterns combine with evidence on traceable fraudulent practices which is shown in the media. For an example, Luthuli (2020) argued that some of the social security system instruments allows for the fraudulent claimants and officers to use this system as a common good that is easily abused for self-enrichment.

Figure 3.10: Disability status across south Africa



Source: Stats SA (2022)

As it stands, the same 2011 report exonerates 11% as several persons aged five years and older who depends on government because of their eyesight challenges. About 4.2% of those had reasoning challenges that pertained to memory or focus. A significant 3.6% were challenged by issues that pertains to hearing, while a meagre 2% were considered citizens who struggled with communication, self-care, and walking. As mentioned by Gabrielle (2019), the persons with live severe disability cannot access the labour market, which subsequently create the state of dependence on government. Further, the burgeoning evidence of this report revealed that, the households that were headed by persons with disabilities had little access to basic services as opposed to the households that were headed by persons who do not have disabilities.

3.14 DISABILITY STRATEGIC PLAN, SITUATIONAL POLICY ANALYSIS, CHALLENGES AND SOCIAL SECURITY CRITIQUE

As per the suggestion of Vaughan and Super (2019), it is important for process-oriented studies to provide narratives with theoretical reflections as this approach helps the researcher to clearly examine the relationship that exist between the phenomenon such as disability problems in this regard in relation to developed organisational supporting strategies. Hence, the paragraphs hereinafter first provide for the understanding of the SASSA Strategic Plans (2020-2025), unpacks corroborated evidence on the issues around SASSA internal control instruments, methods of payment, Fraud, corruption, and inefficiency, increasing claims in social grants, social grant as a poverty alleviation strategy, difficulties in accessing social grants, disability grant views, the growing disability conditions in South Africa and so on (Rabie and Ndevu, 2021).

3.14.1 Understanding the SASSA Strategic Plan of 2020-2025

There exists a considerable body of literature on SASSA Strategic Plan 2020-2025. One method employed by the South African Social Security Agency (SASSA) recently presented its Strategic Plan for 2020 – 2025 as this agency’s Medium Term Strategic Framework (MTSF) period (SASSA, 2021). The creation of this framework is aimed at aligning with the SASSA schedule 3A, which is a section that place this agency as a Public Entity that is recognized in terms of an Act of Parliament (SASSA Act No. 9 of 2004), thereby charging this agency with a responsibility of implementing a constitutional state mandate by supporting the South Africans who do not have means to support themselves and their dependents. Surprisingly, as mentioned in the article by Andrea Chothia, the evidence revealed that the Democratic Alliance (DA) had accused SASSA of having strategies that are not credible enough to accommodate the needs of their beneficiaries and even perceived SASSA implements disordered. The policy at its heart is supposed to reduce poverty and inequality.

It is important to mention that, the development of SASSA Strategic Plan (2020-2025) is aground on addressing the issues growing poverty concerns such as those stated in the SASSA Annual Review Report (2019), which showed that: although there has been numerous government programmes that have somewhat managed to cushion the significant number of

destitute South Africans against the overwhelming effects of poverty, but the levels of poverty continued to devastate citizens, and such plight was observed to be inconsistent with the government pronounced vision and sustainability goals. For an example, the percentage of poverty levels had dropped during the period 2006 to 2011 and started to climb up again between the period 2011 and 2015, at 25.2% (Statssa, 2011). Again, the corroborated evidence provided in the sections of the SASSA Strategic Plan (2020-2025) further reveals that the development of this framework is an attempt for supporting the National Development Plan (NDP), which has set a vision for 2030-comprising with the plans that necessitates for complete poverty eradication from a significant 39% of citizenry who live under the terms of hand-to-mouth existence, as documented in section R419 (reference to 2009 prices) into reducing the percentage by nil in 2030.

The ultimate purpose for the creation of this framework is to ensure that SASSA recognises its charge assigned to the agency by working towards supporting the role to social protection by ensuring that no citizen slips into living below the poverty line. The purpose of this study was to improve the administration of disability grants in South Africa's social security agency, therefore; it remained imperative to consider SASSA Strategic Plans (2020/2025) as this framework helped the researcher to determine if the actual plans of the agency were practiced accurately in the implementation, which thereafter informed the recommendation forwarded in the last chapter.

3.15 SASSA SITUATIONAL POLICY ANALYSIS

The paragraphs below present the situational analysis policy measures that are contained in the SASSA strategic plans from the year 2020-2025. The ultimate purpose of the section is to provide for the actual plans in contrast to reality of disbursing disability grants. The plan is presented in two folds, namely: 1) External environment, and 2) Internal environment analysis.

3.15.1 External environment analysis

Through the Strategic Plan for 2020 to 2025 SASSA has committed itself into providing solutions for addressing poverty and connected social ills. Plans are in cognisance with the state population that has grown from 58.8 million in July 2018 to a significant 57.73 million in July 2019. Relative to SASSA (2021), the implications on social security demand and

development are especially noticed in the KwaZulu-Natal and Gauteng, which these are the provinces investigated by this inquiry. The KZN and Gauteng province have been placed as major sharers of the SA country population by way of estimates. Again, an inter-provincial and global immigration patterns have a notable impact towards the provincial population numbers and structures in South Africa. For instance, the SASSA Annual Report (2021), demonstrates that during the period 2016 to 2021, Gauteng and Western Cape (also this study case) are likely to get the largest inflow of migrants of 1.6 million, which is slightly below 500 000 per province.

Inevitably, such statistics point to the demand for social assistance in the two provinces, thereby creating the possibility of fast paced increase than previously experienced. It must be borne in mind that, proportional to SASSA (2021), about 31% of the South Africa's population hinge on the social assistance programmes to provide for their basic needs. An importance of statistics that shows an upward inclination in poverty, by means of the number of citizenries who live below the food poverty line, which constitute about 25% of the population, cannot be overstated. It remains imperative to consider that, the increase in poverty goes together with the heightened levels of South African unemployment, which place more disability grant demand on government.

3.15.2 Internal environmental analysis

Corresponding to SASSA (2021), this agency is charged with a responsibility administering social assistance as per the provisions made in the Social Assistance Act 2004 (Act 13 of 2004). In response to this duty, the SASSA main aim has been geared towards the management of the social assistance programmes as initiatives that receives financial support from the government. As mentioned in 3.4.1, SASSA provides various types of social assistance, namely: old age pension, Child support grant, Care dependency grant, foster care grant, Grant-in-aid, and respectively the Disability grant which is the focus of this study. The right course of action of the agency also provides the Social Relief of Distress Grant that is used as a temporary social assistance measure of up to a maximum of 6 months after the social workers have assessed and realised the situations of destitution and hardships of that citizenry.

The interesting fact that came out certain evidence is, conforming to Kelly (2019), the SASSA fraternity realised that during the period April 2014 until the late December 2019, the over-all number of social grants had grown from a considerable 16 642 643 up to a significant 18 138 552. And among the social grants that led to this heightened growth in numbers were the disability grants that appeared as one of the grants which has made the government to focus on shifting attention to the mannerism in which this grant must be disbursed. Unquestionably, the evidence of this nature places the inappropriate disbursement of disability grants as a major cause for heightened demand that has become another government crisis, therefore; requiring the government to come up with more meticulous strategies for improving the administration of grant disbursement as instruments that will eliminate the issues that undermine the effective administration of grants at SASSA, including disability grants.

3.16 THE INFLUENCE OF DISABILITY ON SOCIAL PROTECTION IN SOUTH AFRICA

South Africa is amongst the most differing countries in the world. Kidd, Wapling, Athias and Tran (2018), discovered that quite a significant percentage of this country's population live below the poverty line. In agreement, in accordance with SASSA (2021), about 35% of the South African population is dependent on a meagre R.32 (US\$.50) per day to survive while the remaining 65% lives on less than R.64 (US\$5.00) per day. Although Statssa (2011), regards South Africa as one of the capitalists for social protection in Africa that have developed many important strategies which involves a few persons with disabilities in the national social protection system, but some of the disability issues such as the growing number of paraplegic persons remain unchanged. Over the intervening years the policy has not yielded positive results.

3.16.1 Current population of persons with disability

The SASSA Factsheet (2021) shows that about 3.5% of the South African population live with severe practicable conditions, whereas a significant 12.3 % appear to live some form of moderate disability conditions. In addition, according to Statssa (2011), more than 28% of household (s) care for at least one family member who live with a moderate disability, while another 9.5% of household (s) care for family members with severe disabilities. Clearly, such

numbers place a huge burden on government demand as shown in figure 3.9. In fact, the most affected age groups range between 50-64 years in absolute terms (Statsa, 2011). Nonetheless, this disability range differs significantly, as it mounts at 4% between the ages (10-14) years, and it increase to 53% in the ages of 85 years and older. According to (SASSA, 2021), most persons with disability range between the age (47) in comparison to the (34) years who are among the non-disabled.

3.17 PREDOMINANT LIFECYCLE BARRIERS ENCOUNTERED BY PERSONS WITH DISABILITY

Disability has an especially important role towards both the income and efficiency in South Africa. Thus, this is supported by the terms of the SASSA Annual Report (2020/21), which shows that the state losses an average of about US\$4, 798 in earnings per adult living with severe disability or anxiety disorder per annum, which is almost half of the Gross Domestic Product (GPD) per capita that adds up to a significant US\$3.6 billion aggregate of the national level. Gabrielle (2019) also revealed that, households who has members who live with severe disability are susceptible to poverty gap when compared to those without any disability conditions-about 19.1% compared to 13.8% in absolute terms. What is more is, gender and ethnicity have an important effect towards household's income, especially the persons with severe disabilities.

In agreement, according to Luthuli (2020), the households that are controlled by women with a member who has severe disability conditions tend to have lowermost average monthly income per capita or pre- and post-transfer of somewhat group. In addition, households headed by African or blacks who care for members with severe disability have an income of about R.905 per month pre-transfers when matched to the R.6,473 per month pre-transfer that is used to maintain White headed households with no disabled members. It is important to note that unless policies are supposed to be catalytic in nature, they are likely to defect.

- Difficulties in accessing social grant

The rate at which the issues that undermines the effective administration of disability grant are going demands for the different governments to improve their existing frameworks as a modern

way of improving the social grant disbursement methods. Quite a significant amount of corroborated evidence places SASSA disability grant disbursement mechanisms as instruments that are mounted with infringement, degrade and public shame. Many researchers such as Delany and Jehoma (2016), Gabrielle (2019), Luthuli (2021), among other authors discovered that SASSA is confronted by a wide range of issues that pertains to client lack of awareness, unclear disability grants criteria, lack of infrastructure, delayed social grants payments, unresponsiveness caused by the disability grant application procedures, issues around absent evidence as proof that warrants for grant upkeep, the lack of policy indoctrination to workforce, and countless other ambiguities that emanates from various policy misinterpretations. Clearly, these issues affect the social grant execution, and create many other hardships such as acquiring the supporting records for clients in other government departments who are service counterparts. The recent evidence hereunder agrees with the findings of the above scholars.

- Client lack of awareness

As stated in SA News (2021), the South African Social Security Agency (SASSA) in Mpumalanga has started to create social grant awareness campaigns at the Mbombela Taxi rank following various complains that pertains to the operations of this agency. Sekele (2017) further revealed that, as a strategy for creating awareness, SASSA has started to use radio stations such as Cape Talk 567 a.m. to pilot the new disability system that is aimed at rescuing the disabled who must queue for hours at SASSA service points in when they apply for a disability grant. In response to resolving this issue, SASSA announced that the agency is in the process of launching an online booking system that will be piloted in the Western Cape. The campaign objectives are to educate, help customers and grantees on the challenges they face with the social grants' services.

- Unclear disability grants criteria

In line with the Parliamentary Monitoring Group (PMG, 2021), the members found it confusing that SASSA procedure require disability grantees to appear in-person during covid-19 which is the period when everyone's health is considered a priority. The PGM Committee summoned the Department of Social Development and SASSA to give a report back on regarding their raised concerns that pertains to the capacity for medical reassessment, poor communication, the SASSA's inability to manage its client numbers, and the required details

of what this agency had planned as interventions for addressing these concerns. By the same breath, Kelly (2019) agrees that unclear disability grant guidelines exist as the Western Cape government had to address the issue of more than 12 000 disability grants that lapsed and could not be accounted for by SASSA.

Apparently, the affected grantees were under the impression that they are booked for assessments, and to their surprise SASSA later announced that about 12 695 disability grantees did not present themselves nor have applied for re-assessment since their social grants had lapsed in December 2020. Surprisingly, the Constitution of the Republic of South Africa provides that ‘everyone has the right to have access to social security including, appropriate social assistance for those who are unable to support themselves and their dependents. The State goes further into obligating the public entities into taking reasonable legislative and other measures that are within their available resources to achieve the progressive realisation of this right. It remains imperative that SASSA knows what their corporate values are.

- Complicated administrative procedures

On the authority of the Corruption Watch news article of the 22 March 2017, the Court stated that SASSA and Cash Paymaster Services (CPS) were under a constitutional compulsion to safeguard the disbursement of social grants to grant grantees as of the 1 April 2017 while waiting for another corporation aside from CPS that is able to pay grants efficiently, which the court became very clear in saying that failure to do as ordered will mean SASSA continues to infringe upon the rights of grantees, which is to access social assistance as pronounced under section 27(1)(c) of the Constitution of the Republic of South Africa. Lately, consistent with SASSA (2021) mid-term report, this agency experienced payment delays for disability grants during the months of March and April, which the agency claimed was because of the transition in government financial years. Evidently, if the end of the financial year for government has many administrative responsibilities that are obligatory before any payments can be made to grantees, thereby leading to delayed client payments as claimed by this agency, it remains important to improve the administration of disability grant disbursement as envisaged by this inquiry.

- Inconducive working environment

The state of SASSA working environment is alleged to be unconducive. For an example, on the 22 July 2020 Senzeni Ngobeni of the Department of Social Development in Mpumalanga revealed that, this agency issued a public statement on the 22 July 2020 addressing grant beneficiaries that resides in Mbombela, and nearby areas that because of challenges experienced in the SASSA building, the services were going to be transferred to another SASSA building at 18 Ferreira Street, Nelspruit-which was a day before the actual pay date. Apparently, SASSA had issues that pertained to uncontrollable extreme cold air conditioning that was allegedly going to pose a risk of spreading winter associated diseases, and which the agency claimed to have been looking for better ways of rendering services, readiness and suitability for staff, beneficiaries, and clients.

- Disabling environment for clients

Luthuli (2020) sussed out the evidence that pertains to the disability grantees who are persons who live with epilepsy condition that often collapse in the sun at some of the SASSA pay points because the queues are longer, and there are no antechambers or designated waiting areas for disability grantees. Based on the nature of such glaring evidence mushrooming in the media, the importance of creating an enabling environment at SASSA cannot be overstated, especially because the mission of this agent require SASSA to be carried out as a service delivery agent.

- Delayed social grant payments

It stands to reason that various households depend on social grants to sustain their livelihoods (SASSA, 2021). But perspectives such as that of Andrea Chothia, the writer of the ‘News’ article dated 16 October 2020 are an exemplar of the expression of concerns that are placed towards the height of inefficiency that is observed at SASSA. The writer however reports on how SASSA chaos has even propelled to the blast that was initiated by the Democratic Alliance (DA), when this group took up the agency for what they regarded as months of inefficiency. During this period, DA accused SASSA of having strategies that are not laudable enough to cater for the needs of grantees, and perceived SASSA implementation instruments as chaotic, which emanated from this group observation that most beneficiaries had to wait for months on

end before they could find out if their applications were approved or not, whereas others did not even receive their social grants.

Gcaza (2014) also revealed that, the Post Office and the Postbank have failed to put in place a well-organized grant payment system including appropriate facilities for keeping grantees money safe. This practice is in violation of the Public Financial Management Act as an instrument that is supposed to enable accounting officers to manage public funds whilst they should also be held accountable for the financial resources they use. Evidence of this nature presents SASSA the lines of accountability to be unclear to allow for broad frameworks to yield best practices that managers can adopt or, where necessary, can adapt.

3.18 CRITIQUE OF THE NATIONAL SOCIAL SECURITY SYSTEM OF SOUTH AFRICA

The evolution of social security system of South Africa since the fall of apartheid has brought about a significant increase towards investments in taxation that is used to finance the social security schemes of this state (SASSA, 2021). Hence, the increase in tax investments forms part of the social security strategies that are aimed at addressing the key social risks faced across the lifecycle. The provisions encapsulated in the disability grant policy of SASSA pronounced that as much as social grants in South Africa are considered as rights, however they are directed to the citizenry drowned in poverty and access is controlled by a means test. Gabrielle (2019) posits that, social assistance schemes are aimed at ensuring that such government support function as it should, which therefore means that, the social grants should be provided to all eligible claimants whose income is below the means test margins, provided affidavits are also submitted. Clearly, the means test operates as some form of wealth scrutiny measure when one considers that the process does not try to classify the lowliest, nonetheless somewhat tries to disregard the well-off applicants.

As determined by SASSA Annual Report (2020), the South African Social Security disability system is aimed at tackling issues that pertains to disability during the social lifecycle stages, which includes paying for support provided by care givers as an additional benefit. It stands to reason that; the rights of the disabled group ought to access similar benefits that place them on

equal footing with other grantees. Surprisingly, an article written by Shakirah Thebus that was published on the 8 January 2021 reported that, the Cape Town-Disability rights advocacy groups and activists criticized the South African Social Security Agency (SASSA) for allegedly neglecting the disabled community in the heave whereby this group was uncertain as to whether they will receive their disability grant or not. The basis for this exclusion is questionable as the pronouncements made in the Social Assistance Act No 13 of 2004 claims that this piece of legislation is designed to be an instrument that legitimises government structures, thereby charging these institutions with a responsibility of ensuring that the service they provide is carefully monitored as they disburse social security grants.

3.19 CONCLUSION

Chapter three provided the global and South African perspectives regarding the administration of disability grants. The aim was to provide the reader with the scholarly views on how the South African Social Security Agency determines the disbursal of social security disability grants in the selected South African provinces. Certain parts of the evidence provided the critical analysis of the policies which guide the disbursal of social security disability grants in South Africa. Other evidence pertained to the disbursal practices of disability grants of South Africa. Finally, the study established the disparities that existed between policy and praxis when disbursing social security grants globally to determine what are the underlying causes of the alleged disparities noticed in the disability grant policy and praxis.

CHAPTER 4

THEORIES SUPPORTING THE STUDY: CRITICAL THEORY AND THEORY OF CHANGE (ToC)

4.1 INTRODUCTION

A theory is a belief or a structure of conceptions that is utilized to interpret a phenomenon or an existing situation undergoing scrutiny. Like a paradigm it is a miscellany of perceptions that have been methodized into a rational fashion that can be utilised to critically explain a philosophical experience. The selected theories and models delved into hereinafter have been placed as precepts that are pertinent to the research problem as well as questions that this inquiry is set out to answer. They were examined because they give a set of criteria or a state of values in relation to which a determination can be made. Theories in question were derived from literature read by the researcher as suggested by Grant and Osanloo (2016), when they unpacked the importance of understanding, selecting, and integrating correct theories into your study as they become the inquiry blueprint.

These instruments further described an angle of the researcher in understanding the South African Social Security Agencies and the strong ties between them, their satellite service centres and the environment of this directorate in general. Theories and models also inscribed to a wider understanding of the important issues of this inquiry which evaluated grant disbursal instrument rationality within the multifarious and admeasured service centres of SASSA. This inquiry is carried out within the theory that, the South African Social Security Agency is a multifarious establishment with innumerable integral parts that operate in a reciprocally beneficial manner, which is regardless of the emplacement and governorship.

Wilkins, Neri and Lean (2019) posits that, the researchers are allowed to take an existing theory, modify it to create an original contribution. Hence this study, as part of continuously creating or postulating an original contribution, the study took two existing theories (Critical theory and Theory of Change), modified, and intertwined them to one another, which was also the case in the concluding chapter. Social grant activities are unachievable without proper administration instruments as much as it is inessential to have proper administration

instruments if there are no social grant activities. Widely separated social security agencies with satellite service centres are complex formations that are amalgamated through their co-dependence state of the traditional functions, direction, policy, system, and values. In Zaynalov (2020) view, social security disbursement instruments should be premised on realising disabled person's rights through the adequate provisioning of social grant and essential services, whilst providing access to services should a responsibility of every public servant that is employed in social security setting irrespective of whether they are developers or supporters of the policy.

Social security agencies are prone to change because of their relationship to the entire social security service space. Educated ideas, technology and praxis grow and broadens, and while the social security agencies are still trying to figure out these new developments, the world introduce more innovatory ones that begins to make a better impression, which then subsequently drives the old ones out. As an inherent part and parcel that pervades the administrative role of every successful organisation, change is of a particular importance to social security agencies as entities that people live dependent upon (Palmer and Dunford, 2008).

As a compensation for this requirement, social security agencies are continuously changing in quest of stasis, capability, and the efficacious methods in the course of service delivery value chain, which is in the wake of social security institutional remodelled change. Social security agencies as entities of social well beings cannot abdicate their responsibilities while the entire global space is racing forward. Their grant administration instruments need to improve and adjust as the world of social security measures do so. It is important to understand that, as agencies adjust to newer plans the more complex, they become, which then means institutional plans also need to be more focused. As the evolution takes place towards adapting into new measures that will help establishment to function optimally, normally this is when the agencies tumble upon greater challenges. Remediating such challenges is important because it give growth to agency diversified scope, and the other stages of proficiency as illustrated in Table 4.1.

4.2 THEORETICAL FRAMEWORK

This inquiry is placed within the change and critical theories in the social security field. It also observes the reality that, social security as disbursement agencies is exposed to the generic environment domination. This passage examines the theories that have been recognised as futuristic conducts or fabrics for remedying the difficulty being addressed by the inquiry in addition to what sparked the interest of this inquiry. As stated above, the assumed theories involve critical theory and the Theory of Change (ToC), in a social security context, using more inclusive and accountable societies, relationships, human capital, financial resources and the information model that is within the disability grant disbursement sector.

The choice of selected theories was informed by the fact that these theories had more concepts that are tailor made to the study, which enabled the researcher to grasp more in-depth understanding of the research problem, although there were more other theories such as institutional theory that addressed issues of policy, rules, cultures, norms and values that was previously used by Luthuli (2020), and the street-level-bureaucracy that focuses on the role of routines, work groups, and team learning that was used by Gabrielle (2019), among other theories.

4.2.1 Critical and change theories

Critical and change theories were explained in chapter 1 as a recurring characteristic or a common thread that clenches the entire social disability grant fraternity, and its grant disbursement business to the strategic intents of the agency, which is realised through devoting the entire workforce as well as the whole agency functioning to an equally extending direction. First, the researcher presents the importance features of Critical theory in relation to this study. Second, the study projects its emphasis of the role that Change theory ought to play at SASSA as the agency adjust or prepares itself for disability grant improvement.

4.2.1.1 Critical theory

Fuchs (2021) explains critical theory as a liberating instrument that addresses the important extents relating to human emancipation. Therefore, this theory acts as a liberating ingredient

that works towards creating a world which satisfies the needs and powers of human beings by being explanatory, practical, and normative. This means that, its concepts explain what is wrong with the current social security grant reality, points out the role players that which should change the situation, not only by pronouncing clear norms for criticism, nonetheless by also offering the achievable practical goals for the social transformation of the organisation. Critique and change responsibilities are inseparable elements of organisational improvement and separating the two is not only likely to lead the strategy to underperformance, nevertheless; it is also unrealistic. Here below the researcher presents the context in which the study views Critical theory.

Critical analysis theories

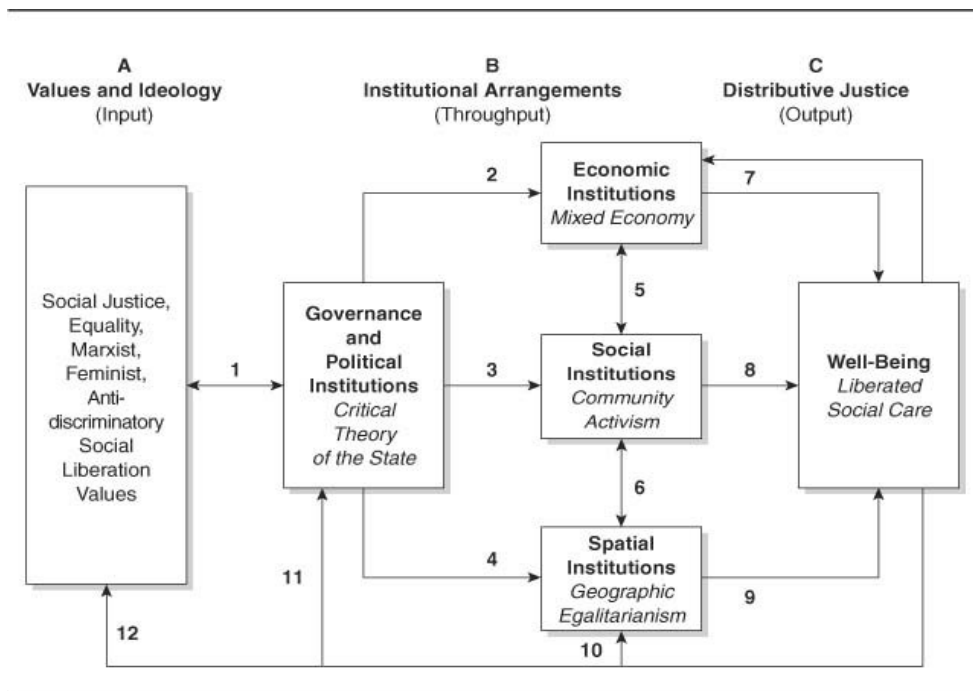
Critical theory, as explained by Guess (1981), tags at the heartstrings of the rational approaches that are used to define organisational culture, and especially more that of the frameworks which has to do with the social, historical, ethical services and the structures used to improve organisational policy performance. As suggested by Reddy (2016), and to enhance greater visibility of SASSA service delivery, incorporating critical theory in this study was very important in that it is through this philosophical experience that the organisations can understand how their internal communication processes used that oppress organisational service delivery systems.

It is then correct to say that this critical approach helps organisations to provide better ways of fostering the optimistic social changes as suggested by (Adams and Larrinaga-González, 2007). The knowledge of this nature is particularly important for organisations such as SASSA whose mission is to improve any trail of grant policy disruptions that are lamented to in the media by addressing the challenges that pertains to the agency communication contexts. The approach set the policy on path when it comes to matters of looking for alternatives ways to those that form part of the overbearing that affects the effective and efficient internal communication system.

4.2.1.2 Critical approaches towards improving SASSA disability grant policy

As a matter of vital importance, the SASSA require to critique its own internal disability grant policy operations. Hence, this study paragraph deemed it fit to present a critical theory social policy model in response to how the agency can improve its administration in the process of the disability grant disbursement, which also forms part of this agency’s value chain.

Figure 4.1: Critical social policy model (Adapted from Iatridis, 2021)



The critical theory social policy model implies some form of policy analysis and debate, whether on social policy issues, developed understanding of welfare from socialist, feminist, anti-racist or radical perspectives. The starting point of this PhD is that no social security agency or its service centre thereof can operate optimally, effectively, and efficiently without policy improvement that come in a form of organisational change management models as illustrated in Table 4.1.

The critical theory social policy model then delivers the innovative structures for creating basic social policy choices, which can be applied in explicit occurrences i.e., addressing the SASSA DG policy issues that pertains to social welfare policy analysis. This model is especially important in that it avails a wide range of choices through frameworks which helps the

organisations to understand beliefs about i) human nature, and ii) the nature of their organisational society. This is to say, the model is placed as an intelligent structure that can help the SASSA policy analyst to place emphasis on the policy when they foster this agency's social or political interactions. This model then becomes one of the concrete empirical contents that is derived from the critical theorist's account and is aimed at helping SASSA to deal with the agency's social and communicative actions that are geared towards improving the organisation's policy performance.

Through policy improvement measures, an important task lies ahead of SASSA to implement policy future structures that stands up for the rule of law. Service centres which may be dispersed in the far-flung Regions of SASSA headquarters could be situated within the atmospheres that require the agency to direct the attention to the challenges that are different to those that the national office is focusing on. Also in this event, the national office still has a role to call up the most effective and efficient disbursement measures in response to the anticipated improvement measures, and SASSA local service centres still must be spoken for at the strategic level decisions of the agency. To point out a sequence, hereunder the researcher discusses the input, throughput and outputs features that underpins the study adapted from Critical theory.

1) Values and ideology: input

Tyson (2014) posits that, the ultimate purpose of "critical theory" dwells on shedding some form of light to affected parties regarding an ideology that is somehow incorrectly advocating for social or economic wrong-to place it as some form of belief-and that being the case, to come up with a plan of ending that wrong. And for as much as, a critical theory intends to deliver some sort of explanation around the social and economic life that by its very nature is liberating individuals come to realise that the injustices they are facing as aggrieveds they can be somewhat unbound from it. This PhD study, as a measure that promotes policy sustainability through improving SASSA disbursement processes, used critical theory concepts that are depicted in Figure 4.3 to exonerate how the agency can change some of its possibly oppressive beliefs into emancipatory social and economic beliefs.

i. Social justice

Novak (2000) is of the opinion that “social justice”, as first pronounced by social priest (Luigi Taparelli d’Azeglio) in 1940, is a philosophical view which ensures that everyone in a society is treated equally- provided they deserve of this treatment i.e., their deserving state falls within the ambit of the country law (s). As an international right, social justice ensures that the whole world gets equal access to economic, political, and social rights, while they also have equal access to available opportunities. With this theoretical approach to a lifecycle, socialists believe they can provide an open-door access as well as ensure that the opportunities are granted to all, especially the most vulnerable that is in greatest need.

For an example, the disabled group in need of disability grants to survive. Once equality, justice and opportunities have been afforded to everyone, the SASSA service delivery improvement journey can begin, and all affected parties will know what their rights are and what their role is in the envisaged agency change or improvement. If justice is visible enough to all and it matches with the agency employee/client needs if not their individual interests, all these parties as key role players that should be involved in implementation of desired agency change can lessen their own interests for the good of the agency. Without visible justice and consideration of employee/clients’ needs, even the supportive and committed role players may be of a mind to change the agency service delivery improvement goals into their own individual interests.

ii. Equality

Powell (1995) understands equality to be the state of being on equal footing, particularly, in status, rights and opportunities. The attributions of equality as demonstrated in Figure 4.1 are in line with and supports the diverse categories of equity, which is linked to political, social, legal, natural, and economic equality. It pays particular attention to issues that pertains to societal change, non-bias, fairness, justice, rights, and improvement being central to all SASSA functions of even the dispersed service centres.

Equality promotes loose coupling to allow for the sorting of social differences, while staying close to the individual equal opportunities, recognising protected historic differences such as race, disability, and sexual orientation that previously experienced severe discrimination. If the SASSA clients and staff is to be biased towards service delivery improvement, the policy

developers have got to provide some form of strategic plans that will safeguard the envisaged organisational change and help the agency to address its key policy aims and set values.

iii. Marxist

Blackledge (2013), the founder of this theory, pronounced 'Marxist' as a framework which guides the regulations of the state, as the state is regarded as an institution which oversees to other complex organisations. This theoretical framework therefore dwells in interpreting issues of forcible coercion that exists in special agencies which serve the societies by helping them to maintain the governance structures as envisaged by their ruling class, whilst also safeguarding the existing mechanisms for improving the organisational goods and services. Improvement is something that organisations should strive for. With the passage of time, disbursement systems change, and redundancy start to surface as well. It is not always possible to pass on these system changes to employees and clients as they are sometimes resistant to change. Hence, the disbursement process improvement plans must occur in social security agencies if they wish to keep up with the fast-paced social security modern evolution.

iv. Feminist

If change or improvement is anything to go by at SASSA, the agency ought to adopt a careful feminist approach. As demonstrated in the importance highlighted by Ferguson (2017), organisations such as SASSA cannot start to address the issues of service delivery improvement without tackling the issues that pertains to the conversion of extension of feminism into a theoretic, imagined, or philosophical discourse. This is simply because the feminist theory can help SASSA to understand the nature of their client and workforce gender inequalities as they examine the agency social roles, experiences, interests, chores, and feminist politics in several fields that are related to the nature of planned service delivery improvement. Inter-alia, the agency may be looking at what are the issues that are faced by disabled grantees who are women as opposed to those who are men, which has a financial impact on their social grants' sufficiency. In this way, the agency will not only be able to enforce its anti-discriminatory measures on the disability grant policy, nevertheless the agency will be able to identify its shortfalls curbing gender equity thereby affecting the agency social liberation values.

2) Institutional arrangement: throughput

SASSA strategic plans place the agency as an institution whose throughput is measured through the enforced rules that provides some form of social structure between the agency and its society i.e., responsibility is demonstrated through laws, regulations, enforcement, agreements and through the implementation of procedures. This approach agrees with the suggestions of Hollingsworth and Boyer (1997), who posits that the institutional arrangements should envisage the delegation, distribution, or the sharing of power as these promote growth that comes in a form of managed decision-making, and through the implementation of organisational authority.

In furtherance, the National Institutional Arrangements (NIA) for Geospatial Information Management (GIM), views the institutional arrangement process as a wide range of formal and informal cooperation structures that the organisation put in place to provide support, and also to link its public organisation systems to relative private institutions as other role players who help them to fulfil their mandate. For an example, the SASSA has developed a Public Private Partnership (PPP) with the 'Cash Payment Services' (CPS), which is an outsourced company whose responsibility is to pay grantees. The arrangement cannot exclude a critical consideration of legal, organisational as well as the productive frameworks which allows for maintainable administration of the critical information, its creation, how it will be updated and disseminated to affected parties.

Its creation should enable the organisation to deliver authoritative, dependable, and viable stakeholder information base for all the users. This is also supported by the United Nations Development Programme (UNDP, 2021), when the body expresses the importance of how organisations should use their institutional arrangement plans to enforce organisational policies, systems, and processes, as this helps them to legislate, plan and manage their activities efficiently and effectively. Arrangements of this nature are designed so that public organisations can coordinate their functions with others as they fulfil their organisational mandate.

During this process, the SASSA can consider issues of governance and political institution by looking at the critical theory of the state, consider their economic institution as they look at mixed economy, investigate the agency's social institution, which looks within the lens of

community activism, and arrange their spatial institution by paying particular attention to the agency's geographic egalitarianism as discussed below:

A. Governance and political institution-critical theory of the state

Lamsal and Gupta (2022) describe how the public institutions that support prompt service delivery should behave. The ability of the government to improve entities such as SASSA is therefore a critical contributing factor that can demonstrate how the clients and employees will also behave in their respective capacities, while this also spells out how well this agency will function. This efficacious setting up of SASSA is habitually alluded to as "good governance." As an improvement measure, such good governance can help the organisational policy developers and implementers to relook policy creation, protection, enforcement of employee and grantee rights, without which the realisation for agency strategic goals is limited. This approach can include the provisioning of more sound regulatory administration measures that will work with the world's new social security developments to promote improved service delivery when social grants are disbursed. As an agency whose strategic intents are keen on change, the improvement plans ought to ascertain how the agency will develop its macroeconomic policies to create a stable environment that will allow for improved service delivery activity.

This means the absence of corruption, fraud and inefficiency that subverts the agency set goals of policy and undermines the legitimacy of SASSA as an entity that supports the rights of both employees and clients. In this way, the agency can clearly demonstrate, through effective and efficient policy instruments, its matters for growth and poverty reduction. The SASSA cannot provide improved grant services without having the power to implement the disbursement mechanisms that will convince both staff and clients to change for the good.

B. Economic institution-mixed economy theories

McGann (2022) understands mixed economy to be a system that merge both the ingredients of capitalism and socialism. It is an economic aspect that seeks to preserve private material goods and services. This is an important approach for SASSA as an organisation desiring policy change since the process somewhat provides the organisations with progressive levels of

economic liberation by looking into whether that entity is using its capital effectively and efficiently or not. Nonetheless, the process also provides various governments with support as they take part in the concerns of economic activities with the purpose to accomplish the desired organisational social aims. For any institution to achieve any positive change it needs to take care of its financial resources first.

The SASSA grant disbursement system is a major economic aspect of government that draws millions of Rands in the country, therefore; the agency can use economic theory to address its improvement or change assumptions that pertains to the agency economic plans set for optimal results. Moving the agency in this economic extending direction can eliminate many possible limitations that sometimes occur because of many demands in activity, class of goods or services that are needed during the process of organisational change.

C. Social institution-community activism theories

Biddle and Mitra (2021) conclude that, social institution entails a group of people who jointly work together for a common purpose. Institutions become an integral part towards maintaining social order of a particular society, thereby governing respective behaviours as well as expectations of the affected people. Community activism, according to Short (2020) is, in fact, the ways through which the persons, groups as well as governments work together to give rise to precise, usually fundamental, changes towards social, economic, environmental, cultural policies and practices.

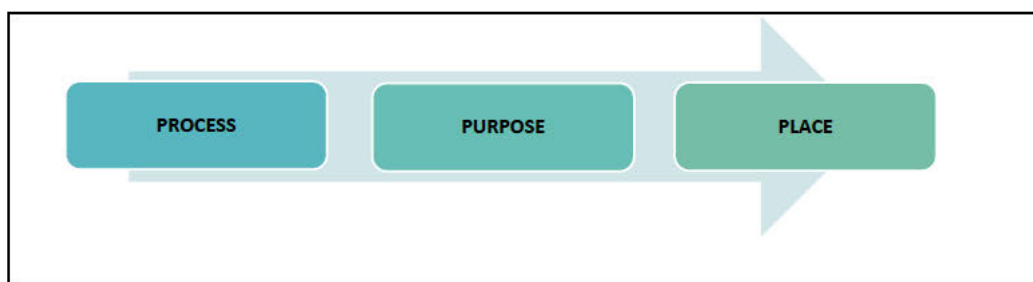
As universal entities, social institutions have the potential to provide organisations with social complexity measures such as specialisation, scope, formality, and organization that varies from time to time across the different organisational cultures. Social institutions are generally basic in nature and share a similar purpose everywhere. Social institutions, however, means different things to different establishments. Social security agencies are service delivery agents. As such social may mean the number and sizes of non-profit organisations that house the disabled and SASSA local service centres that serve the grantees, the number of grant beneficiaries, grant outputs, skilled workforce, augmented proportions of grant disbursement rates and so forth. The spatial institution by means of geographic egalitarianism that follows focuses on how organisations recognize and organize their geographic space while making sure that all people are equal, hence they deserve equal rights and opportunities.

D. Spatial institution-geographic egalitarianism theories

Figure 4.2 displays the SASSA Nationwide Organisation which can be improved by means of spatial institution that use the geographic egalitarianism to organise institution's geographic space as they grow, and as mentioned above make sure that all the people are treated equally. As discussed earlier in 4.2.1.4 in the theory of planned behaviour, the SASSA Regional and service centres play an important role in implementing the change planned by the agency. As institutions grow, it is important for them to identify the relationship that exists between geography and creation, as this will guide them as how the space can used as suggested by Glückler, Suddaby, Lenz (2018); and this strategic move enable the institutions to clearly demonstrate their creativity role, as pronounced by Meusburger, Werlen and Suarsana (2017), who reveals that this direction enhance the culture, power, networks, science and the processes used to cultivate organisation, which is all aimed at understanding how the social process of knowing unfolds in that particular space.

The policy developers of SASSA will try and find ways of dealing with the issues of geographical and equality change, and as they do so the agency will improve its disability grant policy disbursement mechanisms in one or more ways as described in the purpose-process-place framework in Figure 2.

Figure 4. 2: Spatial arrangement adjacency framework (Adapted from Duffy, 2011)



These spatial arrangements and adjacencies are important for SASSA change agents as they can deploy these mechanisms in a way that will align the working practices (processes) to contribute to enhancing the goals of the agency (purpose).

3) Distributive justice-output

Distributive justice exists in institutions to clearly demonstrate the meaning of ‘Just distribution of good’ among the members of the society (Sabbagn and Tornblom, 2016). SASSA can use this liberal theory as an improvement strategy for fairly allocating social disability grants to grantees whilst also ensuring that the workforce needs are addressed fairly. This is an important step for SASSA to take because the process allows for fair allocation of resources having considered the required number of services to be distributed, outlined the distributing procedure as well as adopt the patterns of distribution that can yield positive results. As important tenets of distributive justice, this agency can invoke equality, proportionality, and fairness to address the needs of both the staff and clients.

After all, the importance of justice goals dwells on assuring that the affected parties understand more about basic levels of services such as (providing grants to all the eligible applicants). In this way, the agency will be able to ensure that the applicants are granted an equal opportunity to acquire more improved services, while the process will also be giving the same type of treatment to all the SASSA local service centres. This can be done in respect of the five indicators of well-being theories that are discussed hereunder, which can help the agency to look at its Positive emotion, Engagement, Relationships, Meaning, Achievement, which is otherwise known as the (PERMA) strategy.

Well-being theories

Seligman (2018) consider well-being theory model considering the five critical elements that are used by organisations who wish to improve their settings, namely: Positive Emotion, Engagement, Relationships, Meaning, and Accomplishment (PERMA). In agreement,

Goodman, Disabato, Kashdan and Kaufmann (2017) also support the notion that, well-being theories tend to be subjective since they act as organisation’s final common path elements. PERMA model is especially important for SASSA in that the approach has facets which creates an enabling environment for organisations requiring improvement to increase their well-being by concentrating on developed organisational recipes of feeling good, living meaningfully, establishing supportive and friendly relationships, accomplishing goals as well as being fully

engaged with life, which this agency needs for its clients and workforce. PERMA model, can; however, be better understood as follows in a context of SASSA:

- Positive Emotion

As suggested by Tugade & Fredrickson (2004), SASSA can use this approach to ensure that the agency staff and grantees are able to explore, savor and integrate their positive emotions into daily life (as they visualize their future lives), which in turn improves their habitual thinking as well as their acting. It is of a particular importance to ensure SASSA stakeholder have positive emotions as the approach can help the agency to undo the harmful effects that draws from negative emotions, nevertheless it can also help the agency to promote the organisational resilience.

- Engagement

Through this practice, SASSA clients and staff are more likely to experience the flow when they practice their top character strengths. As per the research on engagement undertaken by Seligman, Steen, Park, and Peterson (2005), the individuals who are accustomed in using their strengths in novel ways every day every week tend to be happier and less depressed after six months. The improvement journey is a gradual and usually a long process, therefore; SASSA has a responsibility of keeping its customers happy as the process of change and improvement unfolds.

- Relationships

SASSA social environment is poised to being proactive and should play a critical role in preventing change that come from cognitive declines of the stakeholders, as it develops strong social networks which contributes to the agency's better physical health among clients and staff as recommended by (Siedlecki, Salthouse, Oishi, & Jeswani, 2014). SASSA has a goal of improving relationships with those they are closest to. Research has demonstrated that sharing good news or celebrating success fosters strong bonds and better relationships (Siedlecki et al., 2014). Additionally, responding enthusiastically to others, particularly in close or intimate relationships, increases intimacy, wellbeing, and satisfaction.

- Meaning

SASSA's organisational change can be grounded on an intrinsic human quality that will help stakeholders to search for their meaning in the organisation, whilst also sensitizing them on the sense of value and worth they have with the agency. As discussed by Seligman (2012), giving stakeholders a meaning reminds them of their sense of belonging, and/or that serving is something greater than themselves, nevertheless it is meant to improve the organisation. This approach can help SASSA stakeholders determine their purpose in the agency as they will be focusing on what is important in the face of significant challenge or difficulty.

It is important to understand that having meaning or purpose in life cannot be the same for all. Equally, the SASSA stakeholder meaning can be aground on both profession (employees) and society (stakeholders or clients) since the agency is about developing community social needs. The agency can benefit greatly from this method since it shows that a sense of meaning is guided by personal values. It further proves that individuals driven by a purpose in life have proved to live longer, whilst they also reap greater life satisfaction and have fewer health problems as described by (Kashdan, Mishra, Breen, & Froh, 2009).

- Accomplishment

SASSA's sense of accomplishment should be aground on positive results as they work towards achieving their organisational goals. It stands to reason that the process of improvement would have mastered the agency's endeavor, therefore, self-motivation measures are expected to be in place to finish what the agency is set out to do. In this way, the agency can contribute to its well-being since stakeholders will be able to look at their lives with a sense of pride as recommended by (Seligman, 2012). SASSA cannot be set to accomplish goals if the agency has excluded the concepts of perseverance, which should be driven by the passion to achieve organisational goals.

The agency can only flourish if its wellbeing comes through the accomplishment that is tied to striving in the instruments that are geared towards an internal motivation. After all, organisations should work towards achieving their set goals just for the sake of change and improvement (Quinn, 2018). No organisation can achieve its intrinsic goals (such as improvement and change) that leads to larger gains if the set instruments that are meant for the wellbeing of that establishment did not consider the external goals such as money or reputation

(Seligman, 2013). SASSA, therefore, cannot operate in isolation. It needs to align itself with the external goals set at its national office or headquarters.

- Liberated social care

SASSA's social care stance is clear that the agency exists to take care of the social welfare of the society. This cannot take place in a social care vacuum. This agency's role, according to SASSA (2021), dwells on providing a diversified scope of social services. This includes services such as advocacy, community activities and engagement, day/drop-in centres, ensuring that homes are adapted and accessible, financial support, personal care, providing information and advice, residential care, specialist equipment, support for carers as well as supported living. Liberated care in a case of SASSA, as part of the local authorities, means the agency is charged with a responsibility to provide several non-medical services to support the social needs of individuals, especially the elderly, vulnerable or people with special needs, which is all aimed at improving their quality of life.

This study is aimed at improving the South African Social Security Agency's disability grant administration. Clearly, social care cannot be meaningful if the social intent of individuals does not help them to live their lives as fully and, ideally, as independently as possible. As discovered by this study, the SASSA's responsibility go beyond the operations outlined by this agency in its mission, nonetheless the agency also carries a mandate of ensuring that care homes such as (StGs, GPAPD and WCAPD), used in this study are also as liberated. This then means the agency must be able to assist the day care centres that help clients with activities of daily living such as (washing, dressing, feeding or assistance them with the use of toilet), meals-on-wheels, home care and assistance, homecare, and day-centre facilities.

The importance of taking care of the afore-mentioned needs cannot be overstated as the agency readjusts its liberated social care instruments for change and improvement to prevail.

4.2.2 CHANGE THEORY

Change theories has to do with awareness methods and creative exercises that are aimed at rationalizing the evolving reflective analysis and practices, which forms part of continuous

improvement in an organisation (O'cathain, 2019). Organisational strategists are appointed as policy developers because they have demonstrated the ability to improve organisations. Organisations cannot develop strategies that does not create the joint understanding of the initiatives and surface differences, which help the organisations to circumscribe and bridge the gaps that exists between the local and national level changes (Reinholz, 2020). Change is a process of organisational transformation and critical amounts of actions are required by the institutions to critique their own strategies.

Change, according to Parsons (1979), also connote to the strengthening of organisational focus, coherence and the effectiveness as organisations locates their rationales or measures of institutional success. Silva (2014) is of the opinion that, the ultimate purpose of change dwells on designing strong plans of action, providing clear lines of responsibility, empowering people to become more active and involved in a multi-stakeholder and collaborative experiential learning exercise, identifying the resources-checking them for adequacy, recognising the most appropriate clients, audiences, and partners including the sponsors to work and hold open conversations with, fostering collaborations between donors and avoiding duplication, communicating work more concisely with a common organisational language, supporting organizational development in line with the organisational core focus and priorities, building fruitful frameworks for monitoring, evaluating and pointing out the ineffective interventions.

This inquiry contends that, change at its best is dependent on a set of organisational circumstances, it involves moving from the existing state of balance to a new level of equilibrium, it is pervasive and responsive to environmental factors, and it is also a continuous process that have essential activities. Smith (2019) understands change to be a procedure in which a large business or association changes its working methods or aims to develop and deal with new situations. Change is therefore a measurement of improvement which allows organisations to grow by influencing policy instruments with more accurate procedures to achieve organisational goals, and this is done by empowering the workforce into understanding the policy, adhering to set of rules, and by adapting into an organisational culture. Hereinafter, are more theories that falls under Change which the researcher deemed fit for this inquiry as they were able to effectively address the primary solicitude that drove this inquiry.

🚩 Organizational change management theories

Avdeeva, Golovina and Polyaniin (2021), highlights the importance of modern management and business organizations realizing that everything around them keeps changing, starting from the rules of the game, the contributors, the measures of activities right up to the size of markets. It stands to reason that, changes experienced locally and globally as part of development affects different fields counting the executive and administrative, the technical and economic, social and public, informative and analytical.

Table 4.1: Organisational change management models

<ul style="list-style-type: none"> ▪ Step 1: Motivating change Motivating change has to do with preparing for change and developing mechanisms that will assist change recipients to deal with resistance to change.
<ul style="list-style-type: none"> ▪ Step 2: Creating a vision This phase entails leadership or pioneers of change to create instruments that explains ‘why’ such change is necessary and ‘what’ will be the future implications of this change.
<ul style="list-style-type: none"> ▪ Step 3: Developing political support The development of political support step is extra important in that pioneers of change are not only required to create instruments for political support, nonetheless they also expected to gain employee support as they form part of other instruments for implementing such desired change. Therefore, this approach further helps leaders to avoid individuals and groups from blocking envisioned changed.
<ul style="list-style-type: none"> ▪ Step 4: Managing the transition Institutional administrations need to develop an action plan for created change activities. It is the manager’s responsibility to give a direction on how the organisation will keep the workforce committed, including to develop working manuals that will guide the organisation during the implementation of planned change.
<ul style="list-style-type: none"> ▪ Step 5: Sustaining momentum Entails ensuring sufficient resources to administer change, putting support systems in place for agents of change, enhancing expertise and skills, strengthening innovative behaviours, remaining available to provide support until change process is complete.

Source: Cummings and Worley (2015)

Hence, the administrative decisions engaged by organizations under these spelled out conditions require more sound theoretical grounds to help them select the ways of addressing potential risks of their current and future economic effects.

Cummings and Worley (2015) supported this notion when they provided organisational change management models that looked within the lens of: a) motivating change, b) creating a vision, c) developing political support, d) managing the transition, and e) sustaining a momentum, which are explained in Table 4.1. Valentine, Willis, Metcalfe, Kunzli, Pinkston, Barratt and

Gbakinro (2020) reminds us that change must show how the instruments will be made effective, how it will happen in the short, medium, and long term to realize the envisioned impact. Therefore, the headquarters of SASSA as a strategic planning nerve centre should look at change as a helpful ingredient that will lead the agency into properly planning and evaluating their complex systems. Nevertheless, these changes can also take place when the establishment is handling its forthright projects.

Hence, the agency's designed instruments continuously change in response to its outward flows as the institution acquire new information that comes from its environmental dynamics. Weber, Pinggera, Torres and Reichert (2015), stresses on how the change of patterns when creating models can impose a more organized way of modelling such change. Weber et al. further posits that, as much as the process of modelling primitive change may encounter challenges, however it is equally crucial to understand that the institutional instruments that have been made simpler rarely face problems when it comes to created complex patterns. Change therefore means that, an institutional paradigm shift that can evolve gradually is the one structured in such a way that it makes it possible to alter its systems when more future changes come.

Holladay (2018) alludes to three kinds of change, namely: static change which has more to do with the institutions looking at their "before" and "after" of a change, while the dynamic change considers change as a predictable movement that is a measurable arc from one point in time or space to another, and the dynamical change looks at the ongoing, unpredictable and interdependence change.

Social security institutions, like other establishments are multifaceted, and they are recognised for the significant role they play which has to do with strengthening and adapting social protection systems into service delivery outputs (Behrendt, 2018; Nguyen, 2018), which Wen (2021), ascribes to key role playing in preventing and reducing poverty, as well as enhancing income security and limiting the issues of inequality. Social security agencies, as a disbursement system, has several corporate dynamics that are clustered together to provide for the social security agency's imbricated functions where discouraged clients and competing interests jostle for the effective and efficient social security administration.

This inquiry maintains that effective and efficient spatial patterns of social security administration can only be achieved if the agency's administrative management implements improved grant disbursement instruments. Sung and Kim (2021) claim that, the change management ingredients have a beneficial impact on inventive behaviour and governance innovation, while the process also allows for the responsible workforce to show case their innovative behaviours as they play a facilitating role between governance and institutional innovation. Be plausible that; institutional change is indispensable when it comes to accomplishing administrative improvement. Hence, this study highlighted the importance of ensuring that the factor of change includes the three significant dimensions, namely: management, participation, and communication, as these become the stimulus for inventive behaviour and structural innovation.

In quest of equality and non-discriminatory social services all primary goals of change management desire a successful implementation of new processes, client care and business strategies that will minimize the negative outcomes. Harport (2021) caution that the road to change is rife with challenges in that the businesses tend to encounter many difficulties that are related to technology change management plans. This means the organisational change management plans must ensure that their organizational instruments show readiness on how they will deal with snags in communication, should demonstrate how they will get the executive to buy-in, make sure that the plans address the issues of training quality, and have mechanisms for managing resistance, and be able to show how that change will optimize the organisational improvement plans.

Biswas (2020) stresses that change management variation standards could be ascribed to any form of change that will affect the financial reporting, operations or compliance, which requires the full control of the environmental systems that are used as key business activities, namely: 1) monitoring, 2) informing and communicating, 3) controlling activities such as reviews and reports, 4) administration of risk assessments, and 5) taking full control the environment through the use of passwords, user access and so forth. If some local service centres of the SASSA are not well represented at this agency's headquarters it will not be practical to properly monitor, inform and communicate with them regarding the issues they face in terms of

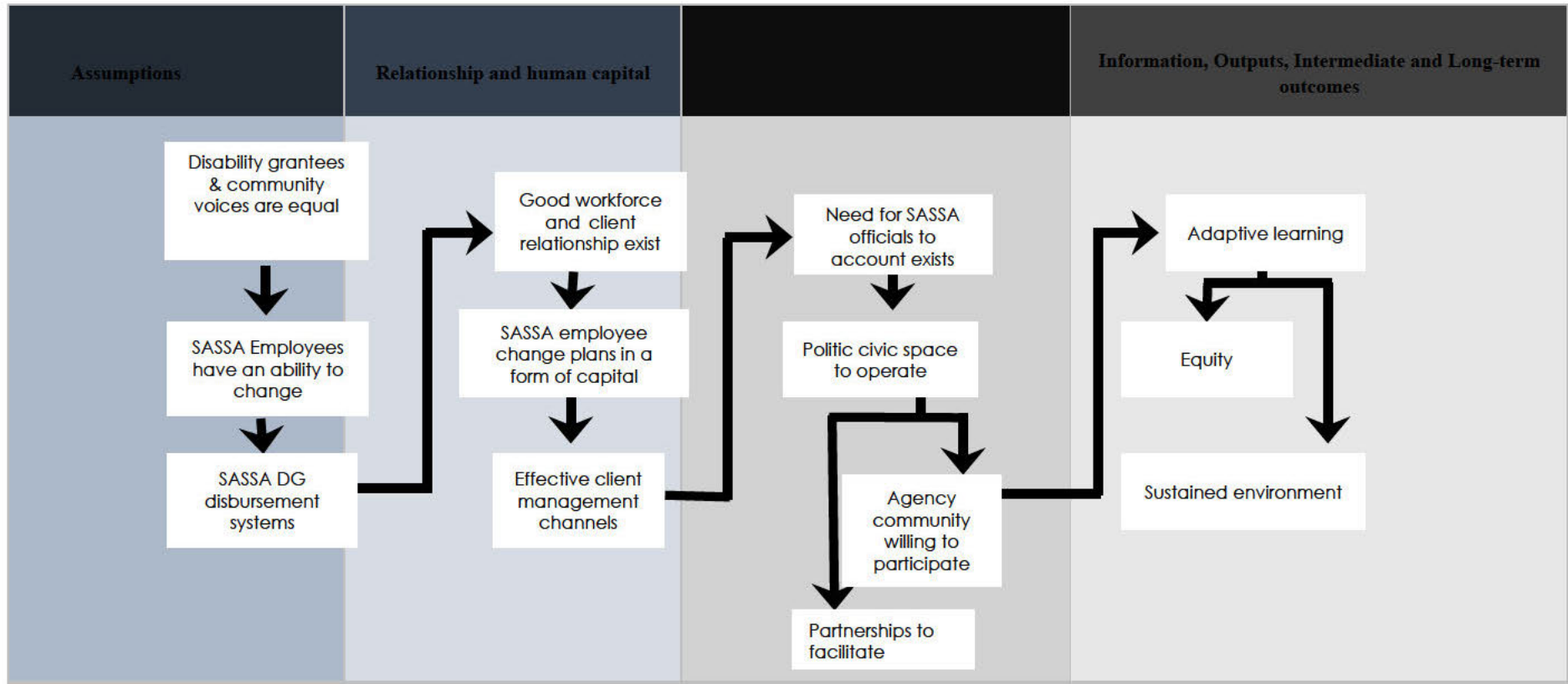
finances, operations, and compliance. It is very challenging to understand what is taking place or not taking place at these neglected local SASSA service centres because it means there is no one charged with a responsibility to expand the scope of the agency and stand for the vision, mission and the strategic change management plans that are desired by such service centres.

Wen (2021) stresses the importance of organisations ensuring that change programs begin with training their organizational counterparts on how particular change will impact the operations. During this phase, the funder informs the workforce about the outcomes of change, anticipated barriers of executing the change as well as the welfares it will deliver, particularly concerning the work setting improvements. To reskill and upskill, which is also part of ensuring best practices, adaptive learning becomes an important part of the business because it ensures that there are no shortages in certain critical roles that are needed by changing organisations (Joshbersin, 2020). PowerDMS (2020) explains that accountability of organisations is all about creating and holding employees to a shared belief by clearly outlining the organisation's mission and values. In furtherance, the author explains how important accountability is in places of work as it becomes an ingredient that makes sure that workers take responsibility for their actions- which can be understood as a way of promoting a culture of accountability. Sharma (2019) contends for the use of modularized change that can distinguish what are the peripheral integrands of the establishments that act as service centres, which can assist SASSA to navigate around the complications that come with changes and help to guide this organisation's role players when they adhering to and embracing change. Even then, change management theorists as stressed by Harrin (2021) should understand that the change process launched by institutions to improve their present performances should demonstrate how their plan will seize new opportunities, and address the key strategic issues. After all, change management processes are about the inclusion of plans, the use of projects and inventing new developmental initiatives. A wider understanding of this argument is captured and explained in the diagram labelled Figure4.3. If the SASSA and all its functions are observed in the matter of redefining long-term goals, mapping the agency backward to identify necessary preconditions, explaining new processes of change through outlining causal linkages in the agency initiatives, that is, shorter-term, intermediate, and longer-term outcomes, the improvement of disability grant administration would be seen as vital and strategic to the proper functioning of grant disbursement processes.

4.2.1.3 Adopting change as a health behaviour theory across the circulate SASSA service centres

Health behaviour theory is 1 of the 5 sub theories for change. Health, with respect to the health behaviour theory, allude to the philosophies that influence whether someone will take action to change their behaviour or not. As an integral part of change theory, health behaviour theory in a context of SASSA, can be better understood in respect of the Informatory plan (s) shown in Table 4.2. This interpretation of health is identical to the approaches used by institutional change agents when they determine what prevents a person from agreeing to be part of desired behaviour change in their organisational settings.

Figure 4.3: SASSA service centre (s) change management plan



Source: Self-generated by researcher

Table 4.2: Projected change in SASSA health behaviour theoretical plans

Condition	Informatory plan
<p>Supposed organisational threat SASSA employee and clients trusts they can be affected by the agency's envisioned change</p>	<p>SASSA change agents engage clients and employees with the information which discloses the (what is in it for me) 'WIIFM prince'.</p> <ul style="list-style-type: none"> ▪ The agency provides information based on individual client or employee's characteristic ▪ Help the individual client or employee understand their own risks for being resistant to change
<p>Supposed agency dysfunctionality Employees and clients understand that resistance to change has adverse consequences</p>	<ul style="list-style-type: none"> ▪ Change agents become more specific about the possible agency threats
<p>Supposed benefits The employees and clients believe demonstrated change can reduce the agency threats</p>	<ul style="list-style-type: none"> ▪ Help the employees and clients understand how, when, and where they can play their part ▪ Agents offering resources, training experiences, and responding as part of assisting the employees and clients understand how they can evade or lessen the agency threats
<p>Supposed obstacles SASSA employees and clients are made to understand the physical and mental cost of action anticipated in the process of change</p>	<ul style="list-style-type: none"> ▪ The agents address the sentimental issues during Informatory sessions, offer supports and provide help when needed ▪ Agents classifying the inducements for envisioned change (WIIFM) ▪ Recognize shared misunderstandings and resolve these during providing training experience
<p>Signals to action The agency employees and clients are self-conscious to issues that trigger their readiness to change</p>	<ul style="list-style-type: none"> ▪ Agents should encourage consciousness, persuade employees and clients into wanting to participate in a desired organisational change ▪ Offer the (how-to) material that will allow the agency employees and clients to reflect on what they need to know more about ▪ Engage reminder instruments or routine change sustenance gears
<p>Self-efficacy The employees and clients are confident that they will be able to foster required change</p>	<ul style="list-style-type: none"> ▪ Offer training exercises with evaluation actions which goes together with well-timed feedback ▪ Customise liberal goal setting and allow counterparts to drive the training sessions ▪ Introduce support routines and self-perceptive methods to improve free standing techniques

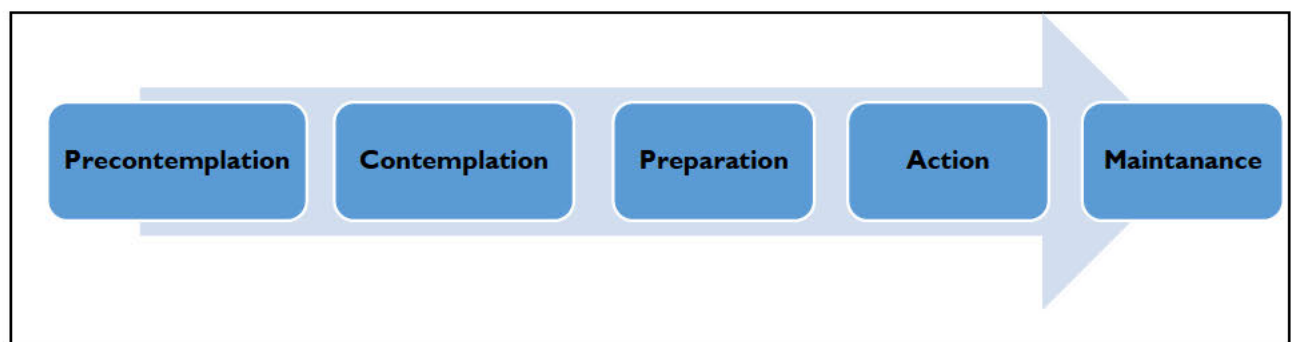
Source: Self-generated by the researcher

Although health is often used to understand why so few people participate in public health programs as explained by (Glanz, Rimer, and Su, 2005), however; they also mention that the theory it is also applicable in a more general sense. In the case of SASSA, health is used to consider the attitudes of the workforce towards the outcomes of participating or not participating in this agency’s organisational change behaviour, and the benefits put in place to support the agency desired behaviour in comparison to its undesired behaviour. Ultimately, and since SASSA will be working with both staff and clients, it is important for the agency to consider the: “What’s in It for me?” principle. The WIIFM approach becomes as an extra useful angle that helps the agencies to develop their own adapted change sequencers, thereby transferring the change back to the environment where it will matter the most. Change facilitation cannot not take place in a theoretical vacuum; hence it is important for change agents to consider organisational health behaviour protocols when inventing such change.

4.2.1.4 Vital stages of change theory towards improving the disability grant administration

Any organisational change facilitation process requires an informed planning for such change to be effective.

Figure 4.4: Change theory stages to improve disability grant administration



Source: Self-generated by the researcher

Thus, the employee’s readiness for change, according to Jones and Edwards (2002); Peterson (2002), remain as a crucial aspect that enables the changing organisations to project their informatory plans before they execute desired change. Raihan and Cogburn (2021) support this notion when stating that, as much as many researchers interpret the stages of change differently, however; there is only one model that can be regarded as a standard-bearer for change. In a social security disbursement context, the stages of change can be viewed through

the lens of the agency social grant processes. This inquiry accounts for SASSA change administration using the theoretical stages as explained in Figure 4.4: After all, change is facilitated through the processes that are regarded as instruments geared towards improving the disability grant administration. To enhance the organisational change understanding, the paragraphs below explain the theoretical stages that can be adopted by the SASSA institution when the agents of change improve the disability grant disbursement processes.

a) Pre-contemplation

During this phase, the SASSA has no intention of acting for a period of six months. This is simply because the agency will be engaging its employees and clients individually, providing them with necessary information that details the need for the agency to change. How the process will unfold is, the SASSA will provide staff and client illustrate information, which pertains to the risks of not being willing to change and demonstrating the benefits of anticipated change.

b) Contemplation

At this stage, the SASSA change agents are drawing up the plans of action, which will help the agency to start executing the changes for a period of 6 months. Ideally, the plan is to introduce both the clients and staff to the envisioned organisational change. This means that, the SASSA contemplation process should include encouraging and motivating staff and clients to make their plans more specific, whilst also assisting them to set goals as part of promoting the agency improved disability grant administration.

c) Preparation

In the preparation stage, the SASSA intentions are geared towards taking action that will improve the disability grant policy in their next 6 months, which is doable after the change agents have taken some steps to change the organisational behaviour. What is more is, during this phase the agency will be aided enough to help its clients and employees to create and implement clear plans of action that are based on realistically set goals.

d) Action

Assuming that during this stage the SASSA change plans will have done its organisational change behaviour for a period of up < 6 months. Thereafter, the next step will be for the agency to provide its clients and staff with prompt guidance on how the problem-based or action-oriented trainings will take place. This places a responsibility to the change agents to provide the clients and employees with all the social support they need, and the requisite feedback of whatsoever change form they need.

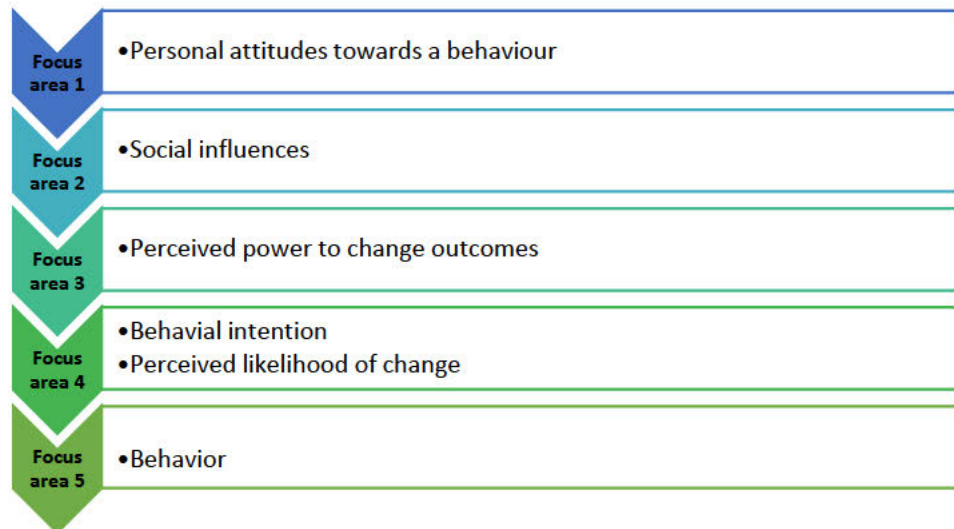
e) Maintenance

In the last stage, the agency behaviour is expected to have changed in the <6-month period. Thus, change strategies continue to provide the social support needed by the employees and clients as part of assisting them to solve problems, including to positively address the experienced slips and relapses that may have occurred during the change process. It must be borne in mind that; the SASSA maintenance process cannot survive if there is no employment of the organisational reminder systems. Also, agency disability grants policy performance must support the tools for improving the administration. These cognate stages become especially important when change agents facilitate organisational change because they determine whether the agency will achieve the desired change or not.

4.2.1.5 Change theory of planned behaviour for SASSA Regional and service centres

BosnJak (2020) understands the theory of planned behaviour to be the reasoned action or a general model that is used by different organisations to predict and clarify their organisational behaviour across a wide selection of different types of behaviours. In the same manner as the stages of change theory, the theory of planned behaviour recognizes that SASSA clients and staff may not be ready for anticipated behaviour or improved performance. Hence, as presented in the diagram below, the SASSA client and staff's perception are that, they are likely to embrace a new behaviour (which forms part of their behavioural intention), as they are to be influenced by their individual beliefs, the organisational general reputation (how significant new change will be to the disabled community, the non-profit organisations that house the disabled, the co-workers, and so forth), and it will also be influenced by their sensed agency switch over outcomes.

Figure 4. 5: Planned behaviour informing the SASSA organisational change



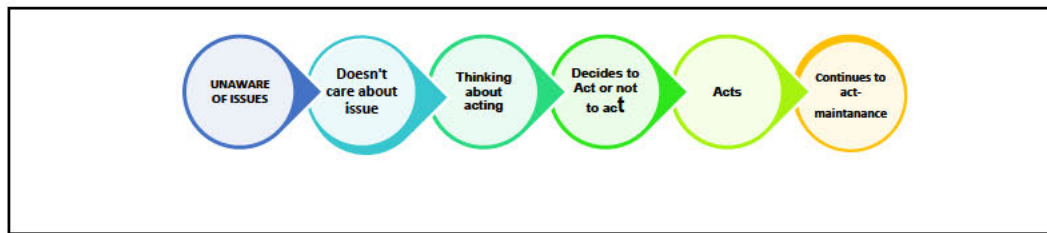
Source: Self-generated by the researcher

Meanwhile, an optimistic behavioural intention is also needed for SASSA as part of the change and agency performance fulfilment. This inquiry believes the approach will further assist the agency to develop its informatory plans that will reassure the client and staff positive attitudes towards the planned change. By the same token, the optimistic behaviour will not only help SASSA to develop a positive organisational support system, nevertheless the agency will also be able to demonstrate how their staff and client changed behaviour can buy them the positive outcomes, which will inevitably be supported by the entire agency community.

4.2.1.6 Change precaution adoption model that informs SASSA desired behaviour

Weinstein, Blalock, Sandman, and Sweeny (2020) posit that, the Precaution Adoption Process Model (PAPM) is a theory concerned with the understanding of how people come to take certain actions in their organisational set-ups. This theory's fundamental supposition is that; generally, individuals are likely to pass through quite several stages in the journey of change before they can switch from that ignorance into acting (which they may sometimes refuse to action). If the SASSA individual staff and clients as described in this model below are not aware of the improper or desired agency behaviour, the change agents may require the use of change strategies.

Figure 4.6: SASSA change behavioural intentions adoption model



Source: Self-generated by the researcher

This is to say, the needed agency informatory plans, therefore; should necessitate for both notifying the SASSA staff and clients about the desired agency behaviour and encouraging them to view the new change positively. As soon as the agency individual staff or client chooses to embrace new change, the informatory plans can then be switched to those recognized in stages of change theory. In circumstances whereby a staff or client decides not to act, the SASSA change agents can reflect on what is persuading that individual's behavioural intentions, and thereafter use the instrumental plans that encourage change that is demonstrated by the theory of planned behaviour in 4.2.1.4.

4.2.1.6 Social change cognitive theory towards improving the SASSA

Dawkins, Hasking, Boyes (2021) views social cognitive theory, in the same way as social learning theory, as both these theories consider the significant influence of the social interactions of the organisations as they learn to change. Social cognitive theory also helps the organisations to understand what their personal sense of agency or self-governance for that matter is, which is an imperative motivating factor for organisations desiring change like SASSA.

Table 4.3: Futurist social cognitive change plans

Condition	Informatory plan
<p>Reciprocal determinism</p> <p>Change agents assess how the SASSA behavioural environment influence the employees and clients, check the social and physical environment impact on all stakeholders of the agency, as well as how this influence each other</p>	<ul style="list-style-type: none"> ▪ SASSA strategists adopt the use of multiple approaches to address their organisational client and employee needs, to improve the environment, provide all stakeholders with the social support they need, and also assess any other actions required by the agency to change the organisational behaviour, as they improve disability grant policy performance ▪ The agency introduces the affective components they will use to educate their clients and employees who will be learning about new change
<p>Behavioural capability</p> <p>SASSA imparts their clients and staff with sufficient knowledge and skills needed to disburse disability grants</p>	<ul style="list-style-type: none"> ▪ The agency identifies the actions required to improve disability grant policy performance ▪ Look into knowledge and skills required by employees to look after disability clients ▪ SASSA policy experts create a problem-based learning exercise to help their staff acquire necessary knowledge and skills ▪ Agency clients and staff are provided with timely feedback
<p>Expectations</p> <p>SASSA deals with client and staff perceptions regarding the outcomes of anticipated change</p>	<ul style="list-style-type: none"> ▪ The agency shares similar success narratives with staff and clients to demonstrate the usability of the new change strategy
<p>Self-efficacy</p> <p>The employees and clients are confident that they will be able to foster required change</p>	<p>As mentioned in Table 4.2, self-efficacy has more to do with:</p> <ul style="list-style-type: none"> ▪ Offer training exercises with evaluation actions which goes together with well-timed feedback ▪ Customise liberal goal setting and allow counterparts to drive the training sessions ▪ Introduce support routines and self-perceptive methods to improve free standing techniques
<p>Observational learning</p> <p>The SASSA creates a strategy for making both clients and staff to watch the action of their peers who welcomed and adjusted to change outcomes ployout</p>	<ul style="list-style-type: none"> ▪ During this phase the SASSA will be modelling correct client and staff behaviours by demonstrating positive outcomes that will also show how the problems were overcome
<p>Reinforcements</p> <p>The agency identifies the conditions that will encourage or discourage change (disability grant policy improvement)</p>	<ul style="list-style-type: none"> ▪ SASSA promotes rewards that matter to clients and staff ▪ Introduce ways to keep reminding staff and clients of the required change ▪ Afford affected parties enough social support they need

Source: Self-generated by the researcher

4.3 THEORIES AND STUDY FOCUS

Chapter four inquire into change and critical theories that are observed as having relevancy to the inquiry. Social security institutions are described as multifarious establishments with varying functions that support the core business of the agency. Accordingly, there are many other role players and diverse interests within the same organisation. The agency's spatial and geographic egalitarianism shows that SASSA has various service centres which support the common interest of the national office's strategic direction, and often the prominent state of the agency. Social institutions, just as other establishments must improve service delivery in response to the needs and demands of the settings in which they function. As they improve, so does the measures of change. Theories such as organisational change management, health behaviour, stages of change, planned behaviour, precaution adoption model, social cognitive theory, and so forth are debated with the aim to reveal the challenges that SASSA may face when they strategize improvement plans for addressing the misalignment appearing in the agency service centres.

As such, theories mean emancipation ingredients that is aimed at creating an agency which provides for the needs and development of its grantees by being equitable, lawful, and developmental. Change and critical theories encourage the aligning of strategic plans to service centres as this is where they are implemented. Distributive and wellbeing theories address the issues of 'Just' distribution of good and improved organisational settings, getting the clients and staff to support organisational change, correcting wrong perceptions, developing mechanisms for dealing with resistance to change and so forth. They also introduce better ways of improving service delivery through Positive Emotion, Engagement, Relationships, Meaning, and Accomplishment. The geographic egalitarianism of the agency is viewed as a multifarious system with a few service centres dispersed across the nine provinces, expanded to the state and even globally. The national office of SASSA still must serve as a trend setter of the key strategic decisions that the agency stands for. The change agents of SASSA must ensure that the image and reputation of the organisation is not tarnished as the agency undergo changes or improves in response to the dictates of the organisation. Chapter four contends that, for the efficacy towards improving policy to prevail, critical change strategies are required. Change agents will have disability grantee interest at heart, and a role to play as they work towards finding more explicit ways to improve the agency disability grant policy strategic

plans. Both the non-profit organisations and local service centres should be represented at the SASSA policy development gatherings as this will ensure that the strategic aims of the agency are achieved.

4.4 CONCLUSION

Is it practical then for any social institution or government entity thereof to have strategic and viable policies if improvement and change are made important? Which role players can facilitate such change? Who creates the positivity and social justice in the environment? Who as recommended by Scott et al (2010) inform, the stakeholders about change agents responsible for getting butterflies to fly the information that develops the agency and create awareness? This preceding debate implies visible change and improvement at the SASSA local service centres in question. It means restructuring some of the agency disbursement policies.

It points to organisational strategists making sure that all stakeholders know about disability grant disbursement direction, therefore; charges the national office with a responsibility to lead the counterparts to that desired policy direction. After all, they are the first drivers required to implement such policy change. Although the afore-mentioned policy restructuring adjustments, spatial arrangements and adjacencies will be led by national office, however; they should be supported by all the agency role players because no agency functions in isolation and achieve efficiency and effectiveness. Chapter four unpacks the methods used by the researcher to collect, arrange, analyse, and interpret data of this inquiry. The chapter broadens the reader's understanding on what informed the methodology choice and unfolds issues of ethical consideration connecting from the methods revealed in chapter 1.

CHAPTER 5

MIXED METHOD (MM) BLUEPRINT: A NEW FRONTIER FOR SCIENTIFIC RESEARCH DESIGNS

5.1 INTRODUCTION

Chapter five brings to bear the study practice and expounds on the course as well as give the rationale for the study choice. The poised scientific research methods act for the ideology of the procedure that was followed during the time when the study was conducted, whereas the blueprint implies the design and instruments that were utilised to assemble and study data. That being so, the scientific methods preferred by the researcher dictated the specific eclectic research instruments that were utilised. In furtherance, chapter five also gives over to the argument of this study examination style, thereafter, appeals to its plans and procedures. It explains who the respondents of inquiry are, describe the fashions that were utilised to extract a sample from the population, wherefrom the data was assembled, and provide the specific systems that were opted for to gather data, not excluding the instruments that were utilised to examine data, which is all inclined towards a study conclusion.

In Fox and Bayat (2007:2) opinion, acceptable results or findings tend to have a more visible impact if they have opted for demonstrable research instruments that can hold out against any in-use methodical investigation. The scholars further accentuate that, the inquiry outcomes should be premised on the pragmatic data as well as the verifiable encounters, which should employ the processes that encourage clear-cut data exploration, and are free of any predilection, coherent and matches the prior knowledge.

To explain, this study used pragmatism to view the world and/or to describe its paradigm, which; therefore, represents the features that are used to underpin this mixed method research as suggested by (Kaushik, 2019). This approach became particularly important to include in this study as it deals with a problem that is philosophy oriented. What this means is, the approach firmly believes that the best research methods are those which answer the research

questions in the most effective manner. It is important to clarify that, forasmuch as there are sequential designs mixed methods that includes:

- 1) An exploratory design that usually start with the use of quantitative data, that is then followed up with qualitative data, and thereafter; interpret the results, and/or.
- 2) The use of sequential that dwells on the embedded designs, which before an any intervention starts uses qualitative that is followed by the trialling of quantitative intervention,
- 3) This study rather opted to use the third option which has to do with an exploratory design that start with the use of qualitative data, and thereafter use those qualitative results to build up to its quantitative data.

For an example, this study has used the qualitative data that was extracted from the disability grant beneficiaries to build up to quantitative questionnaires that were distributed to SASSA staff to align the three sets of respondent's experiences before making the any sort of recommendations. Due to the high numbers of personnel sampled at SASSA (79), which was divided by the three afore-named provinces in 1.1 (WC, KZN and GP), the staff had to be issued with semi structured questionnaires before interpreting their findings (Mgutshini, 2021).

Although there are volumes of literature which shows that there can be a use of positivism which:

- a) Vividly describes the approaches concerned with the studies for societies,
- b) The use of scientific evidence such as experiments, statistics and somewhat the qualitative results to reveal the truth about the way in which the society functions,
- c) The used a non-positivists approach that emphasises on the social reality that can be viewed and interpreted by an individual in a way that is according to the ideological positions he/she possess (McCombes and Bhandari, 2021).
- d) This study rather preferred to use the post-positivistic assumptions which was grounded on the fact that the examination entailed an understanding of the realistic beliefs about the SASSA,

the agency’s knowledge of disability grant disbursement systems, which is what gave value to this research as stressed by (Inglese and Lavazza, 2021).

Table 5.1: Research plan framework (adapted from Shokane, 2017:54)

Research sphere of action	Research point of contention
Research type	<ul style="list-style-type: none"> • Non-experimental, deductive, interpretive and descriptive
Research approach	<ul style="list-style-type: none"> • Mixed methods approach Case-control
Data collection plan	<ul style="list-style-type: none"> • Multi-method data collection plan • Data collection instruments pre-tested and piloted before the full level test
Data collection techniques	<ul style="list-style-type: none"> • Extensive literature review • Quantitative technique – questionnaires • Qualitative technique – interviews • Debriefing sessions with grant beneficiaries
Data analysis	<ul style="list-style-type: none"> • Mixture of quantitative and qualitative data analysis tools
Value, integrity and authenticity of data	<ul style="list-style-type: none"> • Released reads, scientific papers from accredited academic journals. • Triangulation of methods, complete enumeration technique for SASSA staff and NPO officers and 15 purposively selected sample for the grant beneficiary inhabitants.

The probe was concluded in a scientific manner because it was aground on hypothesizing, while the data collected from the rationally chosen and manageable samples relied on the empirically planned data collection instruments as well as the researcher’s specific tactics. The research methodology authorities were further referred to impart the research with reputable scholarly views, and to account on the study’s empirical proneness.

As suggested by Coldwell and Herbst (2004:35), the research blueprint accounted for hereinafter describes how the entire examination project is sealed together, provides the design as well as demonstrates the way in which the population was selected, highlights what the non-identical variables were, reveals the tactics used to sample, show which procedures and instruments were utilised to collect data, how these instruments were examined altogether with describing how these specific implements worked together to respond to the study research

questions. Table 5.1 represents the system that directed the study. What is more is, the systematic framework demonstrated in 5.1 enhances the reader's understanding using scholarly views that are exchanged in the next paragraphs. These parts provide a more explicit meaning of the methodological choices that were opted for as well as describe why these were observed to be the suitable instruments and explains why they were viewed as a substitute for other options available.

5.2 RESEARCH TYPE

This study formation dwells on the use of non-experimental descriptive research that was undertaken (Edmonds, Thomas and Kennedy, 2017; Hellmueller and Lischka, 2020) to determine the underlying causes for the alleged policy inefficiency, fraud, assess the efficacy of the disability grant disbursement instruments, as well as match the service delivery effects of the different provinces on the subject of social disability grants disbursements, using the Western Cape, KwaZulu-Natal and Gauteng Regional offices as a mixed method case study. What is more is, as recommended by McCombes and Bhandari (2021), descriptive research was utilised to test if the selected theories hereditary describes the qualities of a phenomenon under examination in addition to what can be the ways to the improve SASSA operations.

Grounded on the notion that this study used a mixed method case design to gather data, the research set-up between the researcher and respondents called for both an interactive session together with the distribution of questionnaires. This study view is, even though knowledge is often objective, it is however subject to different understandings by individuals who go through the situation. This implies that, the study regards the real-life experiences that are formed by the individuals who go through such experiences as an imperative part of the study argument, without which whatsoever knowledge out there may not be objective. Having said that, the importance of infusing and applying appropriate study theory cannot be overstated, which is always dependent on how the affected persons view the world or understands an occurring situation to be, including how they prefer to respond to that climate ascendancy, which also suggests that the awareness of individuals dwells more on social construction.

Moreover, this awareness is created by different existing status-quoos which may as well count on the extent of the logical grant disbursement that comes in a form of service improvement instruments and rely on policy efficacy as well as the social subjection of persons, which is all based on the progress explanation that is unavoidably indistinguishable. This then stands as a cultural norm that explains how the individuals that are seeking scientific knowledge of the space in which they operate or live should behave, while such group also need to create varying significances as well as relevant experiences that will be geared towards dealing with specific matters or agency implements.

Of course, that meaning will differ and is generally conglomerate, which may as well have encouraged the investigator to check for the difficulty of perceptions in place of constricting interpretations into a couple of classifications or plans. This then implies that, as suggested by Creswell (2003:8), the role of research inevitably becomes to establish the highest extent possible of the respondent's perception of the phenomenon under investigation. Although sharing means or rather what is known as social objects as well as the involvements remain non-finite, however; the associated explanation hinge on the perceptions that the individuals face on their differing situations experienced, which is what was uncovered during interviews and questionnaires as poised by (Engestrom, 2021).

Thereupon, this investigation further considers the explanation that the respondents ascribed to as their situation, and the forenamed in this respect being the operations and the receiving of grants at SASSA as pronounced by (Daher, 2017). As a matter of fact, this study discussed what was the real experiences for the staff, which was not by that very fact the same experiences for the disability grantees.

Hence, what may be perceived as suitable instruments for addressing disability grant issues by SASSA executive authorities could not be necessary for addressing the operational issues of staff who render social services to the public and cannot even be so for the grantees themselves. The Western Cape, Gauteng, and KwaZulu-Natal provincial governments (study selected areas), which were also mentioned in 1.1 continued to use a mixed method case study to investigate as well as account on the agency's issues. This approach allowed the researcher to

contrast the recent experiences with what was succumbed to in the KwaZulu-Natal during the primary study (master's research) with the recent experiences witnessed at the Western Cape, KwaZulu-Natal, and Gauteng provinces. This is where this study corroborated evidence, more especially; that is presented in chapter three laid bare.

5.2.1 Rationale for the methodology

The mixed method case design style gives an exhaustive interactive and statistical examination into assessing the paradox of concern using multiple bounded systems or rather the SASSA. This approach was seen as an appropriate move since the study was designed to develop the theory towards an existing phenomenon, which can be understood in the context of disability grant disbursement improvement, as mentioned by (Marschan-Piekkari & Welch, 2004:109, 105). It was once more of a particular importance to then use this angle because the method did not only become useful in understanding the inconsistencies that exist between quantitative and qualitative findings, nonetheless; it also helped the researcher to reflect on the respondents' point of views, which is a recommendation that cannot be faulted (Mogan, 2021).

Put differently, this means the study mixed methods gave a voice to all affected respondents by ensuring that the investigation outcomes were based on nothing else, other than being grounded on respondents' real experiences before giving statistical inferences (Fetters and Azorin, 2021). Dawadi (2021) also agrees that mixed methods research designs are to outline a particular procedure that the researchers can use for collecting, analysing, as they mix both the quantitative and qualitative research methods in a single study for it to be conscious of whatsoever is the research problem. As an observational study type that analyses data from a population, or that represents a subset of elements at a specific point in time, it then becomes important to mention that this study used a cross-sectional approach because it existed at an intermediate period of 2020 and 2021(which was during covid-19), wherefore; the paragraphs were presented as a synopsis of the evidence that was based on the circumstances exactly as they took place during the course of study time.

5.3 DECOLONISATION OF METHODOLOGIES

Decolonisation of methodologies refer a system, the novel methods or rather the ground plans that directed this research in order for it to be able to describe the targeted groups as well as postulate the sample distribution, select the case from which data were collected, and ultimately; interpret the collected data with the purpose of putting it into public appearance for the value of social disability grants, and for the sake of portraying the services that the grantees receive from SASSA, which all had to do with creating policy awareness. Kazdin (2021) view decolonisation of methodologies as a structure or rather a complete ground plan that informs an academic study as it fixes firmly to its objectives, whereas Movsisyan (2021) is of the opinion that, the decolonisation of methodologies pursues as well as get into agreement with the investigation beliefs, the challenges along with the study intention. As a matter of fact, the research design utilised in this examination encapsulates the basic assumptions that were geared towards the study fact-finding, and answering the set questions thereof, which is what the nature of this study responses were casting around for.

Coldwell and Herbst (2004) are of the view that, clearly demonstrated research designs provide the basis for the full plan. This means such plan can detail on all the interlacements that the researcher utilised to control the investigation, whilst it further assists the full project to knit its design features together. Therefore, this study design were both inductive and deductive because the researcher used the quantitative component to demonstrate some deductive logic such as statistics of grantee holders, personnel years of experience, ages and so forth, whilst the it also used the theories that were derived from qualitative data to create and test a hypothesis i.e. as stated in 1.6.1 if SASSA improves its administration of disability grants, then this policy may tend to be more dependable in addressing the needs of the person living with disability. The study act of making lingers on the interpretation of gathered data, which is created with the ultimate purpose to establish the level of awareness on the disability grant policy demur that prove to occur against the beneficiaries and personnel at SASSA, who are at both Regional and local offices, in addition to the implications they devote to in their position are.

The mixed methods design was opted for in this examination since it was going to expand and strengthen a study's inferences. Therefore, the approach is contributing to the disability's body

of knowledge as the study was able to tap into SASSA real-life-situations, and to a certain extent improved the administration of grant disbursement mechanisms, whilst also notwithstanding the benefit that other disability institutions in comparable situations has achieved.

Table 5.2: The research philosophy: epistemology and ontology adapted from (Kamal, 2018; Perera, 2018, Albsoul, 2021)

	Post-positivist	Constructivist/ interpretative paradigm
Epistemology	Research ascertains what and how the researcher was to know about the study reality	Study analysing the theory of knowledge and the assumptions or beliefs that the respondents have about the nature of SASSA grant disbursement systems
Ontology	Investigation looking at what was the study reality is	Abstractive, analysis of the risks that underlie the research problem
Unstated presupposition	Methods that allowed for the interpersonal distance and detached observation	Social relations used to encourage awareness and sensitivity, mind-sets
Technique modification strategy	Methodically sound, decisive and structural	Improved understanding of the coordinate-system
Positional notation	Science sets its sights on the facts	Research is value-laden in that it is influenced by personal opinions of both the researcher and the respondents
Focus of research	To demonstrate the connection that exist among variables, statistical significance, non-fictional, debatable	To grow considerate, manifold actualities, grounded theory, circumstantial, development of awareness, empathetic response to persons affected by the status-quo
Fluent knowledge/ factuality	What can be pragmatic experiences, proven knowledge and quantifiable data	Knowledge and truth are circumstantial
Procedure	Numerical, investigational, review, quasi-experimental, parallelism	Observational, lived experience, ethno-methodological, representational
Sampling	Illustrative samples, purposively selected	Using of larger numbers, illustrative cases
Collection of data	Questionnaires, reviews, censuses, assessments	Interviews, observations, matters, documents, images
Data analytics	Arithmetical breakdown, inferential methods	Inductive procedure, imageries and comparisons of responses, emphasis on phenomena

Table 5.2 summarises the research paradigm utilised in this examination. Guided by the basic quality of this examination that is prescribed in the objectives, and in the probe questions, the researcher deemed it fit to use both qualitative and quantitative approaches (mixed method).

Kobayashi, O'Shea, Kler, and Nishimura (2021), demonstrate how very often using mixed methods, in applicable instances, becomes particularly important because the researchers become epistemologically weary that some of the research questions and/or researched phenomenon require mixing methods for it to better orientate the reader on the phenomenon being studied. By the very same breath, the methodological significance demonstrated is aimed at stressing the principle which explains why this examination opted to use both qualitative and quantitative approaches (which is to contribute to answering investigator's research questions) as per the perspective of (Hida, 2021).

Meanwhile, the escape-clause print on Table 5.2 is used to describe the cognisant approaches alluded to above, and they are also for the benefit of reader explained. On the grounds of this research's enhanced understanding, Table 5.2, at a closer distance, justifies why this examination has joined the post-positivist, and constructivist paradigms together.

5.3.1 Mixed methods study design

The mixed method approach was utilised following the read-up of comprehensive summaries of the previous research on the disbursement of disability grants. Shrestha (2021), and Giri (2021) concurs that, the mixed methods designs are generally used by researchers to provide an especially useful information towards creating the understanding of contradictions that exists between the quantitative outcomes and qualitative discoveries. In furtherance, according to Timans, Wouters and Heilbron (2021)'s point of view, the approach further helps the researcher to reflect on the respondents' point of view, therefore; mixed methods imply using an approach that give a voice to all the study respondents. It also ensures that, the study discoveries are grounded in respondents' experiences, which in this event was the way of disability grant disbursement, the efficacy of its mechanisms used as well as other issues that call into question the reliability of SASSA disbursement instruments.

According to Fetters and Azorin (2021), the mixed method studies by design tend to focus on conducting the research which includes collecting, analysing, and integrating the quantitative data of the study i.e., experiments, surveys, while the qualitative looks at, inter-alia; the focus groups and interviews that were used during the study research, which thereafter; is expected to forward the recommendations. This research was undertaken using the different populations of the three selected provinces (CT, KZN and GP), which included respondents from disability NPOs, that is, grant beneficiaries and the professionals who looks after beneficiaries, and the

local as well as the regional officials who are responsible for developing and executing policy at the SASSA.

The MM case study approach, as suggested by Riha, Lopes, Ibrahim, and Srinivasan (2021), allowed the researcher to provide a clearer view on the comprehensiveness of the study mixed method case, which in this regard was the disability grant disbursement instruments that are used by SASSA. This was used to persuade the reader to have increased confidence in the study findings, which was ensured by giving back the right of ‘freedom of expression’ to the disempowered groups in the societies such as the persons living with disability, whom through this study their voices were heard. Besides, the mixing of quantitative and qualitative became a more profound form of method that enabled the researcher to triangulate the findings as suggested by (Kelle, Kühberger and Bernhard, 2021).

The pragmatic and systematic integration [mixed methods] of this study paid particular attention to the specific respondents that are within the South African Social Security Agency (SASSA), and the three non-profit organisations that house the persons living with disability, namely: GPAPD, StGs and WCAPD. The researcher gathered data using instruments such as interviews, questionnaire, and the analysis of SASSA documents about the contributing organisational respondents such as grant policy developers, executers, beneficiaries and the NPO professionals that looks after the grantees across the KwaZulu-Natal, Western Cape, and Gauteng provinces. The goal of the study was aground on developing the study selected Critical theory and the Theory of Change with the ultimate purpose of bringing about transformation and improvement in the SASSA existing disability grant policy practices, and to refrain the study from dwelling on inductive reasoning (Shrestha, 2021).

The pragmatic study design allowed the researcher to analyse both qualitative and quantitative data, which the data was collected using both the open and closed-ended data collection tools (qualitative and quantitative data) and used the persuasive and rigorous procedures for the qualitative and quantitative methods, which was all placed as a strategy for responding to the set research questions (Giri, 2021). This examination renders and proffers on the SASSA organisational setting, which looks at the circumstances that which the researcher has placed particular emphasis on as part of addressing the challenges in question i.e., the system of grant disbursement or in-use instruments thereof (Gabrielle, 2019). The MM design also permitted for the expansion and strengthening of the study's conclusions, thereby contributing to the

scholarly body of knowledge, which this is a devised strategy that forms part of achieving the mixed methods requirement that expects the study to contribute to answering the in-use research questions (Movsisyan, 2021).

As mentioned earlier, this study used a mixed-method cross-sectional case. The varying sub-categories of SASSA, WCAPD, GPAPD and StGs respondents were also used as a sample which helped the researcher to draw raw data to answer the focal point research questions. The cross-sectional choice preference was informed by the fact that, some of the disability grant challenges and outcomes were influenced by the covid-19 impact which was going on at that point in time. Although the phenomenon was not something new, therefore; had been observed in many other previous years, however; it stood to reason that the researcher explicitly indicates that the outcomes, recommendations as well as the conclusion were all founded during the period of covid-19 which prevailed at the time, therefore; may have somewhat also influenced the study population.

The results were however generalised to the target population because this study measures were able to show how useful the results were to a broader group of people or situations that is, Gauteng, Western Cape and the KwaZulu-Natal governments, and the associated disability agencies (Bell, 2010). The mixed-method approach does, nonetheless; vividly state that, in a case of broadly applicable results of a study which affects numerous if not the different types of individuals or circumstances, the researcher can have good generalizability (Lesko, Buchanan, Westreich, Edwards, Hudgens and Cole, 2018). In more specific terms, I used Cronbach's Alpha to test the reliability of the study questionnaires which is a rule of the thumb for interpreting alpha for dichotomous questions (i.e., questions with two possible answers) or Likert scale questions (Bland and Altman, 1997). The use of cross tabulation also assisted the researcher to compare the impact of disability grant service delivery between the three selected provinces (WC, GP and KZN).

The instruments hereunder were used to extract data across different groups that were regarded as the sample with an ultimate purpose of determining the disbursement of Social Security Disability Grants in Selected South African Provinces, critically analyse the policies which guide the disbursement of SSDGs in South Africa, determine the disbursement practices for SSDG in [SA], and thereafter; establish the disparities that exists between policy and praxis in

disbursing SSDG globally in order to determine the underlying causes of the discrepancies in policy and praxis in order to forward recommendations.

5.4 RESEARCH PARADIGMS: SOCIAL CONSTRUCTION, IMPORTANCE OF THEORIES IN MIXED METHODS, POST-POSITIVISM

This paragraph aim is to align the research paradigms through unpacking what social construction means in this study, by highlighting the importance of infusing theories into the in-use mixed methods, and by explaining what the role of post-positivism is to the study, as well as provide knowledge areas or the approaches that ‘create[s] the bridges, [and] re-create[s] the organisational culture in the context of disability grants disbursement knowledge, or in simpler, deeper terms, methodologically orientate the reader as to how the study ascertained whether the disability grant instruments that are created by policy developers to meet the needs of grantees were effective or not.

5.7.2 Social construction

Galbin (2014), understands social construct to be any subject that exists outside of the objective reality. It is merely based on human interaction who agrees that such a subject exists. It is, therefore; an inherent meaning, that is given by people on a particular subject. For an example, this study understood social construct in the context of SASSA’s slogan which pronounces that the agency is “Paying the right social grant, to the right person, at the right time and place”. Vinney (2019), further views social construct as a theory that human create constructs to make sense of an objective world.

Jacobs (2012) agrees that, one of the ways in which human beings create social constructs is by developing what they see and experience into certain categories, which in this instance this study used the disability grant policy guidelines as a structure that is created by human being, who are policy developers at SASSA, which is based on what they perceive the grantees experiences or the staff see on a daily basis as they engage with their grant disbursement operations. As a mean to demonstrate social construct method, this study tried to ascertain whether the policy structuralism of the SASSA has been able to grasp the full understanding of the depth of issues that exists at the grant operational levels, that is, knowing exactly how to

deal with the relevant, prioritised untenable experiences that comes as a result of policy fallouts in local offices, which is what can be regarded as core issue that affects the effectiveness of grant disbursement to beneficiaries, whilst this very issue also interferes with the morale of responsible staff.

5.7.3 Intertwined connection between theories and methods

Critical theory and the Theory of Change [ToC] has already been discussed at length in chapter 4. However, for the sake of expanding methodological explanations, and providing for the justification thereof, this passage highlights how the two afore-mentioned theories continue to play a significant role in underpinning the study method [s].

5.7.3.1 The importance of infusing theory into the study method

The importance of infusing theory into this study method dwells on the fact that, the examination outcomes were interpreted or analysed using the theoretical probability and experimental probability approach, which also included the empirical findings (Zhang, Radil and Archibald, 2017). Therefore, this study theoretical probability was calculated using the number of possible ways that a positive outcome can occur as described in the previous chapter, whereas the experimental probability was tested using the divide of the actual number of research outcomes. It is important to mention that the incoherent theoretical framework [s], including its concepts; that does not appropriately interconnect with its research methods tend to bear a risk of being flawed throughout, whereas there is also a great possibility that the research question design was also erratic when the research was initially pronounced prior to the study taking place (Pantelic, Martin, Fitzpatrick, Nixon, 2021).

In fact, clearly demonstrated theoretical placement improves the chances of providing a methodological in a graphic way which helped the researcher to connect the interpretations using different investigation methods i.e., qualitative, and quantitative, including theoretical perspectives. Taylor and Francis (2021) are of the opinion that, this approach is critical in that it enables more understanding of a phenomenon under investigation, whilst it also guides the research designs, especially; in the disciplines of social science where the multifaceted status-*quos* are regarded as critical features of the research subjects.

The ultimate purpose of this section was to show how the researcher positioned the study theoretically to guide and make the in-use mixed method clear. The blending of in-use mixed methods with the study theoretical framework [s] hereinafter is aimed at showing the reader the importance of specifying and finding the study grounding theory to support such theoretical placement design as a general guide. Simply put, the next section demonstrates how the in-use theories, and study mixed methods worked together in this study to contribute to the body of disability grant knowledge in a reader relational perspective.

5.7.4 Blending in-use mixed methods with the study theoretical framework [s]

The importance of researchers recognising the theoretical orientation to their studies cannot be overstated, as this is the approach which explicitly informs the reader about what the theoretical orientation is grounded on, and how the associated frameworks were delineated, whilst it also shows how these instruments informed the design decisions (Evans, 2011). This study argues that, if mixed methods designs do not clearly demonstrate how the study adhered to its theoretical frameworks, that research may be by far less clear in terms of theoretical scientific positioning. Therefore, to develop theoretical soundness that is required in mixed methods, this study used the pertinent methodological and design reflections of the in-use frameworks to guide the researcher on the theoretical positioning of the study.

Hence, this research used Critical theory and Theory of change as a general guide for a broader theoretical grounding. This approach also helped the researcher to locate the disability grant disbursement phenomenon and discuss how these instruments informs the overall study reflections. Hunt and Horsfall, 2011) stresses that, such theory symbiosis becomes critical in that it illustrates how the theories, and methods that are used by a researcher can complement each other harmoniously as a way of simplifying the specialised knowledge growth i.e., improving the disability administrative instruments in grant disbursement volatile environments.

5.7.5 Post-positivism

Park, Konge and Artino (2019), emphasise on the understanding that ordinarily a positivist researcher would prefer to use quantitative data as they channel the qualitative material into illustrating their conclusion, which is normally drawn from statistics of whatsoever nature.

Meanwhile, Bello, Martin, Aliyu and Kasim (2014) are of the view that, a non-positivist researcher would rather approve of qualitative approach as they depend on the data that is gathered using interviews, focus group as well as other content sources i.e., transcripts, organisational reports and sometimes the qualitative surveys.

However, this study used the post-positivism paradigm approach. The post-positivism approach stresses that, although people are without doubt rational, however; no one can argue that they sometimes do display some irrational actions which is commonly done out of love and the empathy they have for one another, and sometimes even out the fear and prejudice (Wilkins, 2021). Hence, this study preferred to use the post-positivism approach because it enabled the researcher to eliminate reductionism of the research project, which unlike in a positivism paradigm, does not try to eliminate or silence a phenomenon that it does not fully understand. This study argument is, unfounded views as well as the failure to provide justifiably sound logic of an existing issue that is under investigation do not only create an impossibility of understanding that issue, but it also makes it difficult for other role players in each system to understand the functionality of that system. For an example, this study had to unleash an understanding from both the SASSA grant disbursement system strategic and operational level point of views.

In agreement, Gefen (2019) further state that, it important to know how your research demonstrates justifiable logic of the phenomenon under investigation before getting into your research because very often individuals are implicated based on their identifiers, which usually associate with their histories, organisational cultures and lived experiences which may or may no longer exists. Hence, this study could not imagine these values away because they are what shaped the decisions of other involved role players such as an executive authority of SASSA who are responsible for taking the national decisions that pertains to the disability grant policy. After all, this approach can be regarded as a profound or an important way that the researcher used to understand the depth of SASSA disability grant policy issues.

In a nutshell, this study post-positivism approach somewhat critiques the ideology of positivism because, positivism tend to overlook certain important elements of life. For an example, if

the positivist paradigm has placed security and national security as its two operating values that links it to international relations theories and practices, then this study may as well call security into question using the argument that, the post-positivist often has social constructivism, and to a certain extent, it even has a post-modern perspective that details with how the world operates.

5.5 TARGET POPULATION AND SAMPLING

The research study population has been explained as an aggregate of objects, subjects as well as associates that follow to a set of certain conditions in 1.9.3. It exemplifies whatsoever group that the investigator intends to philosophize the existing phenomenon to. Various researchers have continually explained the study population by means of specific research integrals including among others the demographics, geographical spheres, business, period, conscientiousness, determination and to a certain extent, the admixture of all the afore mentioned.

Gabrielle (2018) points out the difference between target and study population enunciating that the target simply looks at the paramount global awareness, whereas the study population is a subgroup that is deduced from a target population with the aim to undertake practicable studies. Thereupon, this study population becomes all the social security disability institutions world-wide. The stratum that emerges as a group of people with diverse characteristics who are linked by their social ties to what this research questions is focusing on (Keurentjes, Jakasa, Kezic, 2021), and who are in the same way the accessible respondents of this research are the regional managers of SASSA, local managers, grant administrators, permanent disability grant beneficiaries and non-profit organisation professionals of WCAPD, GPAPD and StGs.

Nonetheless, the regional managers of SASSA are slightly geographically adrift from the SASSA local offices in terms of accessibility. By way of further explanation, the other subgroup that is housed a little afar from the SASSA local offices is the disability grant beneficiaries who reside at the afore-named NPOs. The SASSA Regional managers, local managers, grant administrators, permanent disability grant beneficiaries, and the non-profit organisation professionals of WCAPD, GPAPD and StGs across Gauteng province, Western

Cape and the KwaZulu-Natal are represented in their identifiable provincial fraction order as shown in Table 4.7 hereinafter.

Table 4.7 The provincial identifiable fraction of the study

Provinces	Regional Managers	Local managers	Grant administrators	Medical Practitioners	Disability NPO professionals	Disability grant beneficiaries	TOTAL
Gauteng	2	7	14	12	11	15	61
Western Cape	2	7	14	13	11	15	61
KwaZulu-Natal	2	7	14	12	11	15	61
							183

Source: Self-generated by researcher

5.5.1 Items selected

Tillio, Ottaviani and Sørensen (2021) explains the item selection as a once-off registry of all the study units as they are extracted from the significant population. The registry implies the study-imposed appearance of the items used as a sample. This study reinforces the explanation provided for earlier regarding what the population was used for which was to extract data to answer research questions using the selected population groups at SASSA WC, GP, KZN and the WCAPC, GPAPD as well as the StGs grantees and professionals. The study population belong to the SASSA Regional managers, local managers, grant administrators, permanent disability grant beneficiaries, and the non-profit organisation professionals responsible for disbursing and controlling grant to beneficiaries as represented in Table 4.7. To draw different samples from the afore-mentioned population group, this study utilised stratified random sampling.

This method became especially important in that it helped the researcher to deal with identifiable, well-separated subgroups who are grantees and professionals throughout the selected provincial SASSA offices, and the NPOs charged with a responsibility to care for persons living with disability (Tang, 2021). As can be observed in Table 4.7, the study provincial identifiable fraction (1510) is evidently rather immense, which is what propelled the researcher to extract the different study samples. To ensure that impartial or reasonable

representation prevails, the researcher had to ensure that an equal number of subgroup population is carefully selected, thereby making the stratified random sampling technique the most well adapted instrument.

The permanent disability grant beneficiaries were opted for because they have been served grant by SASSA for a longer period than the temporary disability grants holders, who only receive this type of grant for a period up to a year the longest. Adopting a non-probability technique (purposive sampling) towards selecting the permanent disability grant holders was informed by the fact that they are routinely the subgroup that is representative of the disability grant group with lengthier experiences of the SASSA, thereby making them to have an improved view of the agency functioning. The researcher was convinced that such a particular group is more suitable to share dependable and truthful data in their responses as opposed to the temporary disability grant holders who only get served grants by SASSA for a period less than a year.

Moreover, the researcher selected a sample from the permanent disability grant beneficiary's population set using a stratified random sampling technique. There were three provinces from which the permanent disability grant beneficiary holder sample had to be selected, and the practice of equitable representability sufficed. The researcher had to, through the help of the afore-mentioned NPOs that house the persons with disabilities, obtain the list of the three selected provincial number of permanent disability grant holders that each organisation serves, and thereafter; he used the specific codes to randomly choose the study respondents (Silver and Kelsay, 2021).

5.5.2 Sample size

It is readily apparent from Table 4.7 that the disability grant beneficiary population is relatively higher for each provincial NPO [300]. However, it is to be borne in mind that the number of usable respondents was lower when considering that the researcher could only use the grantees that had no mental conditions, or that lived with no severe disabilities to enhance the reliability of the study findings. Understanding that, the usable sample was rather too low despite the fact the population was dense, this study adopted a census approach (a sample data gathering technique only about selected non-profit organisations to become a sample that represents the whole) to gather the data from disability grant beneficiaries (Fioretto, Hentenryck and Zhu,

2021). This, for the most part, means that this research used interviews as part of eliminating sampling error that may as well have prevented the study from achieving its judicious level of precision.

This study criterion was further deemed significant in that it eliminated costs whilst it also made the inquiry more practical. From a sample of [79] professionals who were representative of the SASSA, and the [15] professionals who illustrated as NPOs professionals as indicated in Table 1.4 and Table 1.5, only [x] number of SASSA professionals were available to complete questionnaires, whereas at the NPOs it was only [x] that responded. Of the [3] Regional managers in (KZN, WC and GP), only [2] were available for the completion of online questionnaires, while all the other [3] local managers whose offices extended to the NPOs in question were also able to complete the same questionnaire online. The fact of the matter is, this study selected a considerable number of samples from the population wholes, which thereafter used the responses to enhance the authenticity of the study outcomes.

As mentioned earlier, by virtue of being low in numbers, the researcher believed using the census sampling approach to select grantee respondents were going to be cost effective. On the opposite side, the SASSA population was large enough for the researcher to draw an acceptable data saturation level (10% sample), using the stratified random sampling technique from the Regional and local managers, altogether with the grant administrators across the Regional and local offices of the WC, GP and KZN provinces.

In this study, just as it comes out tacitly in (Chen, Yuan, Deng, Wei and Zhou, Wáng, 2016)'s view, the researcher added 3.0% to the selected sample as a way of substituting inaccessible participants, replace those who may decide to withdraw and for the sake of providing for spoilt questionnaires. During the research, selecting 25% played an important role in creating the 99.0% confidence besides the fact that it allowed the study to bear 5.0% margin error (Cleary, Inigo, Lan, Schneider, 2021). Selecting this sample size remained crucial when adhering to (Xia, Hughes, Voldal, Heagerty, 2021) advise who are of the view that this sample size is illustrative enough to produce needed accuracy as well as precision, mainly since this study subgroup was justifiably standardized, which means that the data collection instruments were the same and unswerving.

Given the fact that a variance in a sample distribution may occur, this study used 25.0% to reduce that emergence, more so towards the smaller samples which were more susceptible to failing to effectively represent the population of the study as recommended by (Tredoux and Durrheim, 2010).

The use of 25.0% and an additional 3.0% sample from SASSA officials across the WC, KZN and GP Regional and local offices ended up being 164 in-place-of 159, which is equivalent to 25.0% and the additional 3.0% sample from NPO professionals and grantees across the three provinces which in totality deciphered to a considerable 198 as opposed to the 169 actual total of study respondents. Certain sampling errors occurred in the process of officials handling the questionnaires.

5.6 THE RESEARCH INSTRUMENT: LITERATURE REVIEW/CONDUCTING INTERVIEWS AND THE DISTRIBUTION OF QUESTIONNAIRES

Data collections instruments forms the most crucial part of every successful research project. However, such crucial practice may not have been as crucial as the name suggests if the following techniques had not been adopted:

5.6.1 Literature review

Literature review presented the theoretical basis from which a set of ideas, rules, beliefs as well as decisions are based-which helped the study to gain perspective. The reviewed literature was further used as evidence which helped the researcher to decide on what the implications of the study were. An emergence of strong thesis begins with an adequate review of credible scholarly views to critically analyse a subject or phenomenon (Aleskerov, 2009). It was through the availability of this evidence that this study was able to provide a clearer understanding of the efficacy of disability grant disbursement instruments, thereby also detecting the causal root problems, which was done within the correct scope of knowledge that is guided by the research objectives.

This approach proved to be extremely useful in that it assisted the researcher to gain valuable knowledge from other experienced scholars who had interesting insights to share. This study further notes the importance highlighted by Aleskerov on the duplication that often occurs in studies whereby, the thorough analysis of the subject in question is not given careful attention, which immediately collides those research views or angles. The importance of this phase towards achieving the study objectives, and to culminate the project life through the development of a framework that was found on the study outcomes cannot be overstated.

The study considered the review of literature as a generic setup which the researcher used to provide explicit explanation as well relay the findings to the reader thereby describing the circumstances under what this research actualized. This stage of the study process aided the researcher with a chance to set a value on the discoveries of adept writers as he tried to engrave his own angle thereby deciding of what was the study original contribution. This study, as suggested by Finn (2000), makes an argument for the efficacy of adopting a theoretical framework technique into the study which was done as a way of enabling this research an ability to impart the reader with the logical flow of the findings, describe the study context as well as display the complexity of the adopted frameworks which has somewhat influenced the research questions that the researcher wanted to lay bare.

It was of crucial importance for the researcher to immerse himself into the wide range of literature review because this approach did not only qualify the study into having a solid foundation, but it also created an enabling passage for other scholarly voices to be heard as they project their views through write-ups on what is their take of the existing phenomenon is, which can be viewed as participation on the subject in question. As it was the case with this study, several other researchers have corroborated this claim stressing that, the studying of literature further permeates research into ascertaining what exactly are other critical angles which have been used by previous scholars in the field, and this gives the newer studies an opportunity to give a detailed background to their research problem (de Vos, 2011:134; Brink, 2011:67). The critical government frameworks that pertain to the disbursement of disability grant and the overall functioning of the social security agencies were respectively studied.

This includes a thorough evaluation of Critical theories and the Theories of Change which were delved into with an ultimate purpose of determining and understanding the important policy prospects together with identifying existing theories which can assist the SASSA to effectively administer the disability grants. Therefore, the paragraph offered some detailed guidance which created a platform for other actors within the research field (social security and grant disbursement) to offer their subject of debate, which is what improved the study argument, whilst it progressed the researcher scholastically. By reason of exploring necessary literature to the study, the researcher extensively read the disability grant books, evaluated archived SASSA strategic documents on disability, scientific research papers on the efficacy of grant disbursement methods, government policies on social security, existing disability grant frameworks and so forth.

The review of literature referred to is encapsulated in chapters namely (Chapter 2, Chapter 3 and respectively Chapter 4). Of crucial importance is to mention that Chapter 2 relevancy were to address the frameworks for public management social security by looking at the global and South African perspectives. Meanwhile, Chapter 3 focused on the comparative analysis of the South African Social Security Agency operations and the global disability grant administration. Having said that, Chapter 4 explored the theories which supported the study, that being the Critical Theory and Theory of Change (ToC). Areas were considered carefully with the intention to decide on, improve as well as create a framework that would be reconcilable to social security grant and disability needs of SASSA with its nationwide local offices. Of great importance is to note that, chapter 7 accounts for the newly developed organisational framework that the study placed as an original contribution which gives to the body of knowledge.

5.6.2 Interviews

Burkette (2021) is of the view that, the use of interviews or getting into a conversation with respondents helps the study to cover all the basis that pertains to a particular phenomenon being explored. Acting on this suggestion, the beneficiaries of disability grant and NPO officials were interviewed individually, and as a focus group to ascertain the efficacy of this grant disbursement mechanisms, determine if there is an alignment between SASSA mission and NPOs, as well as look into the issues faced by the NPO establishments when they deliver

disability grant services locally. This investigation was also finding out the fullness of time plans of the SASSA towards NPOs that serve and house the persons living with disabilities who are beneficiaries of grant. Interviews were also used as a tactic for observing different interpretations of the status-quo, and the attitudes of the grantees that are served by SASSA (Finn, 2000). Hence, this study opted for semi-structured interview guides consisting of themes, important features and questions.

In my preliminary research, I determined that-using an interview guide as suggested by Santarone (2015), was of great benefit to the study in that my themed data collection instruments which had open-ended research questions, did not only allow the study to have many-sided competent interactions with the respondents, nonetheless; it also aided the researcher with the flexibility to use an interview schedule in order to develop the research questions. This approach is also endorsed by Hasin, Greenstein, Aivadyan, Stohl (2015) who stresses that, the researchers who set a smaller number of research questions are immediately agreeing to a deeper dig into findings, an interpretation of a research problem as well as promising that the study is providing an in-depth analysis, which is what generally gives the researcher the freedom to change during the process of interview as it takes place.

The principal focus of this research was to allow the grant beneficiaries, and NPO professionals the latitude of being in the conviction with their views, mind-set [s] and beliefs about the efficacy of disability grant disbursement instruments by the SASSA local offices. The data collected during these interviews turned out to be, mostly, qualitative since the study used open ended questions. Ideally, this approach was aimed at ensuring that this research can tackle the list of questions that pertained to the study, whilst it was also about allowing the respondents the freedom to argue the questions in such manner that is satisfactory to them as the research creates a platform for these role players to make a follow-up on the research questions as well as accepting their responses. More or better, this was further used as a technique which allowed the respondents an opportunity to ask questions that pertains to one's own interests in relation to the study as suggested by (Coldwell and Herbst, 2004). Thereafter, the researcher combined the questions which arose during interviews into study data analysis section [Chapter 6].

5.6.3 Interview techniques

The interviews were undertaken during the period April 2022 until May 2022. The interviews were completed within a shorter period, which was 10 days for all three provinces as understandably the interviewee number was relatively low, which is a total of [45]. Due to living with certain health conditions, and subsequently; limited to responding faster, the researcher had taken into consideration that the NPO professionals required more time to prepare the disability grant beneficiaries for interviews, including to prepare themselves and assemble the required information. I am of the belief that this is what helped the researcher to give the study the value it searched for without imposing any excessive pressure on the respondents.

The online media platforms such as telephones, emails, MS Teams, and Zoom were used to secure appointments with the selected respondents who were NPO professionals and the disability grantees that are served by SASSA. It stood to reason that, the researcher starts to distribute interview schedules during the process of giving respondents the study third degree, which was done as part of allowing them to have sufficient time to prepare oneself for the information gathering session (Leech and Onwuegbuzie, 2007). Tentative dates that were later confirmed two months before the study commenced were made to be part of the interview schedule which helped the researcher to determine whether the respondents were available during that period.

As the researcher drew closer to the undertaking time, and to confirm appointment times, I sent friendly reminder using emails to office administrators, and in some instances; I used telephone calls, before I decided to go collect data at the three provincial NPOs. Perhaps, I should hasten to say I also deemed Maree's (2011) suggestion fit for this study, as it encourages the researchers to request for permission from respondents to digitalise the interviews, which I believe is what helped one to focus more as I did not have to multi-task scribing, whilst also trying to give the interviewee the attention they deserve at the same time. Nevertheless, I still took crypt notes here and there, but mostly; I depended on the feedback I got when I was using the Sony PCMD100 voice recorder.

5.6.4 Distribution of questionnaires

Following the advice of Saunders, Lewis, and Thornhill (2007), the researcher self-directed some semi-structured questionnaires to SASSA officials to assemble data across the three Regional and local offices of Gauteng, KwaZulu-Natal, and Western Cape. Although the challenges differed from office-to-office, the set of questionnaires distributed were the same for all SASSA officials because the tool was trying to understand both the strategic and operational dynamics of the agency before devising any solution.

The questionnaire data collection instrument comprised with semi-structured questions as the study was catering for both the qualitative and quantitative, which is what helped the researcher to answer the pre-set research questions (Cousin, 2008). Significant sample sizes came from different sub-groups which assisted the researcher to ensure the validity of the study, whilst also ensuring that as per the signed information letter, the respondents remain anonymous which was used as means to create a comfortable platform with the truthful responses (Cousin, 2009:23).

The data collection phase was gradual, it slowly started in early November 2021 for the KwaZulu-Natal province by distributing emails to SASSA officials, and thereafter; it built-up until the end of April 2022, which included the other two provinces, namely: Gauteng and Western Cape. Despite the limitations imposed by the covid-19 scourge, SASSA operations, during this period, were underway which made the officials to be accessible both physically and via emails. Using the questionnaire technique became particularly useful in that the researcher was able to distribute as many questionnaires as possible, which got completed within a shorter period as opposed to the questionnaires that were completed manually and physically.

As mentioned earlier, the questionnaires mixed both the qualitative and quantitative questions together. The researcher was trying to establish the efficacy of disability grant disbursement instrument as perceived by SASSA officials from both a strategic and an operational point of view. Ideally, the aim was also about to understand how the instruments which undermines the effective administration of disability grant affects the operations of both the Regional and

local offices of SASSA, which hinged more on the qualitative side of research. The different hints that could be used as solutions for salvaging the status-quo emerged from the sub-groups when they shared what their views were on the issues surrounding grant disbursement during the process of data collection.

5.6.5 Dispersion technique-questionnaire [s]

The foregoing dispersed semi-structured questionnaires to SASSA officials, that were at both strategic and operational level, had the researcher using the Regional and local offices of Gauteng, Western Cape, and KwaZulu-Natal. Of critical importance is to mention that the questionnaires were self-managed, which implies that the researcher directly or personally distributed questionnaires to SASSA officials, thereby also maintaining anonymity and trying not to exert any pressure to respondents. Reasonable cut-off dates were given to respondents, which are the same timelines that the researcher used to collect the completed questionnaires, although there were missing ones, which the researcher had to go back for after sending friendly reminders to the affected respondents.

5.7 FEASIBILITY STUDY

This project efficient research is demonstrated through its feasibility study undertaken, which first tested the validity and competence of designed data collection instruments, and thereafter; investigated the dependency and usefulness of the investigative technique and approach style (Bell, 2010). In turn, this approach empowered the researcher in ascertaining whether the data collection instruments that were used could assemble the necessary data or not. Finn (2000) made an assertion on the intricate details which should provide for the reliability of the research instruments, that are, mainly; determined by the quality attached to it in that they are able to yield the required results. Having said that, amongst other critical factors that were considered was the subjection of this study to a dry run which was aimed at enhancing the dependability of findings. During this period, the researcher was able to provide clarity to respondents being tested where necessary, and to a certain extent rephrase some of the research questions that were not structured lucidly.

This project feasibility study concentrated on a whole range of respondents, namely: a) 15 SASSA officials ranging from operational, tactical, and executive management, b) 7 professionals from Muthande non-profit organisation for the persons living with disability,

and c) 5 disability grant beneficiaries in the same organisation as suggested by (Copper and Schindler, 2011). By so doing, the dry run respondents were able to invest in the future of this research project by bringing to the fore a couple of oversights and vagueness that was in the probe tools, which afforded the researcher with an opportunity to ameliorate (Welman and Kruger, 1999).

The approach was also used as the power of purpose which locked the non-verbal signals, thereby helping the researcher to observe the research questions that were unsettling, as he removes all those that had negative connotations before it even reached a point of causing discomfort and/or huge hesitancy at any given moment of interviews or during the time when the questionnaires are being completed. It was also mainly about the betterment of instruments that were going to assist the researcher maintain the reliability of findings notwithstanding validity, and ultimately the overall study. Just as I was in the process of learning these, the feedback from dry run made me realise that, some parts of the instruments needed to have an added column which is the “other option”, I had to look into naming the staff positions correctly, revisit the race codes as some preferred to be addressed as Africans and not blacks, and in the end I also had to rephrase other questions into a much simpler language.

As this phase was unfolding, it also aided the researcher with the ability to notice that some questions were rather influencing respondents to respond in a particular biased way which was disposed of, whilst some questions had to be changed because they appeared as though they are taking an advantage of the presented political opportunity that occurred between SASSA and Economic Freedom Fighters (EFF) at the time. The researcher also created the academic rear by attending to other critical comments that were adding to the study regarding the usability of the instruments from the South African Human Rights Commission (SAHRC) that gave telephonic advises through their toll-free line for customer service.

Of course, the feasibility study, reeled down the inputs of SASSA officials, NPO professionals and grant beneficiaries into a discussion with them, more especially; those which appeared to be the most challenging ones after the researcher had completed the process, obtained feedback, and had taken note of the raised concerns. The feasibility study was particularly

useful in determining if the study data collection instruments marched the order of research ethical consideration, and especially important; identify issues that would have turned the study into being a futile exercise at an early stage where mistakes could still be fixed. The method was conscious of the fact that; it is impossible to reduce data collection errors if the researcher did not take the precaution of and has applied the feasibility study technique (de Vos, 2011).

5.8 DATA ANALYSIS

The tact on what is known as ‘raw scores’ creates the notion that, it is often challenging to use this technique in research because it struggles to give a lucid representation. Hence, this paragraph provides the key strides that pertains to how the data were analysed using a wide range of crucial instruments and methods to depict the data view window. The researcher appreciated the scientific nature of the data analysis and its interpretation technique which says, through this process, the study must be able to restore the orderly functioning of research, show a clear picture of a system used and rationality to amassed data, notwithstanding the grouping of feedback and documenting the study designs and fashions.

What is more interesting is that techniques also equip the researcher with more innovative ways for improving data view windows, which bears resemblance to the complete fashions that are used when calculating the dividing sums of scores (Tredoux and Durrheim, 2010). This was used as a robust approach towards dealing with both the quantitative and qualitative methods used in this project. The questionnaires were created such that, they brought to the fore both the qualitative and quantitative elements of research. It further informed the design of interview schedules, which likewise, also brought the full cycle of both the quantitative and qualitative techniques forward. As elaborated on the next, the data analysis and interpretation instruments stemmed as prepared research designs for analysing collected data, thereby also authenticating the outcomes of the study. Being au-fait with issues of this nature (data analysis techniques) gave the researcher a clear grasp of what the research implications were as he extracts, while this process also changed some of his perceptions as he set his sights on the general study conclusion.

5.8.1 Descriptive mixed method

This research took an advantage of the presented opportunity in dealing with data using descriptions to provide a synopsis of the subject in question, create the study compactness as well as transform the high volumes of data into computer-generated information, thereby giving an overview of the whole project to the reader in a frenetic way (Sarka, 2021). The approach moved towards the use of nominal data techniques to present the findings, using non-numeric data to demonstrate the impact. The researcher approach joined the academic habit of using the identifiers or makes to classify the specific disability grant disbursement real-life-experiences, which also formed part of the quantitative variables where the numbers had no significant value.

The level of measurement use takes the responsibility of a mixed method seriously through engaging on the relationship description that pertains to the values being addressed apart from creating a routine where numbers are placed to act as a substitute for wider explanations (Tredoux and Durrheim, 2010). Numbers were used mainly to combine the population and experiences of the respondents as the researcher demonstrates the educational levels, number of years worked, provincial statistics, agency arrangement of Regional and local office staff just to name a few, whilst classifying them into the three case study provinces. The use of ordinal measurements thrived to create an order that depicts the study variables, however; not the difference between such variables- which was all done to show the non-mathematical philosophies such as levels of policy understanding, fraud awareness, training frequency and the extent of the interprovincial knowledge sharing among other critical concepts of the study.

This gave the study the quality of being extremely thorough (rigour) in that these concepts were able to demonstrate what was the study difference from others that have taken place before, which was of course going to be in vain without a clear direction of where such study difference was going to be channelled to (de Vos, 2011). This technique further assisted the researcher to successfully address the key objectives as well as test the hypothesis to satisfy the need for the study conclusion. It seeks to have given the data scores on the interpretations determined regarding the behavioural patterns of the respondent feedback. Therefore, this became the researcher's personal reflectivity instrument towards demonstrating to the reader

the prevalent responses, nevertheless forgetting about the paramount importance of arriving at an opinion by reasoning with reference to the research questions and objectives.

To trail as a good researcher, I adopted the different kinds of graphs such as linear, pie charts, area charts just to name a few which were used in this project to point out how the respondent feedback were dispersed before giving the information on what the study questionnaire items implied or inferred. This be intent to make the reader learn about the language of study responses, which expected the researcher to show how he positioned these responses, reached a decision regarding the frame of mind and respondent attitude towards the disability grant disbursement at Regional and local SASSA offices of Western Cape, Gauteng, and KwaZulu-Natal. The researcher also considered a multipronged approach that used diagrammatic illustrations such as [bar plot or histogram], and presentation graphics including charts, diagrams and graphics on the computer among others, which engulfed the gist of demonstrating how the study clustered its nominal data feedback in such wise that it expedited logic when the reader is trying to have a clear and/or; a complete idea of what was the disability grant disbursement feedback.

The foundation on which the cross tables were created stemmed from the attempt to make data comparison on the study qualitative variables as stressed by (Tredoux and Durrheim, 2010). They further make a lucid assertion about the technique stating that it becomes particularly useful in dealing with the characterisation, and the comparison of respondent feedback on the items which pertains to relevant public-opinion poll of the set questionnaire. To enforce a social relationship with the reader, the researcher once more utilised the public-opinion polls to exemplify how the cumulative data was presented in a graphic manner, which was also done to impart them with the clear-cut respondent feedback, thereby enabling them to reflect on one's own beliefs regarding the study objectives. The context in which this refers also interpreted the data in view of the philosophy, chronology, setting, theory, and importance, throughout the feedback obtained mainly from SASSA officials as strategists, and the drivers of the disability grant policy (Jirwe, 2011).

The explanation further fares across the data analysis that act as a sensibiliser of the problems encountered by the NPO professionals, and the grant beneficiaries as they provide their perceptions regarding the instruments used by SASSA to disburse disability grants, which is what was being probed by the study. This also included a clear grasp of how the researcher integrated as well as incorporated feeding data that were characterised by way of themes, including groups into the study to assist with the codifying and classification, as the study gears towards making an impactful meaning of the study outcomes.

5.8.2 Statistical inference

The foundation on which the first step of statistical inference is aground primed on the attempt to provide a lucid explanation for the phenomenon under investigation, that being, the effectiveness of the instruments used by SASSA to disburse disability grants. It also had to do with drawing conclusions that are based on generalisation, which in this wise is, essentially different from the use of descriptive statistics that simply abridge the data that has in fact been studied. The process depended largely on the methods which enabled the researcher to generalise the data that was gathered from the sample to the general population. It goes deep into details on the stratas of data, which was signified by means of demographics, whilst the technique further created a routine for the researcher to understand the status-quo as he outlines the implications, and thereafter casted his opinion by fact reasoning.

As suggested by Waller (2012), the researcher was given the latitude to study the statistical inference, through the implementation of chi-square techniques, which was not only able to demonstrate the partnership purpose which existed between the clear-cut variables of the set-up frequencies, nonetheless was also able to assess the cognation thereof. The study was present in the move of using the licensed statistician to give the project a quality face-lift. Understanding the rigorous processes of qualitative and quantitative methods were of a particular importance as it empowered the researcher to take into cognisance the recording of the phenomenon, including the individual experiences that the respondents succumb to.

The experts' inclusion into the study was used to allow the findings to stem as a thick description on the views and attitudes of respondents, which has also been documented into

becoming more definite and clearer with regards to how complex, and far extending is the feedback obtained for the research questions was. What is more is, the findings were also at the geographical heart valley of the study objectives, whereby I was able to suggest the framework that is geared towards improving the administration of disability grants in South Africa's Social Security Agency in the matter of the challenges the organisation face as they disburse grants.

5.8.3 Understanding and discussing results

From the data collected in chapter 6, the key findings emerged by means of specific categories and statistical representation upon which this research has built the meaning of the phenomenon in question. The qualitative and quantitative approach yielded increasingly good results on data that pertains to the challenges and experiences of respondents when it comes to grant disbursement from SASSA. The result provides views and feelings as evidence which was used to give a clearer meaning to this study. It was important to correctly interpret the results as stressed by Brink (2011) because it was through this practice that the researcher was able to determine the impact of the status-quo from respondent feedback, somewhat create an awareness of the subject in question, whilst also extracting respondent views of what could be used as solutions to the problems, and also explained what the outcomes meant to the future of SASSA.

These project outcomes were evident on two things. First, as suggested by Taylor, Powell, and Renner (2003), the use of graphs and tables to interpret the data. Second, the test of hypothesis that is outlined in 1.6.1 as a thesis statement which was also directed by the research questions and objectives, where the researcher has shed some light on the outcomes which was aground on the provisions of Critical and Theory of Change.

The results of the project found clear support for the data analysis using diverged qualitative and quantitative methods as a way of expanding the understanding of the existing phenomenon. Data collection forms tags at the heart strings of varying collection periods, which first started with the interviews and thereafter built-up to the distributed questionnaires. As recommended by Creswell (2003), this study data collection was pervaded by information

integration techniques such as substitution and change of variables, integration by parts just to name a few, while it was also mounted with the general conclusion of the whole project, which was evidently based on the study outcomes.

5.9 VALIDITY AND RELIABILITY / RIGOR

The mixed method quality of being extremely thorough, has over the years, been thrown down to the gauntlet by a few researchers in the field who argue that the method can be controversial at times, and that is equally so with the concept of validity and reliability. On that account, this project attached too much importance to the learning that is privy to research conscientiousness. I could not begin to mention rigor without giving careful consideration to the quality of being rigid or severe when addressing this study research problem, without having to immerse the investigation to the stiffness of opinions or the respondent attitudes thereof- which all required me to exercise strictness, exactness, and where necessary, show the height of chaos the SASSA grant disbursement situation has caused, including the relentlessness of the agency that comes from the environmental climate (Oskamp and Schultz, 2005).

Qualitative rigor often associates with the state of providing the research that can provide the study with reliable and valid information, which as it is the case with this study, the quantitative data fed-off from (Thomas and Magilvy, 2011). This method was extremely useful to this study because it largely embraces the truthfulness of the research under investigation.

The focus of rigor was also to change the existing misconstrued interpretations on the disability grant disbursement instruments, which has helped the project to create the study worth, remove fiction and retain the study value (Per Morse, 2002). It was once more, through this practice, that the overall study was able to gain the research design strength, which also allowed the researcher to show the appositeness of the technique when the study managed to answer the research questions. I considered this setup as a tool that creates a room for subjectivity, which is often anticipated in qualitative study types. Since this project embedded 1) the different narratives and 2) people, it scantily dwelled on the use of numbers by means of statistics, as it was very possible for the researcher to include rigor into the study as he managed to

demonstrate reliability and validity using study concepts, even though the rigor is somewhat known to be biased in dealing with quantitative findings (Davies and Dodd, 2002).

During this project, I gathered that - other researchers such as Shokane (2017) and Luthuli (2019) believe that rigor rather plays an important role to quantitative research by way of reliability and validity. That being the case, they believe the technique rarely permeates the qualitative exploration which they argue that the method that is generally concerned with the embedding of positivist views. However, it is equally important to the researcher to understand that the newer ways do consider using the reliability and validity instruments as other means of ensuring the qualitative rigor. This has, as of the early 1980s, according to Guba and Lincoln (1985), been referred to as a trustworthiness process. This transition investigated by the same researchers reveals that, the concept of trustworthiness can and was used a central technique by emerging scholars use to mollify rigor in their qualitative studies, which in this study came through its qualitative concepts.

Different researchers allude to trustworthiness major advantages. Having said that, the benefit of adopting this approach in this study was that the researcher was able to embrace value, truthfulness, and the validity of qualitative findings. Ideally, the based method provides a means for the reader's dependability and belief of the study results.

I believed it was important that I adopt the trustworthiness method as it became particularly useful in studying the quality of my research design (Hardin, 2002). One of the attractive features for this approach was that I was able to convince the reader that I was able to correctly carry out the research process. Trustworthiness method allowed me as the researcher to offer an effective way of dealing with pragmatist concepts in the process of ensuring the study's internal and external validity, and that of dependability and objectivity (Connelly, 2016). The researcher, as suggested by TH Abraham and Finley (2021), further employed the trustworthiness approach since the instrument embeds useful reliability and validity concepts. Another advantage of using this approach was that it made it simpler for this research to deliver the four major concerns of trustworthiness upon which the research criteria was based (McGloin, 2008).

I also identified trustworthiness as one of the critical study aims, which also happened to characterise the worth to which this study was based on in its process of, and after it has been completed. It was equally important that I pin the study to trustworthiness to ensure that its analysis was able to gain the insights that are derived from the 4 main old-style criteria, namely: a) Truth value, b) applicability, c) consistency, and d) neutrality. The continuous use of trustworthiness also had an advantage over others which exist in that it allowed the researcher to settle for its four cognate concepts that are located within the naturalistic paradigm that is created in place of the rationalistic terms including credibility, transferability, reliability as well as truth supporting research. As a matter of fact, I used the steps in allude as the way that investigators engage to ensure that their projects satisfy the above-mentioned criteria, whilst it also helps them to accomplish the trustworthiness that each study requires.

The method further assayed that the criteria aid is used by the investigators to observe oneself as they direct the study research activities in their discipline, which also became a technique that this research used to establish, if in-any-case, the different phases used in the probe did come up to scratch in projecting the study quality along with rigor. Trustworthiness was mainly prepared, according to the ex-post facto that is used to give an objective judgment on the products of research as used by Amin, Nørgaard, Cavaco and Witry (2020), which helped this research to crucially evaluate the SASSA reports, the case studies that relates to disability grant disbursement, and other suggested publications from previous scholars who had already explored this field.

5.10 LIMITATIONS /DELIMITATIONS OF THE STUDY

This investigation, nevertheless, met with a few limitations. Among other limitations alluded to in this study, the first one this research must mention is:

5.10.1 Prefigured systematic limitation

Herein these paragraphs the researcher refers the reader to the methodological limitation that may have somewhat impacted the results of the study, and its causes.

i. Representability

I had to make sure that this study remembers that the primary limitation to the generalization of whatsoever study results is always heavily influenced by an incomplete number of the units of analysis that researchers use in their studies, which clearly in this regard was dictated by the chaos dispelled by the disability grant disbursement instruments at SASSA (Lubin, Vielma, Zadik, 2021). Hence, the researcher had to ensure that this research met with saturation, as he finds ways of dealing with the sample sizes that grew at a snail pace, therefore, made it challenging for the researcher to discover an important relationship from the data.

This approach assisted the project to eradicate the threat which stemmed from the fact that, the statistical tests generally depend upon large sample sizes before any research can guarantee that its geological subsets precede the geostatistical calculations in the most effective way, that being the representative distribution (Quicke, Butcher and Welton, 2021). Evidently, the aim was to make sure that the researcher become proactive on the issue in allude because, had the study not addressed the issue, this would have meant the research is not able to convince the reader that it had a large enough sample that can considered to be representative of all the groups of people to whom the findings were generalised or transferred to (Braun and Clarke, 2021).

5.10.2 Identified causes to limitations

Here below the researcher is hammering on the causes of the study limitations that he deemed important to bring to the attention of the reader for future consideration, especially that of the emerging scholars in the disability grant administration field.

a. Access

Since this research project depended entirely to SASSA respondents, and on very confidential documents for the disability grant beneficiaries, it was quite difficult to be granted access as sometimes it was assumed that I am a journalist or in a fishing expedition. However, after providing respondents with the DUT Full Ethical Approval letter the situation subsided.

b. Longitudinal study effect

As a novice researcher, who could not exactly devote longer than a three-year stipulated PhD timeframe to studying the disability grant disbursement field, I was equally limited by the time

available to continuously investigate what was the progress on grant disbursements to measure change or stability within the SASSA agency as I was self-conscious of the due date of my PhD project. Hence, I opted for the topic that did not require an unwarranted amount of time to complete the review of literature, enact the methodology, as I gather as well clear up the findings.

c. Cultural bias

I argue that all human beings by nature, are either consciously or unconsciously bias. Bias, somewhat means, a certain level of unfairness or an exception is dispelled by a particular individual towards a certain group, things, or place (Frisch, Aigrain, Barauskas and Bjarnason, 2012). Most people tend to attribute bias to negativity, although it can also turn out to be positive as well. I detected, in a case of Western Cape and Gauteng that, the respondents were mostly either Sesotho or Xhosa speaking, whereas my questionnaires were only in IsiZulu or English, which is where my expertise are. Fortunately, the questionnaires were prepared for the learned or literate class, and it happened that the English language is a medium of instruction in South Africa, which is what salvaged this study from that bias, whilst it also empowered the respondents who were keen with the opportunity to learn IsiZulu, hence turning negative bias into being a positive one. As mentioned in chapter one, the selected provinces were based on being considered as hot spots for disability grant disbursement crimes, and not according to cultural segregations-hence, the study was not perpetually encouraging bias.

d. Organisational language

This looks more at the discourse wherefrom the organizations tend to produce own systematic language to communicate with their internal and external stakeholders (Westwood and Linstead, 2001). It is to be borne in mind that, this research focused on improving the administration of disability grants of the SASSA, to which I was not aware of the organisational jargon, except for that which I read online and during document analysis. Hence, I was limited in being able to call the procedures and policies exactly as they are called by the organisational community of the SASSA. As such, this research acknowledges this lack of knowledge thereof.

5.11 ERASURE OF BIAS

Avila (2021) explains bias as an analysis and fine-tuning of some questions which are likely to provoke a favourable answer counting binary response set-ups that are without provision for the respondents to explain further of whatever the status-quo is. As part of taking caution to the bias that often take place as researchers undertake their studies, the next paragraphs allude to the varying critical techniques of bias, which offer quite a few considerable ways of dealing with these different types of biases that this study used. This was guided by the insights of the previous research futurists, which has helped this project to revalue the different ways of dealing with bias by taking into cognisance only those which were relevant to this research.

1) Selection bias

Farnsworth (2020) view bias as bias an announced selection of individuals, groups, or even data that is due for analysis in a manner that does not allow for proper randomization to be achieved, which makes the sample acquired to fail in being representative of the population. With reference to this study, I selected the different SASSA offices across the three provinces, namely: WC, GP and KZN situated in both urban and village settings to eliminate bias, which was representative of all races, gender and ethnic groups along with different working ranks ranging from the operational to strategic personnel. The researcher has repeatedly mentioned that, about disability grant beneficiaries, he selected the grantees who were housed in three NPOs including WCAPD, GPAPD and StGs since each one of these organisations looks after the paraplegic who reside from different places of each province, which makes representability justifiable.

2) Self-selection or volunteer bias

Self-selection bias can be understood in the context of the bias which ascends because of the situations whereby individuals tend to select themselves into a study group, which then causes the sample to be biased in a manner of non-probability sampling (Costigan and Cox, 2001). This study excluded the SASSA employees who volunteered to help the researcher secure appointments with other staff due to interpersonal relationship the researcher had built with them, whereas the NPO professionals who are social workers who assisted the researcher to arrange the grantees were also excluded as this may have intimidated the grantees from responding truthfully and freely.

3) Information bias

Tripepi, Jager, Dekker and Zoccali (2010) understand the information bias to be the distortion of a particular study measure of association, which comes from the study's lack of having accurate extents with regards to its key study variables. The researcher assessed the accuracy of this technique by requesting credible documents from SASSA monitoring and evaluation unit, and in a case of NPOs, from their administrators, and by interviewing and issuing questionnaires directly to respondents to make sure that the received information is not in any way distorted or inaccurate which would have compromised the validity of findings. Further, the information range was classified in respect of the study outcomes which were later converted into themes that addressed the study objectives.

4) Confounding bias factor

Wallach, Serghiou, Chu, Egilman, Vasiliou, Ross and Loannidis (2020) stress the importance of the researcher ensuring that, the confounding bias factors, which has to do with the distortion in the measure of association that exists between exposure and the outcome which result from the study mixing the outcome of the experience that comes from the primary interest with other inessential elements of danger which this study has methodologically taken care of. How this was done, the study has, as a way of dealing with the particular confounding issues of bias ensured that, there is a match between the respondents in the three selected provinces, which was done irrespective of whether the researcher was dealing with a grantee and/or; the SASSA officers at the time of data collection, and the ultimate purpose for such practice was aground on the attempt to ensure that in the end the study is able to account for the equal distribution of its confounders.

5) Misclassification bias

Walraven (2017) engross the misclassification meaning to a situation whereby chaos is caused because the individuals that have been assigned to a different category than the actual one that they should be assigned to. To avoid this, the researcher deemed this consideration to be of a particular importance to an extent that the study itself has classified its findings using a thematic analysis approach that was guided by the study objectives, and at the same time, were further broken down into qualitative and quantitative categories as the study reported back on its findings. Of course, this approach helped the study to maintain order, as it had to also consider

placing the individuals, and accordingly the study data points into specific groupings as demonstrated in chapter 7.

5.12 ETHICAL CONSIDERATIONS: INFORMED CONSENT, PARTICIPANT'S RIGHT TO WITHDRAW AND OTHER IMPERATIVES

Ethical consideration, according to Hall and Studdert (2021), plays a very crucial role in dealing with research ethics that both established and emerging researchers have to comply with before they can pursue any inquiry. As such, in the paragraphs below, I refer to the ethics that this study has borne in mind as the researcher executed the research activities.

First, the respondents were issued with a letter of information that explained the qualification I was registered for, what was expected of me as I engage with the study, unpacked the study focus, and indicated that I only focused on the WC, GP and KZN provinces, which clearly had to have the title of the study.

I, also enhanced the letter of information with my prior qualifications as a principal investigator, including the details of my supervisor as a co-investigator. This information was important to consider for the sake of respondent in case they feel the need to reach out to the university ethics committee regarding the researcher's unethical behaviour or any other concern.

5.12.1 The ethics of informed consent

Similarly, it was equally important that my letter of information introduced the study to the respondents as it gives its background because this was able to make the respondents decide whether they wanted to participate in the study (Loeff and Shakhsheer, 2021). As mentioned in 1.1, this project had to do with Improving the administration of disability grants in South Africa's Social Security Agency as the primary focus of the study.

This letter mentioned that I had hoped to get input from disability grant beneficiaries and experts in the social security sector on what they deem as specialists and recipients of grants

are the causes of the allegations of disability grant policy weaknesses. Obviously, this could not have been meaningful without the cognisance of what the constitutional requirements were, and what they meant in the context of disability grants. This is where I unpacked what the study method was and explained which provincial SASSA offices were selected as the case study. In addition to this, the letter of information spelled out which were the selected NPOs that house and serve grants to the persons living with disability through SASSA, that being the, WCAPD, GPAPD and StGs, which was evidently done in respect of the three selected provinces, WC, GP and KZN.

It was worth investing time in unpacking the context of this document as it explained that, among an array of social security grants that are offered at SASSA using various facilities, the grant of interest for the purpose of the study was only limited to the social disability grant. It stood to reason that I incorporate the paragraph in the letter which showed that as much as literature has largely focused on social security grants in general, however; there was very limited literature which focused on the service ability of the mechanisms that were used to disburse grants in the social security sector. This included making the respondent aware that the weak disability grant mechanisms were a growing challenge globally, with a particular focus drawn to South Africa. The letter hammered on the point of the disability grant policy which is a very specific framework; therefore, required specific knowledge and skills about the sector for it to be effective when grants are disbursed.

More importantly, I wanted this paragraph in a letter to show the respondents how important it was for this study to fill this gap as it proposes the possible disbursement remedies as an expansion of the approaches that were going to assist the disability grant policy experts, and beneficiaries to acquire the specific skills required if social security development was anything to go by. Through this paragraph, the letter hastened to reveal to the respondents that, the aim of the study was to improve the administration of Social Security Disability Grants of the South African Social Security Agency by forwarding the recommendations. With, the letter of information further took into cognisance the importance of explaining of the following:

5.12.1.1 Encryption of electronic questionnaires

Zhao, Cai, Wei, Zheng, and Xu (2021) stress how important it is for researchers to consider the encryption of electronic questionnaires in research for the sake of maintaining security. In heeding this important research call, I ensured that the research files with confidential information were compressed, and that they were encrypted before they were transferred to respondents (Andreev and Koo, 2020). What is more is, these instruments did inform the respondents that their participation was purely voluntary (Josephson and Smaleuthor, 2021). The paragraph ensued further explained to respondents that, the encryption was going to make sure that the compressed files could not be read by anyone who did not have the password which the researcher had created when the files were being compressed and encrypted.

5.12.1.2 Participation is Purely Voluntary

The researcher explained that, even though SASSA has granted him the access to the respondents, however, he did not have the right nor the authority to force respondents to participation. They were assured that their participation in the study was not in any way going to influence their grant status. This included mentioning that, although this study is endorsed by SASSA-nonetheless, it was not commissioned by SASSA to ensure that respondents do not feel pressured. I repeatedly reminded respondents that their participation in study was purely voluntary, and that there was not going to be any consequences should they decide to withdraw. More importantly, they were made aware that there was no monetary or any other form of remuneration, which also meant that there were no costs that were applicable to them.

5.12.1.3 Determining the sample size for the quantitative component

The sample size depended on the number of enlisted beneficiaries of disability grants that appeared at SASSA, and selected associations at the time of data collection (Lakens, 2021). The figures were unpacked in Table 5.7 regarding data collection, and the researcher used the full- ethical clearance letter to request for the information that was needed for the year 2022. Qualitative data collection was applicable to disability grant beneficiaries. Their representability came from all the three associations, that being the, GPAPD, WCAPD and StGs. I used the Interviews to collect data which fell on the qualitative component of the study.

The supervisors/managers from organisations that house DG beneficiaries were issued with the semi structured questionnaires that are like those issued to SASSA officials.

5.12.1.4 Time and place of interviews

The time and place for the interviews were determined by interviewees, and they depended on their availability and convenience. This is where I got the opportunity to assure the respondents that their rights were going to be protected by keeping their information confidential, and that they were going to be treated as anonymous including to ensure that their participation in the study was purely voluntary. The research framework and agenda were made to be objective and clear. The administration of the research was consistent with the research principles; the purpose of the research was explained and introduced in the covering letter. I explained the methodology to the respondent before starting an interview. The respondent was also made aware that, the duration of each interview and/or the completion of questionnaires was anticipated to last for about 30-minute maximum.

5.12.14.3 What the study benefits were?

I was expected by SASSA, the findings and recommendations of this study were going to be presented to the Regional Manager Committee (REMANCO). A few journal articles were going to be published in the Department of Education accredited journals. The study was also to serve as an instrument that is designed to sensitise the government on the loopholes (should there be any), which in turn was going to assist in bridging those gaps after evaluating the published results of the study.

5.12.14.4 Anonymity and confidentiality

Confidentiality and anonymity were to be demonstrated by requesting respondents to sign a consent letter prior to commencing with the interviews or filling in questionnaires. Respondents had a solemn right to participate and/or withdraw from the inquiry. I had to obtain an informed written consent letter from respondents throughout the interviews. Respondents were also given an assurance by me that the information they shared would remain between the study supervisor and the myself beforehand, during and to the rear of the investigation. To retain confidentiality, I used specific codes to describe the respondents, excluding all their

names and other identifiers. Last, I informed them of the five-year waiting period for record keeping before all the information supplied could be discarded.

5.12.16 Data storage and security

I opted for a data security strategy that used encryption to archive the digital information which was encoded in such a way that only me can view it. This included the data collected from electronic questionnaires. To reinforce data security, I activated the lock out functions for screen savers. This implies that any computer used for data analysis was configured to "lock out" after 5 minutes of inactivity. This reduced the risk of theft or unauthorized use of data in situations whereby the researcher was working with confidential data and happened to leave his desk unattended or does not log off immediately.

5.12.18 Digital data

Digital versions of qualitative data were held in a few forms, including digitally recorded voice files (of either interviews or fieldwork notes) that were held in MP3 format or similar and through the transcriptions of voice files that were held in word-processed documents. I used Protect+ Voice Recorder with Encryption which is a full-featured audio/voice recording app with which offers the recording and encryption of the digital data.

5.12.19 Physical data security

All non-digital data were locked away. Paper documents such as consent forms, printouts, or case tracking sheets that contain personal identifying information were stored securely in locked file cabinets when not in use and were handled only by the researcher.

5.12.20 Data disposal

After considering that deleting files and even formatting from a hard drive might not be as effective as the files might still be retrievable, I then opted to physically destroy the drive in which the data from the respondents was stored. I achieved this by using an approved secure destruction facility at which I was physically present. The physical data was destroyed by shredding.

5.12.22 Social Worker Voluntary Participation and Non-Disclosure Agreement

The social workers were not allowed to be privy to conversations. Their role was only limited to being there if any health or physical injury related events takes place, to which the researcher committed himself into ensuring that safety of all the respondents, including himself was available. Otherwise, the role of social workers was highly restricted and were purely voluntary, which meant that there was no fringe of financial benefits that were attached to their participation to this study. This was created to ensure that, should a need to request social workers to assist in the events specified above arise, they have been made to commit into this non-disclosure agreement by signing a form in this section's clause.

5.12.23 Research-related Injury

This was not applicable to the nature of the study. This means that, the study did not involve any clinical trials or anything that had to be tested on the respondents. I collected data in two forms, which was through the dissemination of electronic questionnaires, and the face-to-face interviews. The researcher made this process to be completely voluntary, and at the convenience of respondents.

5.13 HYPOTHESIS TESTING

This study used a Null hypothesis testing (NHST) as a method that provides for statistical inference, whereby the researcher aimed to test the observations that were made by the study against the thesis statement mentioned in 1.6.1, which the ultimate purpose was to determine if there was an effect or a relationship existed (Scheel, Tiokhin, Isager, 2021). Thereafter, this research linked the outcomes to both the leading objectives as well as its hypothesis to show the reader the statistical significance. More importantly, the data collection tools were developed such that they test the hypothesis which later formed part of the study quantitative outcomes that were presented in an inferential form.

5.14 DEBATE

The ultimate purpose of chapter five was to provide a better understanding of the methodology choices used by the researcher in pursuit of the study. The systematic use of instruments in the present chapter explains what the context of ontology is and provide meaning to that of

epistemology in relation to this study, wherefrom the researcher gravitated on the importance connected therewith, which has justified why a mixed method study design was chosen, the usefulness of its data collection instrument together with the critical importance of this course of action that was used to interpret the study outcomes. In addition to this method justification, I suggested several avenues of research that bear the logic which is associated with the addressing of study objectives. Taken together, the methods also alluded to how the data collected were interpreted in a manner that answered the research questions. The mixed method design encouraged a better understanding regarding the illogicalities which existed between the qualitative and quantitative outcomes, which came through the study by triangulating the data obtained.

This study key methodological approaches were immersed in both qualitative and quantitative since it would have been illogical for the researcher to just list the feedback, whilst he shies away from the actual reasons which necessitated for such responses, aside from trying to observe the perceptions, attitudes altogether with the possible solutions which were provided by the target population. Despite having used a mixed method case design, this research can also be seen as a first step towards addressing the growing issues that undermines the effective administration of disability grants, which is disbursement inefficiencies and fraud, that, to the researcher's knowledge, have not been successfully resolved by the South African government, and has somewhat given this study a research problem perspective, and the study in totality.

In my view, it was equally compelling that this chapter provides the reader with convincing explanation of the lengths that the research went to as a way of making sure that the study has an acceptable valid explanation of the grant disbursement phenomenon. The presented methods were au-fait with the issues of disability grant disbursement methods in the company of experiences, and situations that the respondents are faced with. Besides my own interpretation of the data, an additional help to explain the findings came from the statistician, thereby helping this research to conclude amicably. This be to the importance of providing the study with corroborated evidence that was acting in the part of developed theory as the study projects its general conclusion view.

5.15 CONCLUSION

The insights of Hardianti (2021) on how to write good thesis prepared the researcher for the concluding chapter that lies ahead. The author's views contribute to the growing body of evidence by bringing to light the clarity on what the thesis is, and the way to write it along with the way the different research should be undertaken. The write up hinge on the importance of making sure that the thesis is a limited subject, has a precise opinion, and allude to the document being the blueprint of reasons, among other important aspects the author highlights.

Three other important aspects came out of the writings of Brabazo (2010), that being i) the permissible ways to reference the thesis, and ii) what constitute an original contribution in research, and iii) what it means to be doctorally prepared in your reading as a PhD pitching scholar. Micsinszki (2021) also gives a priceless insight on how writing an impactful thesis should be like when they allude to the arrangement and inventive ways that the researcher can adopt to make a thesis appealing. The author's write up tips the scale on the newer ways of arranging and presenting data. Chapter 5, therefore; provides a detailed knowledge on how the researcher examined and cleared up the collected data using the methods outlined in Table 5.2. Despite the limitations alluded to in (4.12), nonetheless; the study managed to enhance the understanding of the reader by demonstrating the relationship which exists between the disability grant policy, fraud and inefficiency lamented about regarding SASSA.

CHAPTER 6

DATA PRESENTATION UNITS, ABSTRACT THOUGHT AND CONSTRUCTION: INCIPIENT DISABILITY GRANT ISSUES, PERSPECTIVES OF OFFICIALS AND GRANTEE RESPONDENTS

6.1 INTRODUCTION

Research on chapter five deals with the data presentation units, abstract thought, and construction, using the disability grants disbursement methods which has a long tradition. For the most part, the section addressed the most popular challenges in the disability grant policy execution methods used by SASSA, and fraud and inefficiency were the main ideas that this study focused on. Firstly, I used a common strategy to study the qualitative data, using the thematic analysis concepts which emerged from study findings for the purposes of data analysis process. This paragraph constitutes a relatively new era in that the study starts by presenting and analysing the quantitative data units with the sole purpose to address the socio-economic as well as the cross-culturalism of the disability grantees.

To gradually broaden the disability scope, as a social grant field, I tended to present the data units using the qualitative approaches, and in some instances, projected data using the quantitative techniques, which was done to down scale the high volumes of data, also with the intention of recording such data succinctly as per the advice of (O’Gorman and MacIntosh, 2014). As a field that is maturing, given the wealth of well-understood methods and algorithms, this phase of PhD project has had to determine its emergent themes that relates to the study main objectives.

Such theoretical developments have had to show how the study data presentation units, abstract thought and the construction thereof has built-in, which was through the pronouncement of the way in which such themes connect reciprocally, and through the way that they connect with the objectives of this learning experience. These approaches have been influential in the field in that they were able to help the study to make sound and coherent argument with the intention

to elevate the understanding of the reader following the suggestion of (Wagstaff and Williams, 2014).

It is evidenced in the substance of the section that was being spun out as to what the discovery of disability grants applications entails. Through this practice, this research has been able to tie up the findings to the research building block of grant disbursement methods as alluded to in chapter 3, whilst in the same process the researcher also gave careful attention on what was laid as a foundation that solidifies the study key findings, and its inherent futuristic resolutions for improving disability grants as discussed in chapter 7 of the thesis that follows. Therefore, this thesis chapter six inter-leads to the final chapter seven that first demonstrates the project sub-questions being addressed, which is not long after answering the key questions, and the made prominent research outcomes, as well as the hashed-out contribution of the study.

Suffice is to mention that the Disability Grant increased from R1,890 to R1,980 as of April 2022, and ought to add again an amount of R10 by October 2022, that being a 5.3% increase, which then makes each grantee to receive a social grant pay-out of R1,990.00 per month (SASSA, 2022). In the sections that follow the study addressed the live experiences of the three provinces, namely: Gauteng, Cape Town, and the KwaZulu-Natal provinces. To demonstrate this study view, I have used the social constructivism as a critical discourse analysis which is also known as (social constructivist theory) that has to do with the sociological theory of knowledge proportional to human development, thereby addressing one's position within a social hierarchy, including to postulate how knowledge is constructed through interaction with others (Kim, 2001). This is further expanded further in section 7.8 of the thesis.

To jog the reader's memory, section 4.2.1 explained the critical theory as a framework which encourages the use of its paradigm levels, that being the text analysis which has to do with the use of descriptions, the processing analysis which zooms into the study interpretation, and then, the social analyses which is concerned with providing the study explanations for respondents to engage and find solutions to an existing problem. I deemed it important to explain that the manual coding this study used was because the intention was not only to contribute to knowledge economy of the established and emerging social scientists, nonetheless, it was also

aimed at making the document user-friendly to the different kinds of respondents who are able to read and write as the results were generalisable to the entire public since the study used mixed method.

As much as there are much more modern data analysis tools that can be used by established and emerging scholars such as ATLAS.ti 9 windows, NVivo among others to write creatively and more intelligently, however, this study preferred to analyse the data using the data compression or source coding software that were obtainable from the ThinkStation P520c. This was aground on the fact that the permission letters to undertake this study contained clauses which required the researcher to not only present the findings to the structures such as REMANCO at SASSA and varying selected organisational boards, but the researcher also needed to hand over a copy of his thesis to each one of the participatory organisations for them to individually improve their policy as per the request as they compare what other organisations are doing to improve their efficiency.

Therefore, the manual coding method was preferred because it simplified the findings for all kinds of respondents who participated on this PhD journey which was irrespective of their social standing in the disability grant community, as long as they were able to read and write which in any case this study had selected only the respondents who can read and write. This study yields increasingly good results on data as I also synthesised the section by addressing issues of my positionality as a researcher to which I related how the lived experiences of grantees impacted me as an ordinary person.

6.2 GPAPD, WCAPD, ST GILES OPERATIONS AND SASSA, GOVERNANCE AND ASSOCIATED RESEARCH EXPERIENCE: GAUTENG, CAPE TOWN, AND KWAZULU-NATAL

This section pre-empt the importance of using scientific illustrations to present data in your thesis in such wise that it is easier for the reader to understand your research (Moriarty,

Thompson, and Boland, 2022). This is to say, the general theme of this section dwelled on familiarising the reader with the functionality structure of each of the three non-profit organisations that houses the persons living with disabilities across the provinces (GP, WC and KZN) and SASSA operations in line with this project research experience. Therefore, I included the section to create consciousness on how the NPO operations in line with SASSA governance is like, relayed what this research succumbed to and then described the end state of the status-quo insofar as ethnography is concerned before I unfolded real life experience findings in the next sections.

It was important to mention that the WCAPD, GPAPD and St Giles had two focus groups each who were selected based on being permanent disability grant beneficiaries and were not part of the individual interviews which was part of avoiding the double dipping issues when raw data is extracted from respondents. Each of these focus groups had five respondents per group. It was of particular importance that the researcher ensures and guarantees the confidentiality of the respondents in the course of interviews. To reiterate, this study used non-probability sampling technique which is purposive/theoretical sampling. As part of this study inclusion and exclusion rule, I have selected the temporary disability grants and grantees with mental conditions as an exclusion whereas this study has selected as part of its inclusion rule the permanent disability grantees who were without any mental conditions to enhance the credibility and reliability of findings.

Whereof I dealt with the issues of grantee respondent lived experiences that were anticipated to come up during the interviews, it stood to reason that I the use the debriefing sessions as a mechanism to prepare the respondents on what they can expect the interviews to be like i.e., the WCAPD, GPAPD and St Giles standby social workers were roped in for emergencies, wherefrom the independent external social workers from the Department of Social Development of each province were also included in case the grantee in question were to feel uncomfortable speaking to the in-house social worker from any of their organisation, that is: (WCAPD, GPAPD and St Giles).

6.2.1 GPAPD Operational overview and associated research experience

Predicated on Moriarty, Thompson, and Boland (2022) notion, the paragraphs that follow first used the photo features as an illustration that gives the reader an idea of what transpired in the field before the researcher delved into unfolding the study findings. Gauteng Provincial Association for Persons living with Disabilities (GPAPD) is situated in Johannesburg (see Figure 6.1). The organisation exists to be savvy to the needs of clients with disability. GPAPD business survives mostly over the funding that comes through sponsorship or donors. To a certain extent, the NPO meets some of its operational demands through the money they charge their in-house clients who are disability grantees.

The NPO has its own in-house professional social workers. It is decentralised across the different areas of the Gauteng province, and its satellite offices are generally situated proximity to SASSA local offices. GPAPD deals with clients that are found wanting like the homeless persons with disabilities, referrals and those who approach the NPO directly. The organisation stands as a mediator and the voice of the voiceless clients who live with disability to SASSA officials. They generally challenge SASSA on substantive issues that frustrates clients and subsequently prevent them from getting their disability grants. This is to say, GPAPD exists as an enforcing agency that represents the rights of the clients who lives with various forms of disability.

At first, the receptiveness was extremely poor as the researcher kept on sending several emails to no avail of response. The NPO management later loosened up although there were still concerns around the funds which were going cater for the varying needs of the persons living with disabilities housed by this organisation during data collection. The leaders of the NPO argued that their clients take medication (s) for various kinds of chronic illnesses which means if they are to participate in the research this would need to be catered for by the researcher. However, after carefully taking through the leaders through research ethics which forbids this practice as it compromises research integrity, the in-charge relooked their decision.

Figure 6.1: Data collection underway for GPAPD



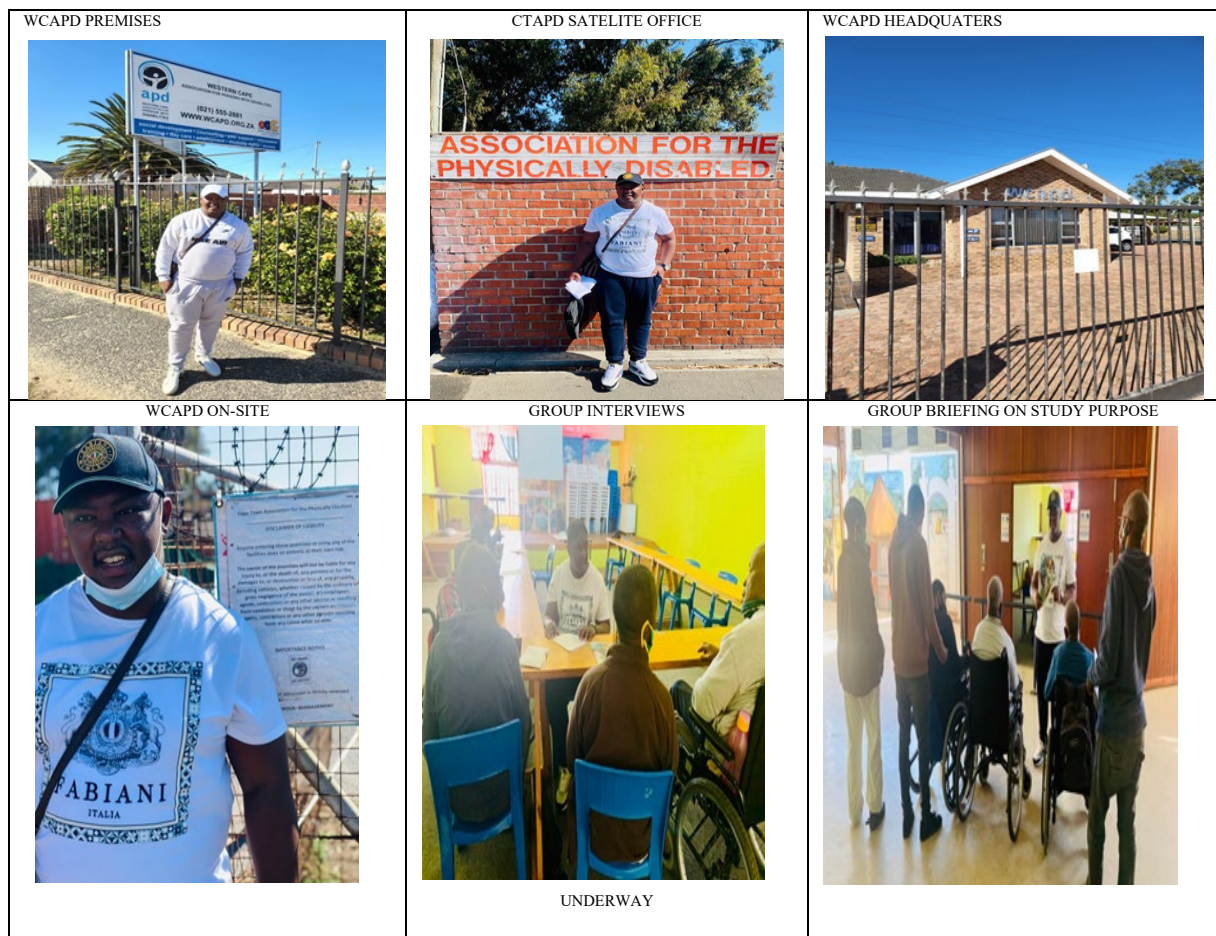
Source: Images captured by researcher

They, thereafter, approved for the research to place on condition that the Department of Social Development disburse funds which was going to allow GPAPD to be in possession of all those which clients needed for the day/s of data collection. Although this condition did delay the initial allocated timeframes, however, the research did take place to which the researcher assumed that funds did eventually come through. The write-up that follows gives in to snippets of what transpired when approaching the non-profit organisation that identifies itself as the Western Cape Association for the Persons living with Disabilities (WCAPD).

6.2.2 WCAPD Operational overview and associated research experience

Just as it was the case with the GPAPD, the Western Cape Association of Persons living with Disability (WSAPD) is a non-profit organisation that house clients with major disability needs in the city of Cape Town.

Figure 6.2: Data collection underway for WCAPD



Source: Images captured by researcher

Its offices are also dispersed across this province’s key areas which is where this NPO’s skilled professionals becomes very savvy to the needs of this specific group of clients. Unlike GPAPD that survives through the funding that comes from donors, if not from charging clients from their funds that comes in a form of SASSA grants, this NPO has a specific international funder which is what helps this organisation to be able to meet with its day-to-day operations. Its clients are arranged such that they range between two categories, which is (1) home-based care clients, and (2) what the organisation refer to as their in-house clients. By virtue of explaining precisely, the home-based care clients typically refer to those clients with mild disability needs, whereas; the in-house clients mean the clients who live with severe disabilities which needs extra care from social workers and care givers.

In section [6.3] and [6.4] which unfolds both the qualitative and quantitative outcomes, I addressed some of the most pertinent issues that I came across at WCAPD as I engaged with data collection which had an impact on the results which this research project has yielded to this very end. On a positive note, the image reflection displayed on Figure [6.3] exonerate the after success which this research met with when both the staff and clients committed to participate in this research, and accordingly contributed meaningfully on the data that was later converted to be the most critical information that SASSA can use in their processes when disability grants are disbursed. Giving to the understanding of this NPO's financial structural arrangement in place, the organisation still does however tumble across many other financial constraints which comes because of a highly demanding economy versus their NPO's limited availability of financial resources.

Granted, I cannot say I faced as many challenges as I was confronted with at GPAPD, however, there were many other associated challenges that concerns what the outcomes of this research were. Inter-alia far flung clients that were not easily accessible among other issues that were discussed as part of this project research limitations. Perhaps one can also say that, at first, it was rather concerning that the researcher met with some staff members who showed participation withdrawal symptoms, albeit; there were later changes in attitude which is what literally turned out to be what the researcher considers as a successful and a meaningful data collection completion.

6.2.3 KZN StGs Operational overview and associated research experience

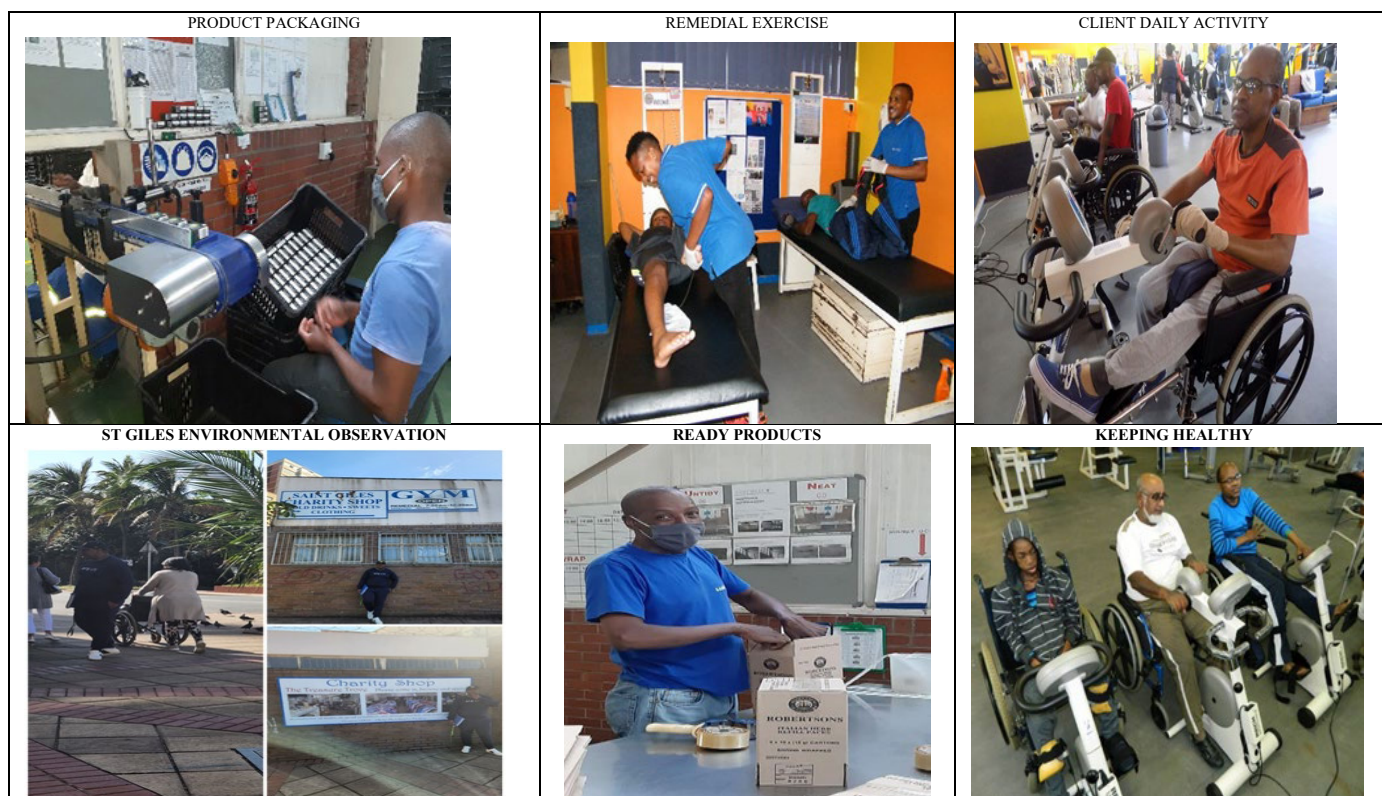
It is now generally expected by the reader that the researcher compared the disability non-profit organisations that are structured in the same way but differing by means of provinces. Saint Giles (StGs) is in the KwaZulu-Natal province located in the nerve centre of the city of Durban. By virtue of being an organisation that specialises on services that relates to disability, they too, are dealing with clients challenged by the different kinds of disabilities and subsequently receiving social disability grants at SASSA. What sets this non-profit organisation apart from the other two (WCAPD and GPAPD), is that they do not only house clients living with permanent disabilities, nonetheless, the NPO also specialises in providing disability remedial exercises, unleashing the different talents of disability clients, and more than anything they train this specific group of clients to do less strenuous jobs such as the packaging of products

for companies such as Robertsons, Wear check just to name a few (see Figure 6.3) as a way to elevate what they consider to be a meagre disability grant which does not meet the dire needs of this vulnerable group.

Although the researcher was given permission to collect data by means of permission letter as provided for in annexure 1, however, I was advised not to take the pictures of the interviewed clients. Then, to describe to the reader about the St Giles' day-to-day business with clients, the researcher resorted to including pictures that already exist on the St Giles website as part of the evidence, which some show when the researcher was observing an environment outside St Giles premises, which was done thereby confirming the visits that took place during data collection phase for interviews and observation. The researcher argues that the pictures included in this research have been duly acknowledged St Giles as a primary source. This research further wishes to reveal that no issues of anonymity and identifiers were compromised as the pictures displayed does not necessary show the interviewed respondents, and they were long published on the website which presumably was for the benefit of the interested public who visits this NPO's website for different purposes such as donation among many other reasons.

What is more interesting about St Giles is the fact that clients have come up with so many ways to generate extra income for themselves. This includes created third income streams such as the running charity initiative whereby anyone from the public can donate clothes or any other usable household items, which some are sold, and some are utilised by this organisation itself as means to save on the cost that increases widely due to the high cost of living. For the benefit of the reader, I find it important to mention that this NPO is proximity to (a) the beach and (b) bird feeding spot. So, to keep the clients away from cabin fever, St Giles do allow them to do a walk abouts, provided they are fit to do so or accompanied by a family member when visited even by the social workers, and they also do activities such as bird feeding whilst they have those small chats between themselves, and the neighbouring old age home clients who happens to also come out to feed the birds if the clients are not taken for sporting activities.

Figure 6.3: Data collection underway for KZN StGs



Source: Images supplied by St Giles/researcher

Here next, the section introduces the reader to the significant outcomes of this research ranging from different grantees of the three selected non-profit organisations that house the persons living with disabilities (GPAPD, WCAPD and St Giles). This was done in respect of the plans on how this research was executed across the three selected provinces.

6.3 QUALITATIVE OUTCOMES: PROVINCIAL DISABILITY NON-PROFIT ORGANISATIONS- GRANT BENEFICIARIES

As provided for in the assertions of Flemming, Booth, Garside, Tunçalp and Noyes (2019), this study section places emphasis on the importance of qualitative data which has to do with presenting the descriptive and conceptual findings that were collected through questionnaires, interviews, or observation in the Gauteng province. The method became especially important in that it allowed the researcher to succinctly ground the qualitative data in the process of analysing which allowed this research to explore ideas and further explain its encompassed quantitative results for the benefit of the reader.

6.3.1 Section A: Gauteng Association for the Physically Disabled (GPAPD)

The paragraphs hereinafter report on the qualitative outcomes from disability grantees who are from the Gauteng Association for the Physically Disabled (GPAPD). Table 6.1 presents the data on how the disability grant has influenced the lives of people living with disability in Gauteng Provincial Association of Person Living with Disabilities (GPAPD). As can be observed in Table 6.1 a considerable majority of respondents find the disability very useful in the Gauteng province. While this is the case, the meagre number which is one respondent believes that this grant is not sufficient to meet the needs of persons living with disabilities. This outcome refutes the impression created by the media in the literature which place the disability grant from SASSA as an insignificant source of income with no fair consideration to the needs of grantees when it comes to the Gauteng province.

Table 6.1: How the disability grant has influenced the lives of people living with disability in Gauteng Provincial Association of Person Living with Disabilities (GPAPD)

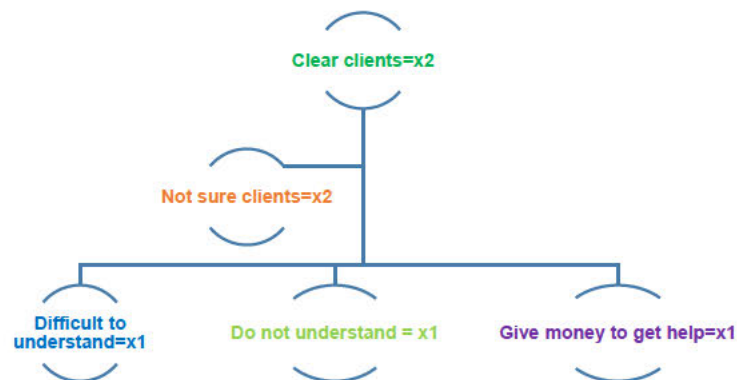
Positively	Negatively	Odd answers
It has changed my life positively because I am able to live, and I have been living over this grant since I was seven years.	Still a struggle. A lot of stuck to see to.	I do not know
It has helped me to participate in sport and to buy a wheelchair for myself		No answer No answer
Yes, with disability grant I can provide for my son better than before.		
Yes, the disability grant has changed a lot in people living with disabilities. At least, they can buy clothes, food out of it.		
Yes, people help more Good. Because the money that we are receiving make us put food on the table in our house.		
Yes. Since the inception of the grant people life changed for the better.		
It has changed lives a lot of people were struggling a lot in terms of money Good. Changed a lot because every cent counts.		

Source: Self-generated by the author

Clear clients: one client indicated that they very clear on disability grant guidelines, and they find everything exactly they understand it when they go there. Second client said, ‘your doctor has to diagnose you and write a letter to SASSA, then the SASSA doctor will approve your application’. The third client said ‘Yes, when visiting the office with all documentations you should be attended quickly’. The fourth client indicated that ‘you are required to bring proof of disability and citizenship’.

The fifth client said ‘Yes, it was not so difficult’. The sixth and seventh grantees said ‘Yes, it was not so difficult to apply’. The eighth client said ‘everything is clear, every month SASSA deposit the money into my account’.

Figure 6.4: Understanding of disability grant policy by GPAPD grantees



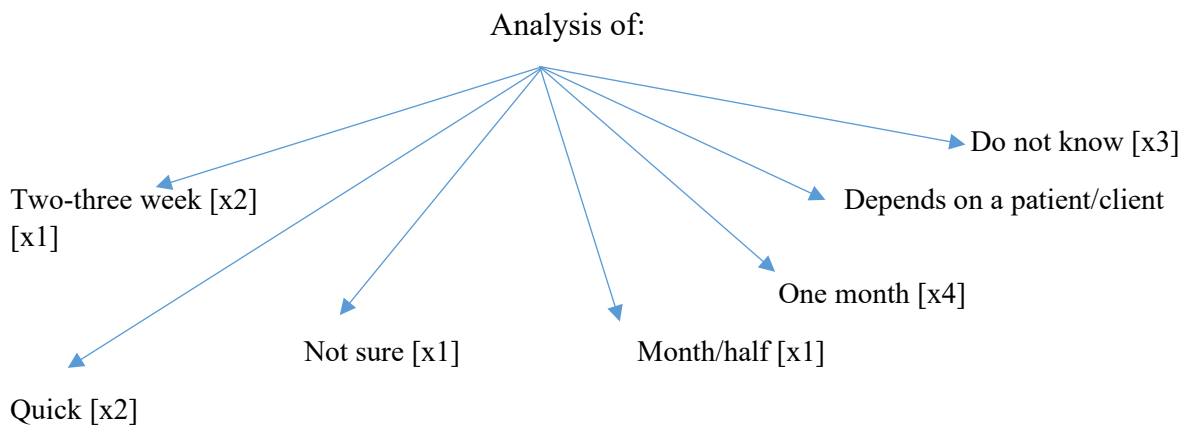
Source: Self-generated by the researcher

Through Figure 6.4, this research tried to establish the level of understanding of the disability grant policy by GPAPD grantees. **Not sure:** two clients indicated that they were not sure of what the process entails. **Difficult to understand:** one client felt that the process is difficult to understand because you are up and down for doctors to check you. **No do not understand:** one grantee did not understand the process. The second other grantee said they do not understand the process. The third grantee also happened not to understand the process. **Give money to apply:** this grantee said, ‘it is so difficult because you have to give money to apply, and sometimes the service is very poor’. Clearly, an important number who is the majority believes the disability grant process is clear. Also, this study confirmed what some evident cases about unclear disability guidelines lamented about in the media are somewhat true. Although it was a very low number (1), this research noted a response from one respondent who indicated that clients must pay before their grants can be approved.

Herewith, the study reports on the disability grant turnaround time accounted for by grantees housed at GPAPD in Gauteng. Three grantees did not know what the turnaround times was. One respondent indicated that the disability grant application time depends on each

client/patient. Four respondents said it takes one month. Closer to those who said one month was one grantee who said it takes one and a half month. One of the fourteen grantees indicated that they were not sure of the turnaround times before the first payment can be received.

Figure 6.5: Disability grant payment turnaround time



Source: Self-generated by the researcher

I used Figure 6.5 to ascertain the disability grant payment turnaround time for GPAPD grantees. Two more respondents said theirs was quick because all their documents were in order. The last two respondents are under the impression that it takes two to three weeks before applicants can be responded to by SASSA. This circumstantial evidence implies that each client experience is treated differently by SASSA depending on the circumstances of the applicant SASSA has no one size fit all mechanism even though the policy says one month should be the turnaround time. There are linkages between this outcome and those of previous scholars who argued that SASSA turnaround times are not clear enough.

Figure 6.6 accounts for the GPAPD recommendations from grantees which can be added to SASSA improvement plans. One grantee recommended that SASSA payments should receive on the same date as it sometimes delays. Two grantees had no recommendations. Four grantees raised serious concerns around the issue of long queues as they cite that to reduce the number

of many people who are waiting outside SASSA should have separate dates for persons living with disability, old people etc.

Figure 6.6: Grantee recommendation on SASSA improvement plans.

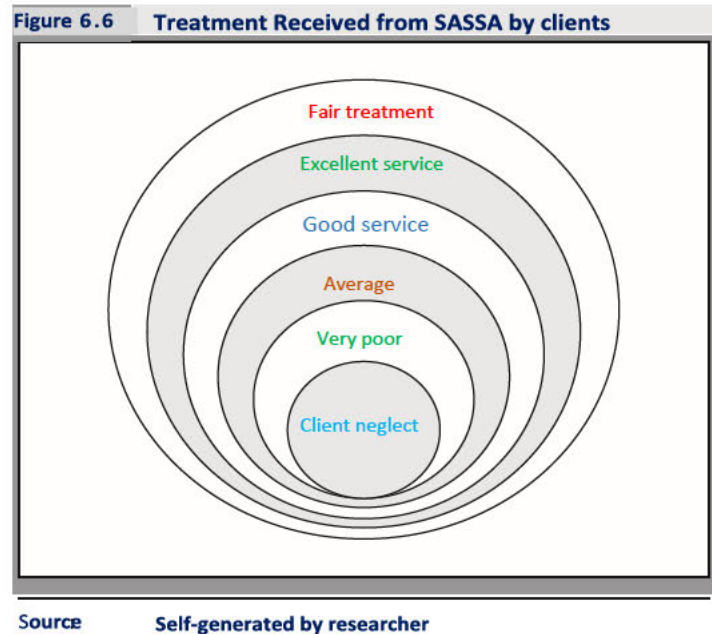


Source: Self-generated by the researcher

Respondents also indicated that the old living with disabilities should be given extra prioritisation as they sometimes stand in a queue the whole day. Another respondent recommended that all eligible respondents should be paid by SASSA. More recommendations had something to do with reasonable increment amounts than R20 per annum as addition to client grants. Among the responses were those who indicated that they do not know what could added as recommendations. Policies ought to be adaptable to the needs of the clients whom they serve. Change becomes necessary for institutions who desire to see growth in service delivery outputs, otherwise service delivery becomes valueless.

As can be observed that Figure 6.6 captures the responses by GPAPD grantees regarding the treatment they receive at SASSA when they call in for service. This level analysis interpretation of findings shows the level of client satisfaction by displaying lowest to highest ratings. Most clients expressed that the treatment from SASSA is fair. This was followed by another reasonable majority who described the treatment as excellent basing that on the service they

receive. A considerable few felt that the treatment is good because of the service they get whenever they visit the SASSA premises.

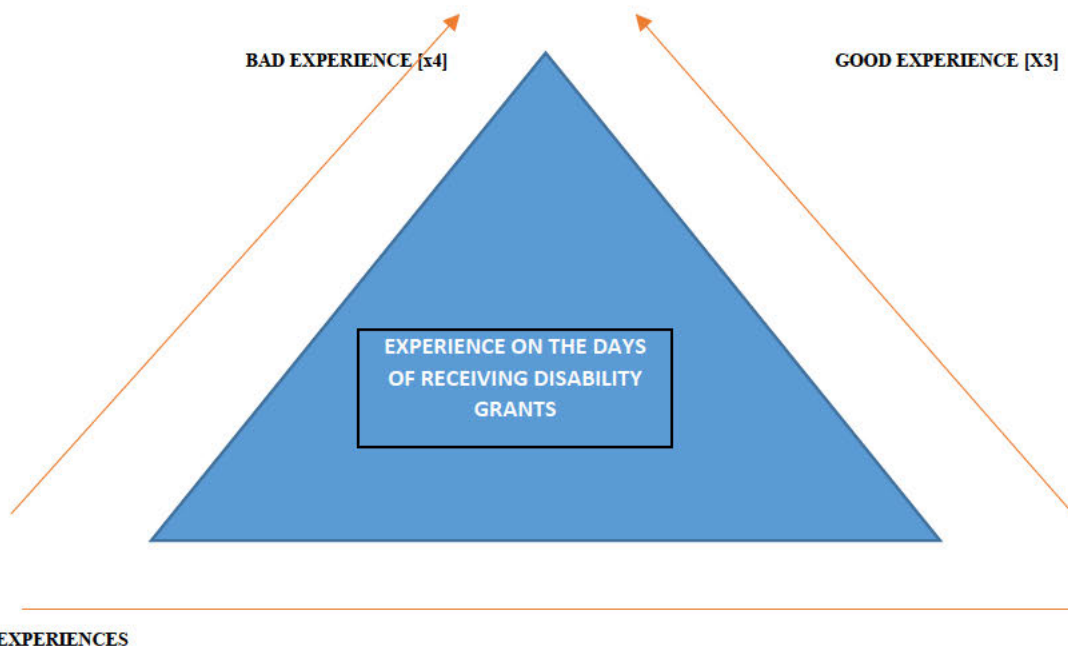


A few of the respondents classified the treatment as average. Quite a few described the service at SASSA as very poor. An insignificant number which is (1) respondent felt that SASSA does not give clients the attention they need. It is important that organisations such as SASSA concerns themselves with more with theories of human service delivery because they entail an understanding of how people should work within systems to deliver services which this agency staff can use to optimise the service delivery. In this way, clients then get treated like the resources of the agency although unlike others that in their value and availability can be quantifiable.

Figure 6.7 presents on the experiences of GPAPD grantees on the days of receiving disability grants. A valuable number [4] expressed that their SASSA experience was bad. They complained about very long queues and the system that is sometimes down or not working totally. Among other issues raised by those who regarded the experience as bad was the issue of not having enough money to pay all the clients their grants, or sometimes it is not there at all. About [x3] clients regarded the experience as good, while about another [x3] said they do

not know. Also, the [2] grantees had no comments around the matter whereas the majority were very happy about the bank method that the SASSA uses to pay grants.

Figure 6.7: Grantee experiences on the days of receiving disability grants

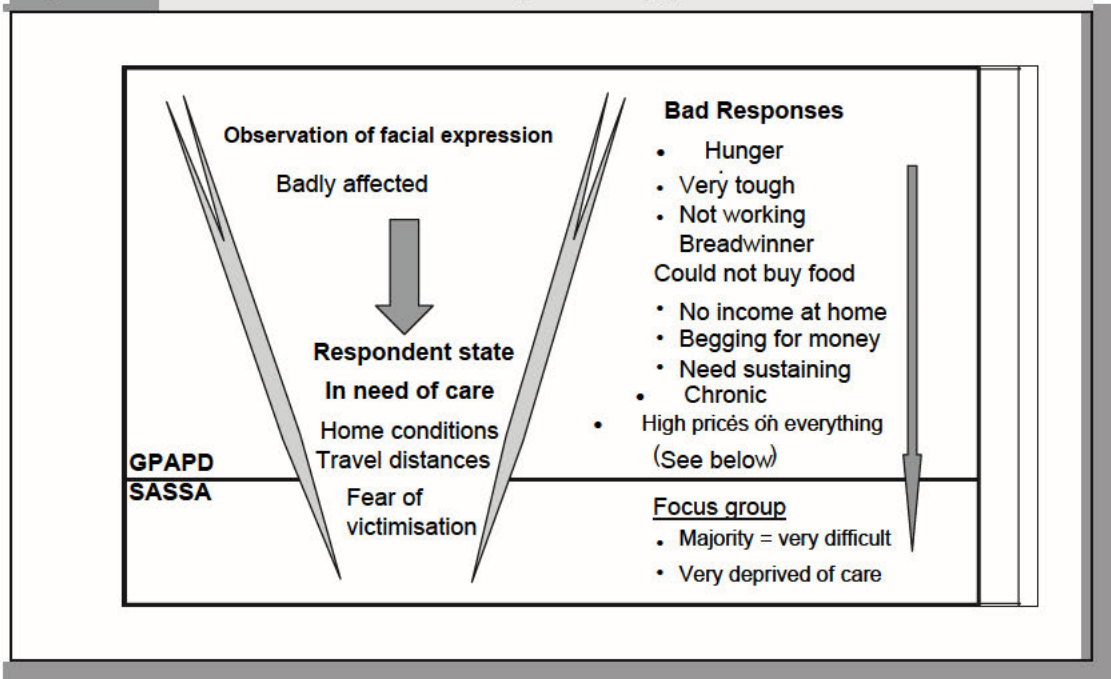


Source: Self-generated by the researcher

Other respondents said as much as sometimes the queues are very long, but they indicated that they are inside it becomes quicker. The remnant few had nothing to add as they are apparently receiving their grants in bank accounts. The harmonised and aligned support can lead to increased availability of key outputs at SASSA. An overwhelming majority of GPAPD grantee respondents described their state of life before receiving disability grant as very bad. Some grantees were confronted by hunger at their homes as they had no source of incomes while some contributed to this research by revealing that they experienced this while there was no one working at home.

Quite of few of the grantees in question are breadwinners at home whom, by then, had no means of income to support their families. This means that there was no one to put food on the table.

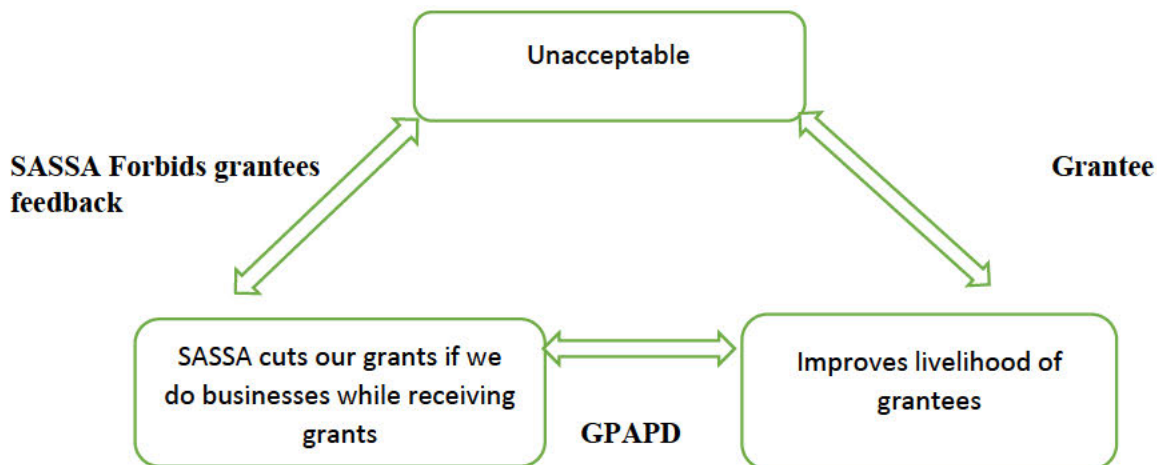
Figure 6.8 Grantee life before receiving disability grants



Source: Self-generated by the researcher

Others have had to beg for money from people just to buy food and see to their varying needs that a typical human being has. One respondent even said there was just no way of sustaining yourself and your family. Among the grantees are those who has underlying chronic needs that could not be attended to following the financials at home were that were in shambles. While this was the case, the prices on everything kept climbing up which kept drowning these grantees in more and more state of destituteness. The same outcome on the difficulty of not having disability grant means came out quite often during a focus group interview. Home conditions were said to be quite devastating as they forced grantees travel longer distances just to apply for grants, while some were under the fear of victimisation by SASSA since they decided to form a formidable team who took on this agency by demanding for grants to be processed sooner. Marginalisation is prevalent in everyday life whereas Critical Theory scientists agree that the ideology as well as assumptions of marginalisation tend to be more ingrained in the social security sector along with disability structures of the society as to be nearly unrecognizable (Baffoe, 2013).

Figure 6.9: Working and receiving disability grants

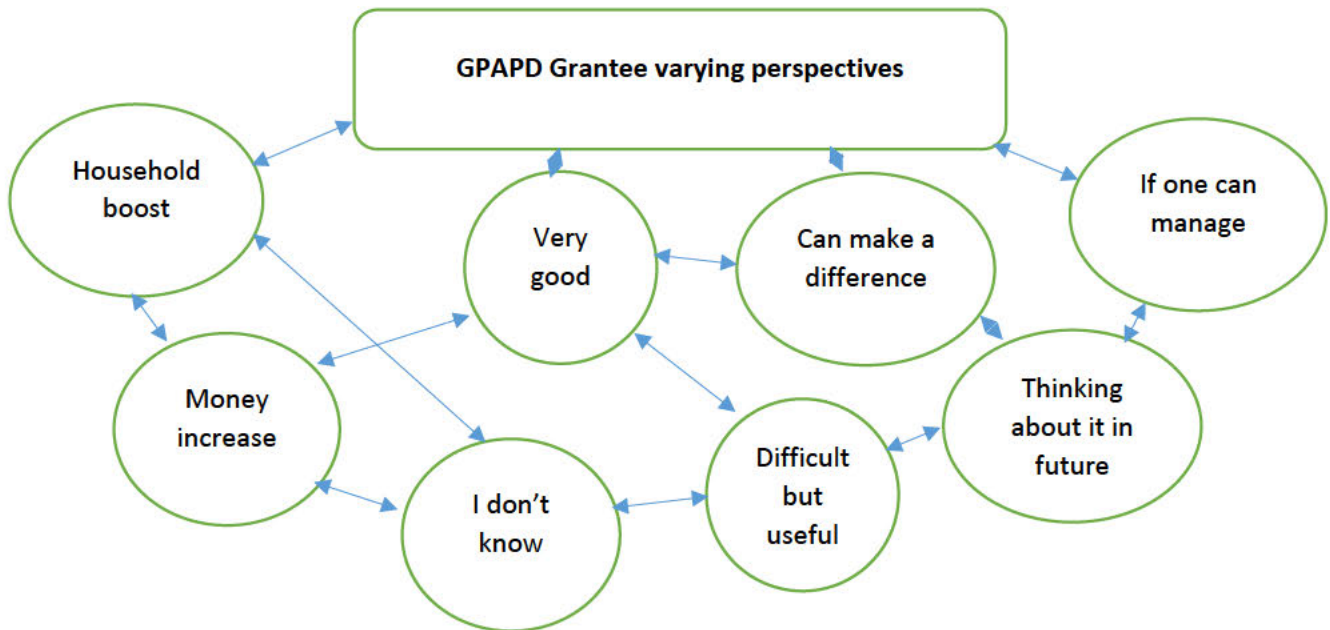


Source: Self-generated by the researcher

One of the fourteen grantees was of the view that the grantees who employed should not be allowed to get a grant. A good majority expressed their support indicating that this can improve the livelihood of grantees by providing for their needs. They argued that the grant money is not enough for them to take care of their families. Some grantees indicated that they're already selling cakes to support their sons. They believe every cent counts. For some grantees extra income means that they're able to cater for transport money, going to the clinic or doctors as well as buying groceries. Other respondents' views were based on being able or fit to run the business which they believed if you can one should do it. A few others mentioned that they want to start businesses, but SASSA cuts their grants if they do so. About 40% got across to the researcher that it is totally unacceptable.

Findings of this nature pose a greatest challenge if one must think about the declining economy with so many needs that are competing for society's attention. This research argues that public institutions hold within their powers the ability to change methods placed as intervention to lead a specific developmental change by drawing on a causal analysis to available evidence such as the grantee affordability.

Figure 6.10: Starting a business while receiving a disability grant.

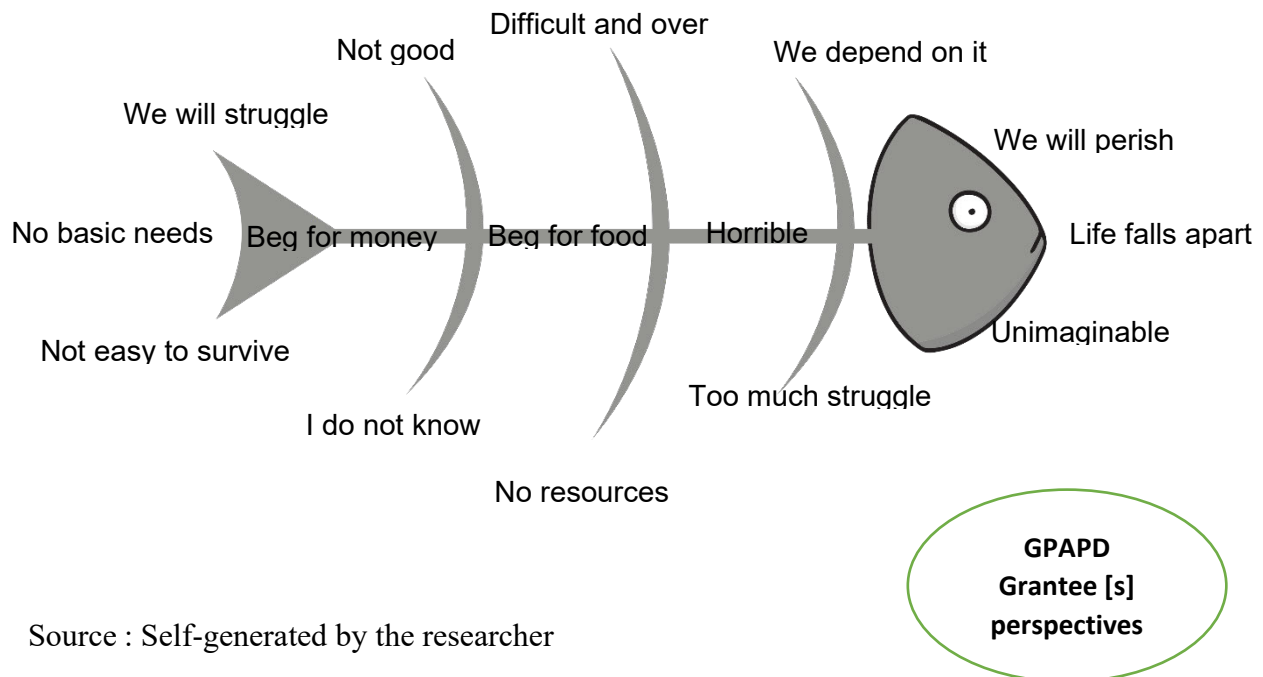


Source: Self-generated by the researcher

Respondent GPAPD1 indicated that a person who wants to start a business should be allowed because it boosts their households. GPAPD2 placed the idea as a very good idea expressing that it is another way of increasing your money. GPAPD3 said he doesn't know. GPAPD 4 and GPAPD 5 said this can be helpful because SASSA grant is not enough which starting a business can help to cover some basic things at home. GPAPD6 stated that it will be good because he is already working for employment solutions with disability and get grant for his disability grant which is very helpful. Although GPAPD7 stated that this can be difficult to start but she expressed that it can be very useful. GPAPD focus groups were basically repeating the same thing which means that an overwhelming majority are for starting the business while receiving a grant.

Critical approaches of the proper functioning institutions such as SASSA can include the agency essentially considering the change in their system as an improvement of their current practices which should be informed by the learning of the circumstances the grantees are faced with whereby the officials will get to learn, grow, including to develop in as well through their practices as accounted for by (Ferguson 2018).

Figure 6.11 : How the life of grantees would be without disability grants



Source : Self-generated by the researcher

As partial original contribution, Figure 6.11 used the fish bone analysis that is normally used in projects to analyse data. GPAPD 1 respondent to say their lives would be difficult and over. GPAPD2 was of the view that the life of every grantee depends on disability grantee. GPAPD3’s views were that grantees would have perished. GPAPD4 also believed that their lives were going to fall apart. Respondent GPAPD5 said life without disability grants is unimaginable. Similarly, GPAPD6 was convinced that such a life would be a struggle. GPAPD7 said they do not know how life would be like. GPAPD 7 and GPAPD8 said it would not be easy and no basic needs would be met. GPAPD Focus group 1 mentioned that the grantees would be 1] begging for food, 2] money, and 3] it would be horrible. GPAPD Focus group said it would not have been good at all because the South African government fails to take care of citizenry employment, let alone the persons living with disabilities.

The question of whether or not the policy makers should regard the issues of disability that pertains to health or medicine a priority, or give attention to the sensitivity and compassion there is around the subject thereof, is a fundamental question that change agents or catalysts

have to give an evaluate to if one is to consider the political state, and powerlessness position the persons living with disabilities are facing which is somewhat driven by power over, if not the power to their needs, as previously accounted for by (Devin and Pothier, 2006). The next paragraphs provide for the different perspectives from GPAPD grantees regarding the good and bad experiences they have endured whilst visiting SASSA offices to request for services connected thereto disability grants.

Figure 6.12 : Grantee good or bad experiences with SASSA staff



Source : Self-generated by the researcher

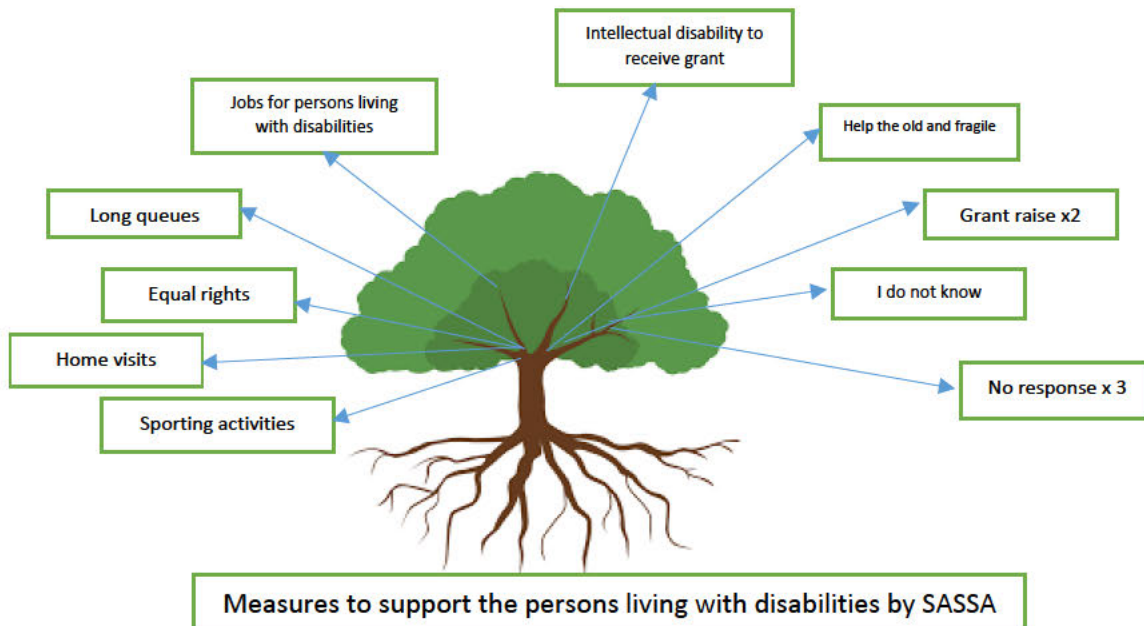
GPAPD 1 indicated that she has had a good experience with SASSA staff. GPAPD2 said that she does not know. Meanwhile, GPAPD 3 indicated that he has also not had any bad experience with SASSA. GPAPD 4 was so amazed by how good SASSA service is in his experience to an extent that he even mentioned a staff name from Brits who is always helpful to him. GPAPD5 took joy in the fact that some SASSA officers are patient, and they understand that are working with the persons living with disabilities. GPAPD 6 made mention of the SASSA staff who knows exactly what they are supposed to do. On the negative side, GPAPD 7 and GPAPD 8 cited the experience as bad because they stand for too long in queues. This was echoed by GPAPD 9 who said ‘sometimes SASSA staff take time to understand us, they must attend workshops.

GPAPD 10 revealed that as much as some of SASSA services are good, however, her bad experience has to do with the period when card disability grant card has expired whereby, they go up and down trying to reapply. GPAPD 11 was quick to say, 'SASSA staff are not good people, and they are rude'. GPAPD 12 and GPAPD 13 had no experience to share while GPAPD 12 added that no experience is applicable to her because she never goes to SASSA everything was done for her while she was at home. An assumption has been made that improving client satisfaction have an impact on the long-term outcomes for different regions and organisations, which this can lead to the public servant's ability to adapt to new social security practices when these grantees receive governmental services, in that way, improving the yield of effective and efficient service delivery (Jelenic, 2019).

Figure 6.13 reported on the suggestions by the GPAPD grantees opinions on what SASSA can adopt as part of the improvement measures that can improve the agency services delivery. GPAPD1 requested SASSA to raise the disability grant arguing that things are expensive which was also supported by GPAPD2 who felt that this move can make their lives better. GPAPD3 said she does not know while GPAPD 4 and GPAPD5 wished for SASSA to help the old and the fragile first on the days of receiving disability grants. GPAPD6 said SASSA can give people with intellectual disabilities the grants because it is very hard for them to find employment. GPAPD 7 and GPAPD 8 were not available to respond for private reasons. GPAPD 9 told the researcher that SASSA, as government, should prioritise employing the persons living with disabilities who can work to create jobs.

GPAPD 10 begged for not staying long when visiting SASSA offices, arguing that the medical doctors or hospitals would have issued documentation that explains everything that is needed. GPAPD 11 felt that SASSA need to improve in making the rights of the person living with disabilities visible like of those who are living without any disability. This respondent was very quick to say that they want to be treated like normal people and have equal rights too. GPAPD focus group 1 suggested that SASSA can improve in creating home visits whereby the agency staff, can on a regular basis, check on the people living with disabilities. GPAPD focus group 2 requested for SASSA to also come up with more sporting activities for the persons living with disability.

Figure 6.13 : Measures to support persons living with disabilities by SASSA

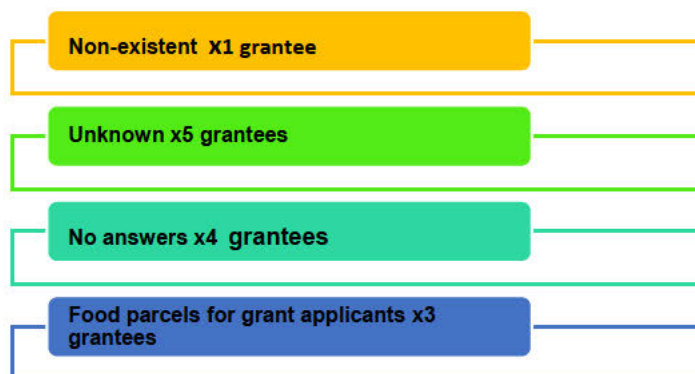


Source: Self-generated by the researcher

The ultimate purpose of this study is to improve the administration of disability grants by the SASSA to which this change cannot take place without this agency understanding the progress of its policies, the associated achievement, or the failure thereof which all have to do with determining policy efficacy (Beisser, 1970). This is to say, change vacuum is possible if there is no aid in policies that is geared towards developing the disability grant policy achievement measures which should typically investigate if the in-use key performance indicators as well as the strategic implementation decisions whether they are able to factor in all these proposed suggestions by the grantees who are the recipients of the SASSA social grant services.

Figure 6.14 gravitates on presenting the information regarding the perspectives of the GPAPD grantees insofar as the existing structures that are available at SASSA to support the needs of the persons living with disabilities.

Figure 6.14 : Grantee views on existing support structure at SASSA



Source: Self-generated by the researcher

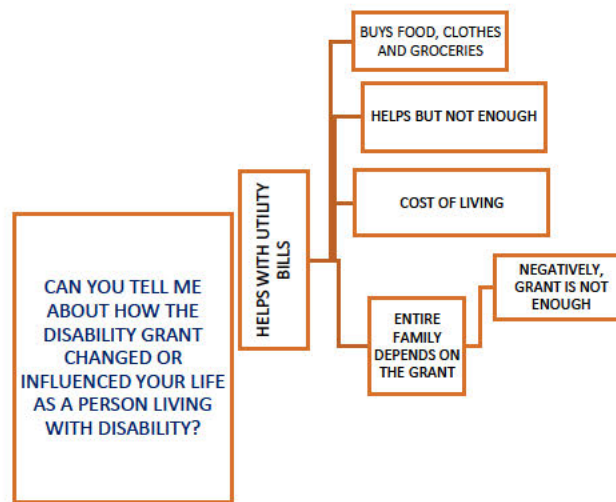
GPAPD 1 indicated that there is no support structure that exists from SASSA. Respondent GPAPD 2, 3, 4, 5 and 6 indicated that they do know of any support structures by SASSA. GPAPD 7 and 8 said they are aware that SASSA is supposed to issue food parcels (Social Relief of Distress vouchers) when grant applicant are waiting for approval to which they claim this rarely happens. GPAPD 9,10,11,12 and 13 brought to the researcher's attention that they have no answer to this question. It is clear from this feedback that there is a drastic lack of the support structures for the persons living with disabilities.

This study has infused critical theory as a theory which attempt to find the underlying assumptions that pertains to issues noticed in social life to which the purpose is to keep people such as SASSA officials from fully and truly understanding how the world works (Feenberg, 1991). Similarly, the Theory change can help SASSA to account comprehensively about this agency description of its support structures including them illustrating how and why this desired change is expected to happen in the process of social security grant disbursement (Rosenau, 2018).

6.3.2 Section B: Western Cape Association for the Physically Disabled (WCAPD)

The next passages dwelled on the perspectives extracted from the disability grantees housed at the Western Cape Association for the Physically Disabled (WCAPD).

Figure 6.15: How the disability grant has changed or influenced the grantee life as a person living with disability



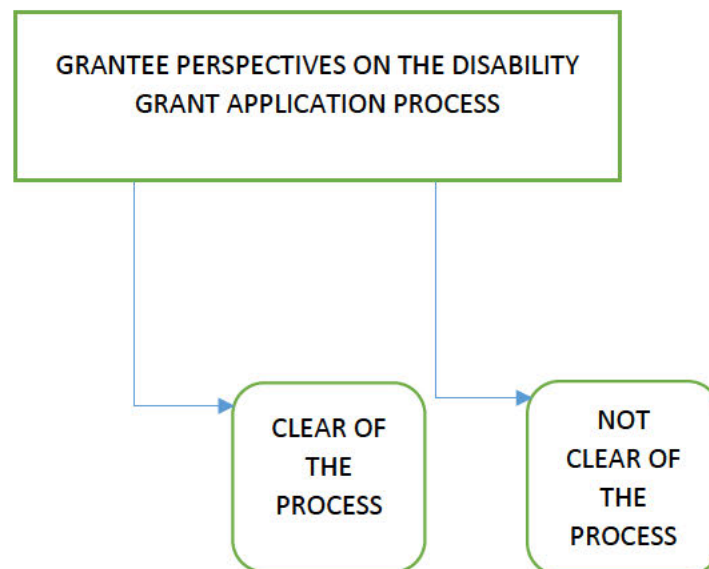
Source: Self-generated by the researcher

Of the eleven WCAPD grantees who participated in this study about (n=2) indicated that the disability grant helps them with their utility bills. As a matter of fact, the same (n=2) grantee respondents indicated the disability grant has influenced their lives positively in that they are able to buy food, clothes, and groceries for their entire family. Just about all respondents (n=11), including in their focus groups, raised an awareness to government that although this form of grant is appreciated, however, they mentioned that the form of help is not enough to survive on.

On the same vein, these respondents hammered on the highly demanding cost of living versus what they classified as a meagre form of income. A significant few (n=4) were quick to reveal that this type of social grant has influenced their lives negatively because it is just not enough

while their state of living is highly demanding even in terms of their health state which demands for one to be constantly forking out money. A devastating number (n=8) stressed that the disability grant does not just support them but also their unemployed family members, and those who care for them because of their unbecoming household circumstances.

Figure 6.17: Perspectives on the understanding of the SASSA disability grant application process



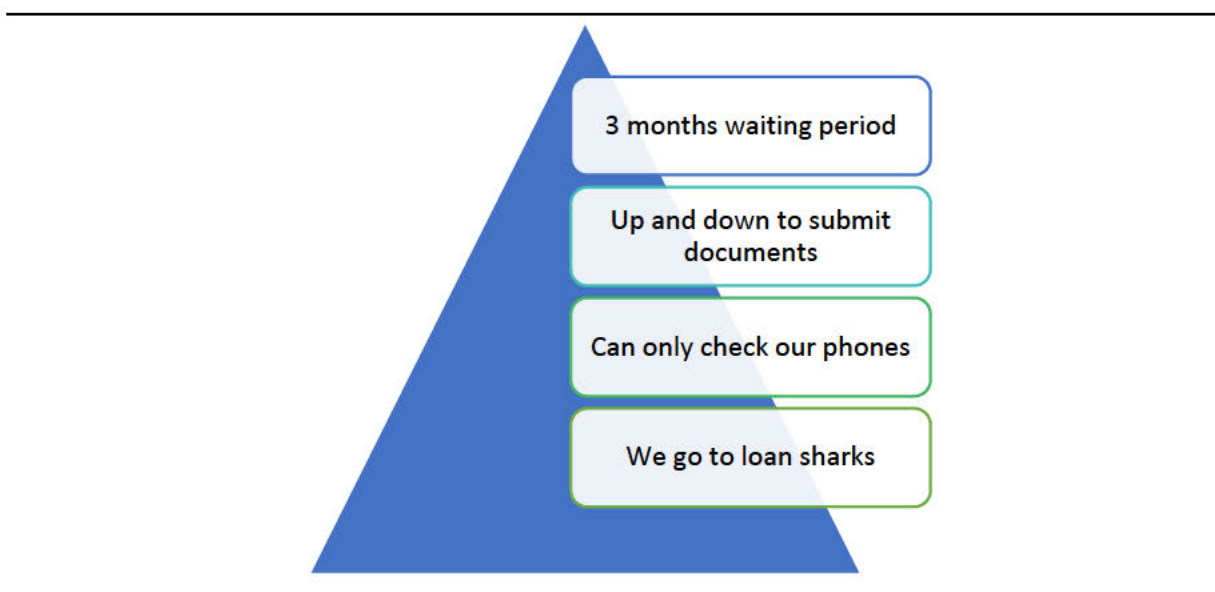
Source: Self-generated researcher

Figure 6.17 presents the important respondent information that pertained to how well they understood the disability grant application process. A considerable number (n=7) indicated that they do not understand the process as no one has explained it to them. An insignificant number (n=1) informed the researcher that although she has heard about the process through other grantees that have been to SASSA offices seeking for this sort of help, however, they personally have ambiguous information on what exactly the process is.

Another respond (n=1) was quick to reveal that it is hard to understand the process at SASSA as some staff members can, at times, be very impatient to explain it to them. A burgeoning (n=1) seemed to understand the process to which the respondent described it as having to go through the medical assessment that is performed by the medical doctor whom depending on

the patient health circumstances issues a letter of recommendation or decline which SASSA then archives for review that can either be approved or rejected by the review committee. It sufficed to mention that a significant number of the above respondents (n=9) mentioned that, quite often their family members would be the ones who apply for their disability grants which sometimes is through the NPOs such as the (WCAPD, GPAPD and St Giles), thereby providing for the absence of disability grant application process knowledge by grantees thereof.

Figure 6.18: Turnaround time to how long does it take to get the first disability grant payment

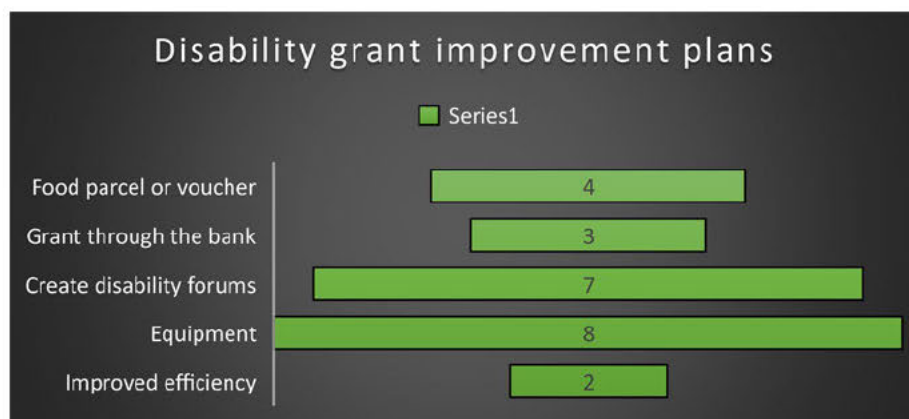


Source: Self-generated by the researcher

Of the (n=9) respondents about (n=3) indicated that the SASSA waiting period after submitting the disability grant application is three months. Further, these respondents explained that quite often the process requires them to visit SASSA offices regularly to submit whatsoever nature of documents required as and when required by the SASSA officers. More substantial evidence hammered on the issue of resorting to loan sharks because of waiting for too long for the disability grant. About (n=5) grantees mentioned that all they do is to keep checking their phones after submitting their applications as there is very minimal communication after that.

Figure 6.19 reports on the improvement plans for improving the disability grant disbursement as suggested by the grantees. About (n=4) grantees suggested that SASSA issues grant beneficiaries with food vouchers or parcels to help them save money. Another considerable number (n=3) recommended that SASSA pays all their grantees through the bank as it is much safer and more convenient. Another significant number (n=7) stressed on the importance of SASSA creating community disability forums to help grantees deal with issues of emotional distress and mental fatigues.

Figure 6.19: Improvement plans for disability grant disbursement by grantees



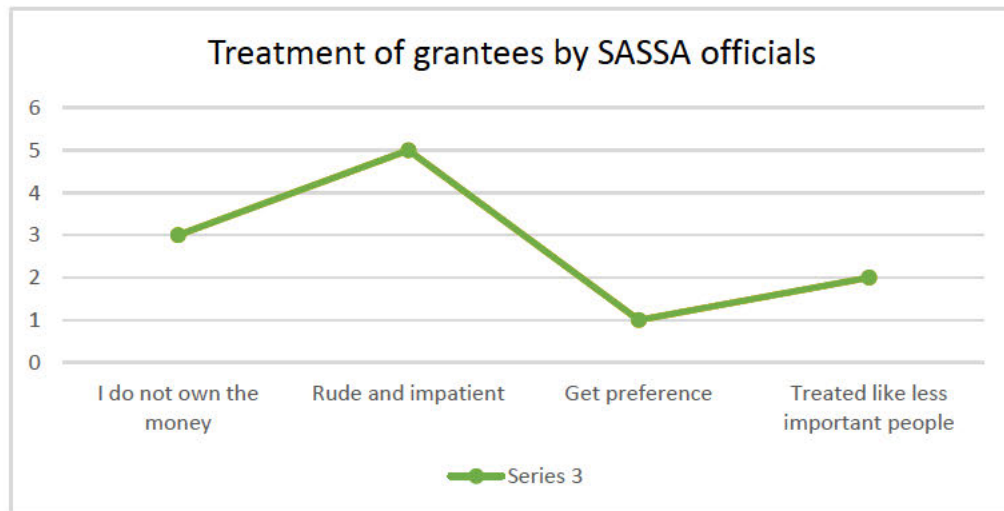
Source: Self-generated by the researcher

An overwhelming majority (n=8) were of the view that SASSA can give the persons living with disabilities some equipment to work with just like everyone except in a case of learnerships which obligates individual applicants to be within the age range of 18-35 years. The lowest number (n=2) believed SASSA can do more to improve the agency's state of efficiency, increase the disability grant amount and disburse the grant twice a month as opposed to once which is currently what the institution offers their grantees.

Figure 6.20 accounts for the treatment received by the beneficiaries of disability grant at SASSA. An insignificant number (n=1) seemed satisfied about the treatment received at SASSA to which the respondent stated that the grantees with disability are given preference when they are served by the agency. An important number (n=3) indicated that they just keep

quiet whenever they are treated badly by SASSA officials as after all it is the agency money not theirs.

Figure 6.20: Treatment received by beneficiaries at SASSA regarding disability grants



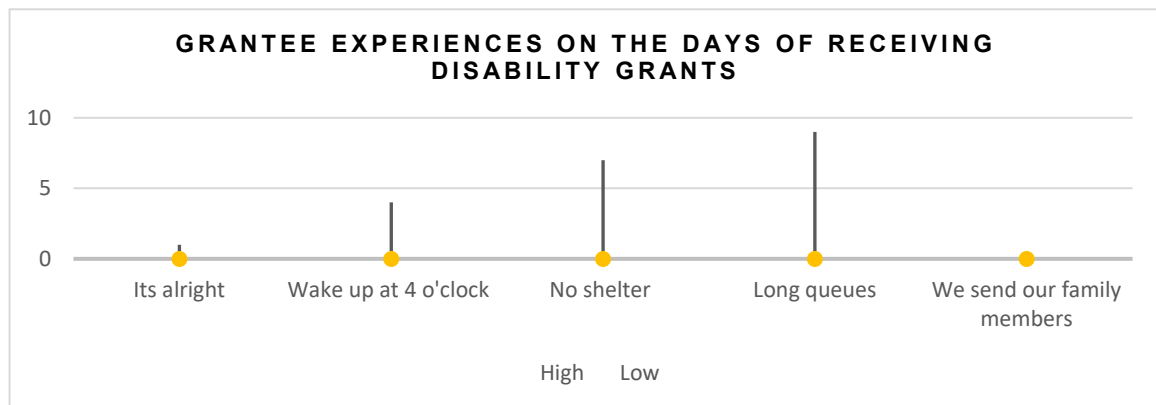
Source: Self-generated by the researcher

A notable inference (n=5) perceived SASSA staff as rude and impatient. A normal tally of respondents (n=2) made remarks about how SASSA treat disability grantees like less important people as opposed to the able-bodied clients. They further assented that grantees with disabilities even pay people to assist them to take care of their needs. These clients were also quick to stress that these were not just perceptions but a reality that they face each time they interact with the SASSA.

Figure 6.21 illustrates the grantee experiences on the days of receiving disability grants. As can be observed in the graph above, only (n=2) respondent described the experience on the days of receiving disability grant as alright. About (n=4) respondents mentioned that they wake up at 4 o'clock in the morning to get ready at the earliest possible convenience to beat the long queues at SASSA to which they still wait very long to get their money. A burgeoning number (n=7) raised an awareness on the issue of missing shelters or holding areas which subsequently make grantees to stand in a sun, rain, and other forms of weather. They shared that they have

borne witness of epileptic grantees collapsing because of the extreme heat from the sun to which the health of grantees is compromised.

Figure 6.22: Grantee experiences on the days of receiving disability grant

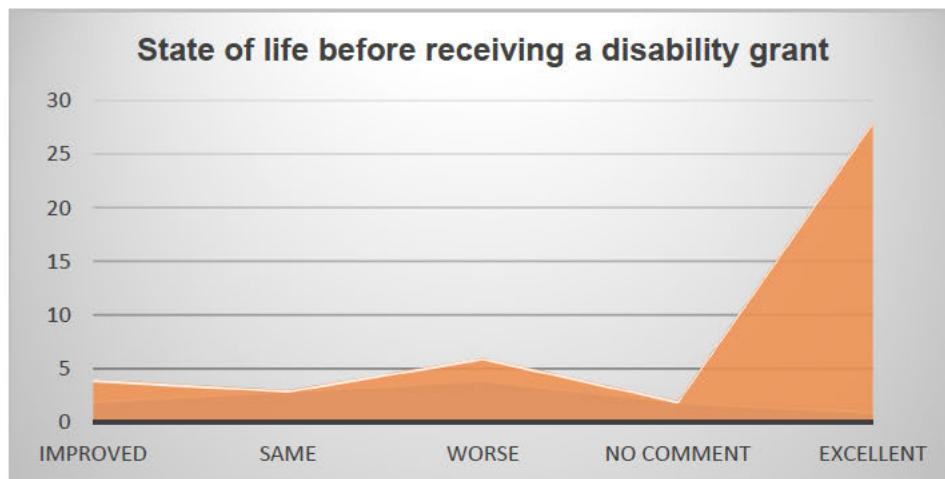


Source: Self-generated by the researcher

A mind-boggling number (n=9) described how the issue of long queues give rise to problems such as people fighting in queues, robbery attempts, health threats, losing items just to name a few. A low number (n=1) mentioned that she sends her family members to collect her grant to which she issues them with a bank pin. Although she stressed that she never get her money in full as she mentioned that its either she will be told they bought groceries with the money or would be told they paid for life insurance thereafter given about a meagre R50 as a cigarette money and sometimes nothing at all depending on the month. Figure 6.23 describes the disability grantee state of life before receiving the grant.

Less than 5% (n=3) respondents believed that their life had improved after receiving a disability grant. The 4% (n=2) represents the grantees who classified their lives as the same as before even with the disability grant. About 6% (n=5) claimed that their lives became worse after receiving disability grant as they cite reasons such as that they were not born with disability, they got injured on duty where they had a better salary, then had to settle for a meagre disability grant.

Figure 6.23: Grantee state of life before receiving disability grant

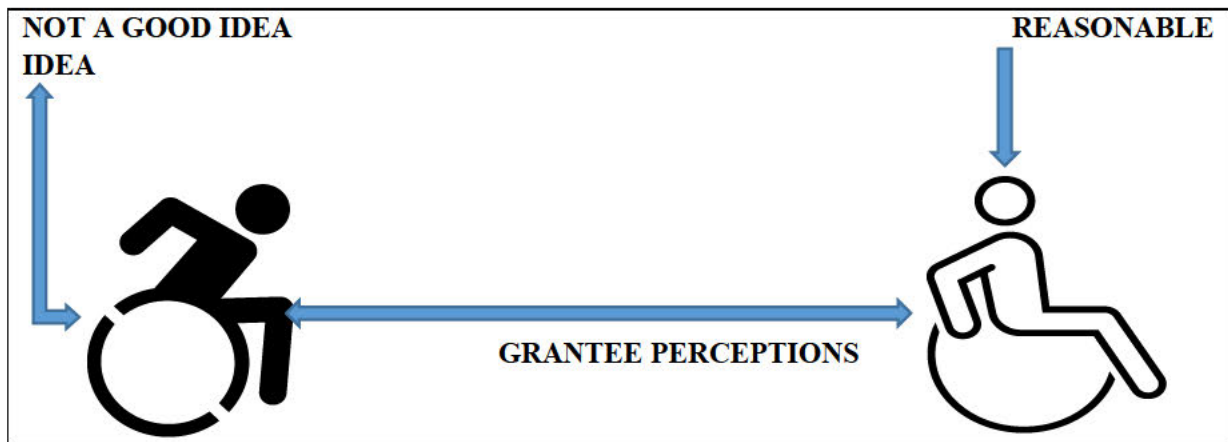


Source: Self-generated by the researcher

Other reasons were that some were businesspeople who were shot and subsequently got disabled which somehow collapsed their businesses thereafter the disability grant was their escape. For an unknown reason, a low number (n=2) respondents preferred not to comment on this question. Surprisingly, an overwhelming majority (n=9) in a focus group described their lives as excellent after getting a disability grant to which the researcher presumed that the group honesty was intimidated by the presence of other respondents as one of the shouted ‘asifuni ukumpimpwa’, which means we do not want to be exposed to SASSA officials.

Figure 6.24 presents the findings by the WCAPD grantees on the issue of receiving disability grant whilst also employed or running a successful business or have other means of income. A considerable number (n=4) considered the act of receiving a disability grant whilst having another source of income as not right. They could not understand why someone will take something that can help somebody else who has a disability and cannot work and is not in receipt of disability grant. Another impactful number (n=5) regarded the act as a widely considered practice to which they argued that no can survive with what they considered a meagre amount (R1 900.00) whilst they also insisted that the government officials themselves cannot survive with this insignificant amount.

Figure 6.24: Grantee perceptions on the issue of receiving disability grant whilst employed

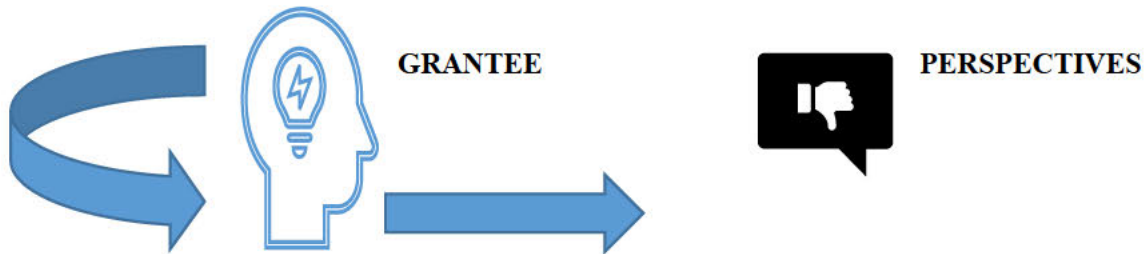


Source: Self-generated by the researcher

Focus group 1 made assertions about the problematic amount (R1 900.00) that SASSA is paying grantees which cannot sustain livelihood arguing that everyone knows that the world at large was heat by the covid-19 pandemic thereby throwing everyone into a financial crisis. Meanwhile, focus group 2 also insisted that it is not fair and morally correct to live over disability grant money whereas others do not have anything or would have been declined by SASSA that is arguably always out of budget when it comes to approving disability grant applications.

An overwhelming majority (n=9) could not imagine their lives without a disability grant. A few of these respondents indicated that without the disability grant they would not be able to maintain their basic needs such as groceries, toiletries, bills, and other essential needs. The respondents were very quick to say that their life will simply be a struggle. A few of these respondents even mentioned that they are even scared to imagine this life. One respond regarded this hypothetical thought as 'killing them alive'. Both the focus groups stressed that although the amount is very little to meet all their daily expenses, however, they acknowledged that without the disability grant they will simply get thrown even deeper into a state of destitute.

Figure 6.25: Grantee imagined real life experiences if disability grant was not available

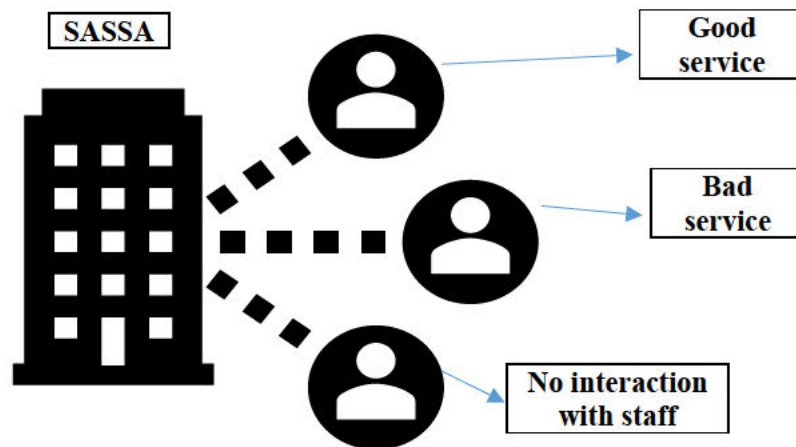


Source: Self-generated by the researcher

Figure 6.26 uncovered the good and bad experiences of the WCAPD grantees when they interact with the SASSA offices. This section delivered significantly better results due to an adequate number (n=9) of the eleven respondents who perceived SASSA service as good. These results go beyond previous reports by other scholars, showing that SASSA service in the Western Cape provincial offices is improving. This result ties well with previous studies wherein Luthuli (2020) had indicated that respondents who reside in urban areas tend to receive good services at SASSA, although the issue of long queues remains an obstacle for the majority.

Others have shown that SASSA service especially improved when the disability grant cards were being reviewed, and rather placed the public as the people who had no regard for them. By comparing the results from (n=1) respondent who regarded SASSA experience as bad, I was hoping to determine what could have been the cause for this type of response against the majority (n=9). The respondent in question did not agree with the staff chatting about their personal staff while the grantees wait in long queues because it apparently delays them from getting home early.

Figure 6.26: Good and bad experiences with SASSA disability grant staff



Source: Self-generated by the researcher

However, in line with the perceptions of the majority respondents, it was concluded that the SASSA service is for the most part good in the Western Cape province as grantees said that the staff are helpful, kind, and caring. A similar pattern of the results such as that of the GPAPD was obtained from (n=1) grantee respondent who indicated that she does not know what the nature of service at SASSA entails as her mother deals with SASSA on her behalf to which she interacts with the agency staff not her. My results on Figure 6.27 casts a new light on the measures WCAPD grantees wish to see as part of the support measures from SASSA. The result now provides evidence to (n=5) grantees who suggested wheelchair friendly home access. The result of this analysis then reports on the (n=5) respondents who are in view that if SASSA can have business loans for persons with disabilities, their lives would be better. The result is equal to grantees who suggested community disability forums as a some of the most needed support structures (n=5). A further novel finding is that (n=6) grantee respondents believed that having basketball areas can be used by SASSA as a method to develop social cohesion and self- pride of the persons living with disability. The results once more demonstrate two things. First, a place of repairing wheelchairs whereby the (n=1) grantee was going to use this as his business centre and employ others in a similar situation. Second, about (n=6) stressed the importance of structures such as socials which shows care, compassion and making them feel like they are valuable part of the society with an input as well.

Figure 6.27: Measures to support persons living with disabilities by SASSA

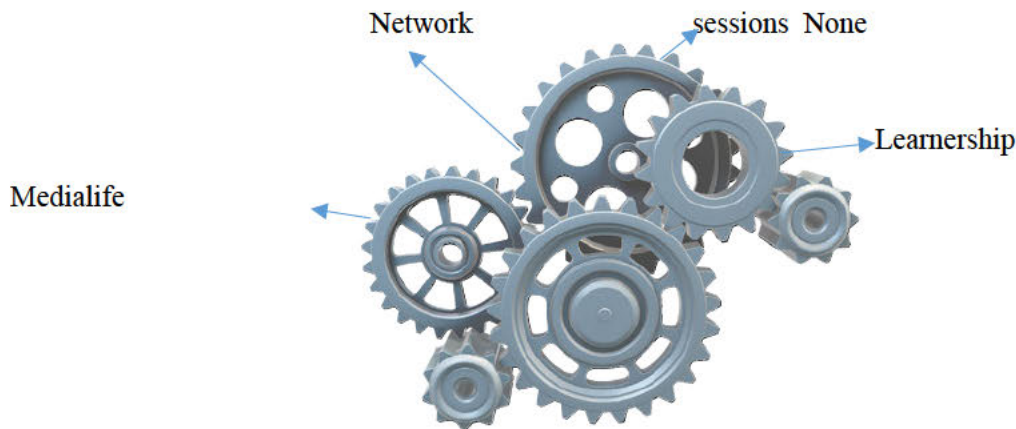


Source: Self-generated by the researcher

In line with previous studies, Luthuli (2020) also discovered the same sporting needs in KwaZulu-Natal when he undertook a study on the disbursement of social disability grant. A similar conclusion was reached by Dlamini (2008) who pursued a study on ‘the critical review of the developmental approach to disability in South Africa’. The SASSA mission and vision gravitates on the attempt to reduce the poverty levels; create an economic transformation to have empowered individuals including sustainable communities, and to improve their customer experience as well as organisational efficiencies.

In this section, I investigated some results that pertained to the available structures at SASSA placed to support the disability grantees. From the results, it was clear that the majority respondents (n=7), were under the impression that there are no support structures available to support the disability grantees. These results confirmed that there is a good choice for support structure improvement at SASSA. It led to good results, even if the improvement was negligible to find out that (n=1) respondent mentioned the network sessions as some of the support structures SASSA uses to support disability grantees.

Figure 6.28: Structures available at SASSA to support disability grantees



Source: Self-generated by the researcher

The results were substantially better than at the beginning of an inquiry as another respondent (n=1) also pointed out to the researcher that SASSA has a media life day which is a support structure for persons living with disabilities to support one another. Extensive results carried out showed that the support structure method can improve provided SASSA is able to carry out its mandate which pronounces that ‘the agency exist to ensure that there is a provisioning of comprehensive social security services which should be against the vulnerability including poverty as guided by what is enshrined in the RSA constitutional, whereas the charged officials ought to adhere to the associated legislative framework’.

6.3.3 Section C: KwaZulu-Natal Saint Giles (St Giles)

The passage which follows delineate the varying outcomes of the KwaZulu-Natal Saint Giles disability grantees. Just like it was the case with the GPAPD and WCAPD grantees, the St Giles outcomes were presented in a qualitative manner as guided by the selected themes depicted in Table 6.2 and Table 6.3. The results demonstrated in Table 6.2 and Table 6.3 matched the state of the results that were acquired from the WCAPD and GPAPD, except for few challenges that were province specific. These results are agreeable to previous reports by Fagbadebo and faluyi (2023), which showed that the right of the vulnerable groups is still neglected by the South African government.

Contrary to the findings of Kelly (2013), I did not find much of grantees with restricted access to disability grants, however, there were those who wait longer for their grants when they have applied which may denote the accessibility changes over the years. By comparing the results from Goldblatt (2009), I was hoping to determine if my study gender demographics will show that the disability grant favours more female than men in terms of accessibility and employability of staff as that was previously the case with my master's study. When comparing my results to those of older studies, I deemed it important to point out that there was not much which have changed in terms of the disability grant policy issues, instead, the study witnessed that there are more issues which undermines the effective administration of grants.

Even though I did not replicate the previously reported by Vableeuw and Zembe-Mkabile (2022), my results suggested that there is a need for government to investigate more on the issue of grantees whom despite being in receipt of disability grants still suffer from hunger as the disability grant proves to pay a meagre amount to meet the basic needs of an ordinary person living in a covid-19 era. These basic findings were consistent with the research by Fagbadebo and Faluyi (2023), showing that the promotion and protection of the rights of citizens in South Africa remains clouded by the issues of unjust democracy and political governance. Other results were broadly in line with the issues of disability inclusivity in terms of community development as previously investigated and confirmed by (Tigere and Moyo, 2022). In chapter seven, I have recommended several strategies that will help SASSA to address all the outlined issues that undermines the effective administration of disability grants in South Africa.

Figure 6.29 first described the responses which represented the perceptions of both focus group one and focus group two. About (n=4) respondents from group two indicated that they appreciated the disability grant because through this grant they can support their families to meet their basis daily needs. The remanence respondents from focus group one and two had indicated that the disability grant impacted them negatively as they qualify these views based on several reasons such as the social workers that were not aware of the abuse grantees endure in their homes because of the disability grant. Their further stated that their reasons for not reporting had to do with being scared to be chased out of their homes. Some grantees

mentioned that they were forced to keep lowering their standards of living because of lower DG amounts.

Figure 6.29: Disability grant influence/change on the life of grantee



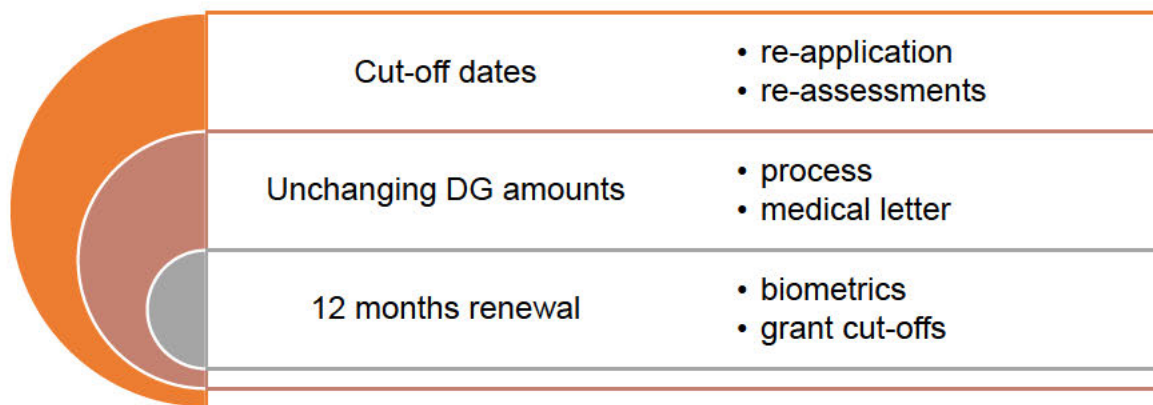
Source: Self-originated by the researcher

This research further discovered that most of the grantee houses were falling apart as the DG amount was not sufficient for them to renovate their homestead. More grantees were observed resorting to loan sharks because they could not keep up with the economic demands that were competing for their household's attention. These findings agreed with the assertions of Gabrielle (2018) which placed several grantees as living below the poverty line, therefore, being the subjects of poverty-stricken household conditions. Among the individual responses, some of the reasons that triumphed cited that his life was impacted negatively as he grounds this statement on reasons such as the monthly abuse he suffers from his family who demands to use this grant for the entire household instead of his priority needs.

Another respondent indicated that the DG worsened her life because she was raped by her uncle because of the DG money whilst her mom was away at her employment and since then she was never the same. The last respondent was quick to ask 'What disability grant? The one which finishes on the day of pay-out? 'I do not even count that'. 'I survive by sewing clothes for

schools. Responses in Figure 6.30 were relatable to the similar experiences encountered by the GPAPD and WCAPD insofar as the understanding of the disability grant process was concerned. To qualify this statement, grantees in Figure 6.30, just as it was the case with grantees of other provinces, had indicated that the disability grant cut-off dates proved problematic as grantees had to be reassessed medically after every 12 months, and reapply for the disability grant even though they were permanent disability grant holders.

Figure 6.30: Grantee understanding of the disability grant process



Source: Self-generated by the researcher

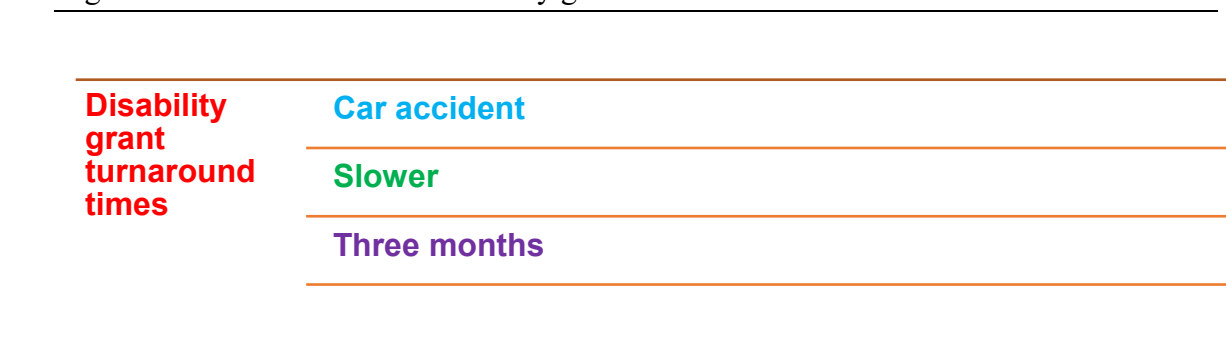
Among the critical challenges that came out of focus group one and two were the unchanging disability grant amounts versus the ever-growing economic needs, which again, were the similar experiences faced by grantees in Gauteng and the Western Cape province. What was also unique in these embodied grantee responses, at St Giles, was that the grantees felt like their rights were being trampled upon as the St Giles was mentioned as a dictator of what the grantee money should be used for.

Grantees claimed to have no say with regards to their grant, and they did not know what the process entailed when requesting for this type of grant as the social workers were said to be the facilitators of this entire process. Among the individual responses were respondents who only knew the process of renewing stolen cards, a grantee who did not know the process because

she started receiving the disability grant at an early age as she was born with disability and her parents did everything for her, another one whose siblings did everything for him through the social workers as he lives with severe disability for which his pictures were taken while he was lying on bed at home to speed up his grant application process. Once more, some individual respondents seemed to understand the process as :1) one of the respondents explained that he first got a medical letter from the doctor, acquired his proof of address as well as his life certificate when he applied as he described that once this was accepted by SASSA, as an applicant you start to receive your grant. More answers came from another grantee who had indicated that his SASSA doctor worked with the psychologist, and thereafter he got his grant, whereas another respondent stated that she renewed her grant after every 12 months because of their permanent disability.

Two more respondents mentioned that applicants get their biometrics done at SASSA to get their grants, whereas the last respondent was very clear in saying that the SASSA is not clear on its application process-applicants and grantees tend to figure things on their own. The nature of these responses showed quite several similarities in comparison to another disbursement study on disability grants that was undertaken by (Luthuli, 2020). There were very few responses that emerged from focus group one and two regarding the disability grant turnaround times.

Figure 6.31 : Disability grant turnaround times



Source: Self-generated by the researcher

First, in Figure 6.31 the researcher describes the responses from focus group one and two, and thereafter, the individual responses. Focus group one mentioned that the turnaround times take

very long at SASSA which makes them to resort to loan sharks while waiting. Part of the responses which emerged from focus group two was that some SASSA officials can be insensitive at times. This was spoken of with reference to an encounter when some grantees had visited the offices whilst they were in very fragile states, and this was not considered by the agent's officials. For an example, one of the group respondents narrated a story of a SASSA official who was busy bombarding him with questions whilst he had just come out of a car accident and could not answer properly, which subsequently delayed his grant.

Other intriguing responses had to do with officials who demand bribes before they can be of assistance to grantees. In terms of individual responses one respondents indicated that his grant was a bit slower because he could not afford to pay money that his other friend had to pay to fast track the process, nonetheless, his came after seven months, however, there was back payment. One respondent could not remember when she started receiving this grant as it was a long time ago. While that was the case, one more respondent said his application was very seamless, it took exactly three months to get the grant. Another grantee had gotten into an accident for which when he woke up from it he was already in receipt of disability grant.

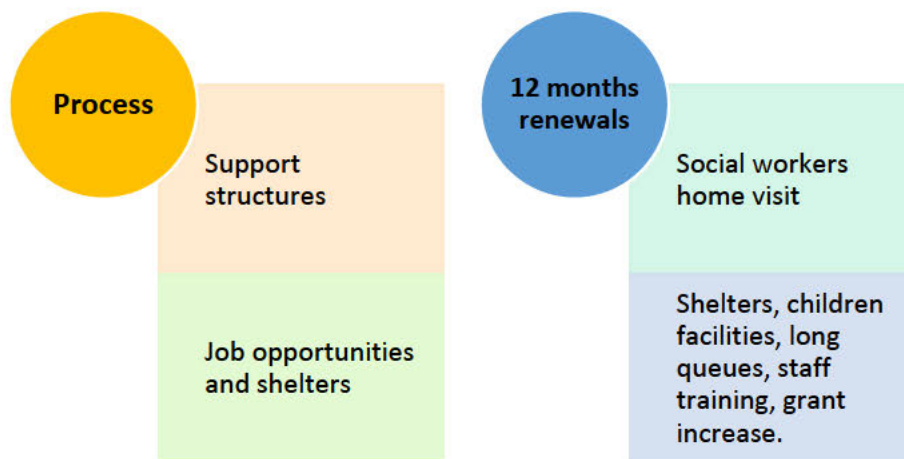
The last respondent brought to my attention that the then Zulu government had helped him to get his DG when he used to stay at Nongoma village after which he moved to Durban with his grant. What this research noticed was that although there were distinct issues in every selected province, however, there was a great deal of issues that were repetitive in nature that grantees experienced in their own unique settings. Further, these issues have transcended over the years as scholars such as (Dlamini, 2016; Gabrielle, 2018; Luthuli, 2020) have succumbed to similar issues when they debated that disability grant disbursement needs improving.

Figure 6.32 presented the suggestions made by the grantees to SASSA as some form of support structures. Focus group one felt that their lives would be much easier if the SASSA processes were simpler than the current ones which made them confused. The group further added that the agency can be better if they add more of psychological support structures to help them deal with their emotional distress. Part of the suggestions were that SASSA removes the 12 months renewal period for people who are getting the permanent disability grant for which they

recommended that it is done after five years. Focus group two were of the view that the social workers needed to visit their homes more regularly to observe their living conditions as they were suffering, and it takes long to secure a space in disability institutions such as St Giles. They also added that the creation of more job opportunities can help the grantees to elevate their standard of living.

In some instances, I used the code STGL to encrypt the names of the grantees from the KwaZulu-Natal St Giles. Grantee STGL1 requested for shelter as a form of support from the government. STGL2 pleaded for SASSA to find a way to mitigate the issue of long queues on the days of receiving disability grants. STGL3 raised an awareness on the issue of grantees who stay at the St Giles facilities who cannot have access to their children because they cannot afford to travel between their homes and the organisation which subsequently throws them into emotional distress.

Figure 6.32 : Support structures recommended to improve the DG policy



Source: Self-generated by the researcher

STGL 4 and 5 suggested that SASSA train their staff some more to enable them to deal with disability grantees as they can be very impatient at times. STGL6 needed the grant increase just as the rest of all the other grantees. They placed current disability grant pay-out as very low, and they could not afford anything. The entire STGL cohort appealed for some form of assistance by SASSA to renovate their dilapidated houses. It was quite evident that several SASSA grantees face financial constraints as they were caught between trying to sustain

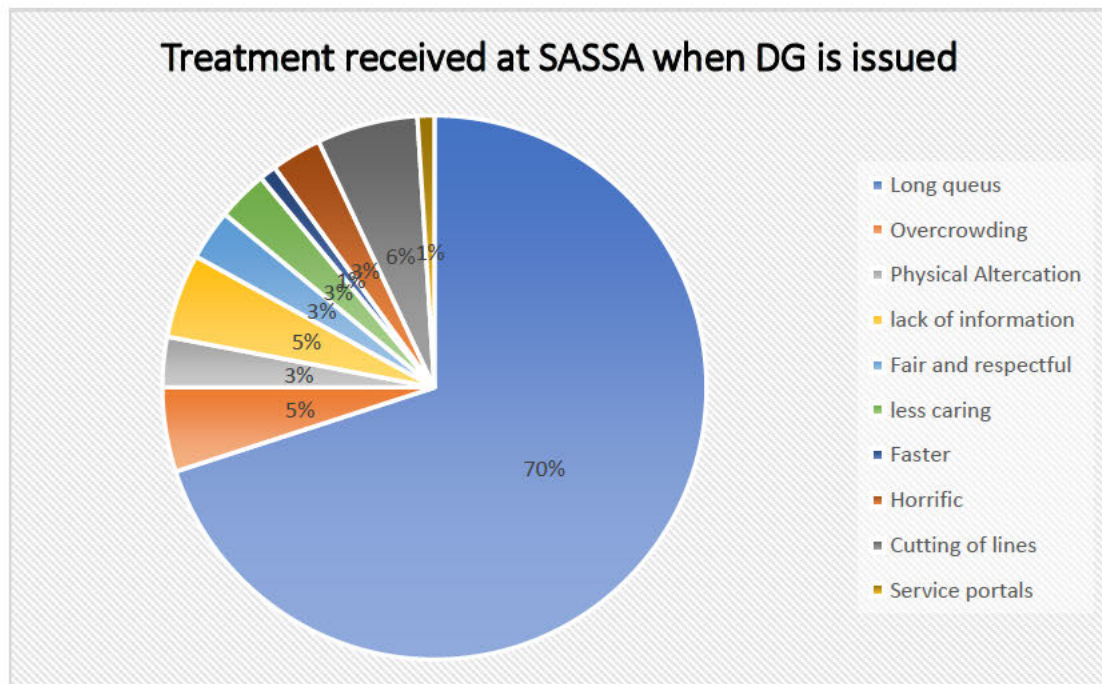
livelihood with the meagre disability grant money and supporting their families. This is no unique outcome from what several other scholars in the field have been honing into in previous studies which based on several shortfalls alluded to in this study places the agency as an inefficiency vetting institution.

Figure 6.32 reported on the experiences of St Giles grantees received when the disability grant is disbursed. A resounding majority from focus group one, focus group two and individual respondents (n=15) raised major concerns around the SASSA **long queues**, which constituted a significant 70% of St Giles grantees. Meanwhile, another important 3% (n=0.6) perceived the SASSA staff as **less caring** when they talk to them even if a grantee has an emergency at home such as rushing to attend to sick parents they were told that they are no different from others. A good number (n=0.6) which is equivalent to 6% described the SASSA space as **unsafe and full of chaos** as they described that some clients get into physical altercation due to overcrowding, whereas some people attempt to cut the lines when the security turns away.

Therefrom, I also reported on the 5% (n=0.5) who perceived SASSA to **lack having an adequate information** for their clients whereby clients must join the queues even if they are seeking clarity about something. Another 5%(n=0.5) stressed the issue of SASSA **unfriendly service portals** that rarely cater for the health implications of disability clients as some are epileptic, yet they stand in a sun and subsequently collapse, while others are diabetic, therefore, get hungry while waiting in long queues and have no food to eat which makes their health state compromised.

This is beside a considerable 3% (n=0.3) who has said before raised concerns about the cutting of lines at SASSA service points which results into major commotion. A more important 3% (n=0.3) was representative of the perceptions of the grantees who described SASSA experience as **horrific** basing their statements on the challenges encountered at this agency such as joining long queues and being in the sun or rain as they wait for their grants or to sort their administrative grant issues which is when people tend to fight due to overcrowding. On the hopeful prospects, about 1% (n=0.1) described the SASSA staff as **fair and respectful** whenever the grantee was in consultation with them.

Figure 6.33: Treatment received at SASSA when Disability Grant is issued

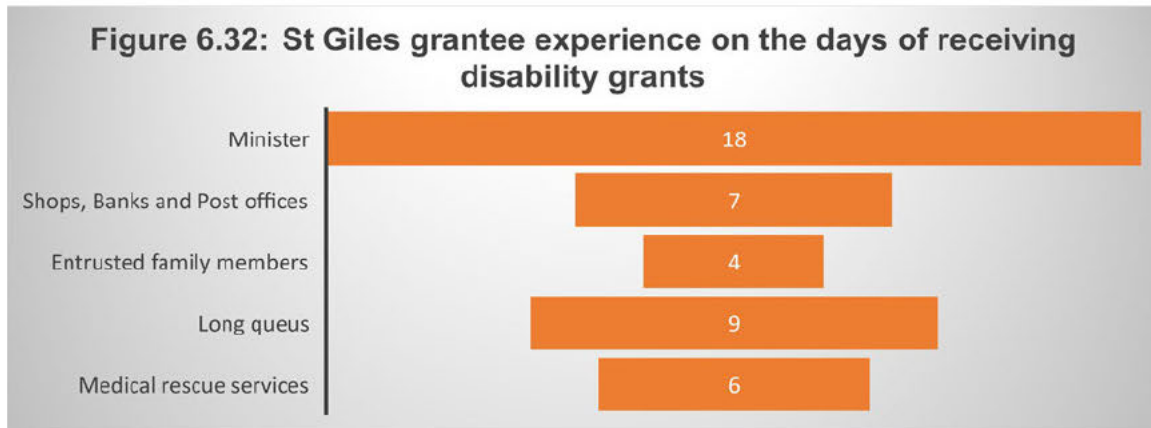


Source: Self-generated by the researcher

Another 3% (n=0.3) commended the SASSA **turnaround times** as they state that their disability grant applications took exactly three months to pay-out. Clearly, most of the participating grantee respondents viewed SASSA at an angle of being in disservice when disability grants were disbursed. The main aim of this study was to improve the administration of disability grants in the South African Social Security Agency. It remained crucial for this study to highlight the repetitive nature of disbursement challenges across the three selected provinces (WC, GP and KZN).

Figure 6.32 subdivided the St Giles grantee respondents into two categories which was: 1) appreciable experiences, and 2) rejectable experiences. The perceptions were like the rest of the other sections extracted from focus group one and two which was then followed by individual responses. To unpack part of the appreciable grantee experiences, I started with a controversial majority (n=18) from focus group one and two who had indicated that the only

time when they saw SASSA officials working efficiently was on the day when the minister rocked up unannounced to inspect the nature of services given to clients.



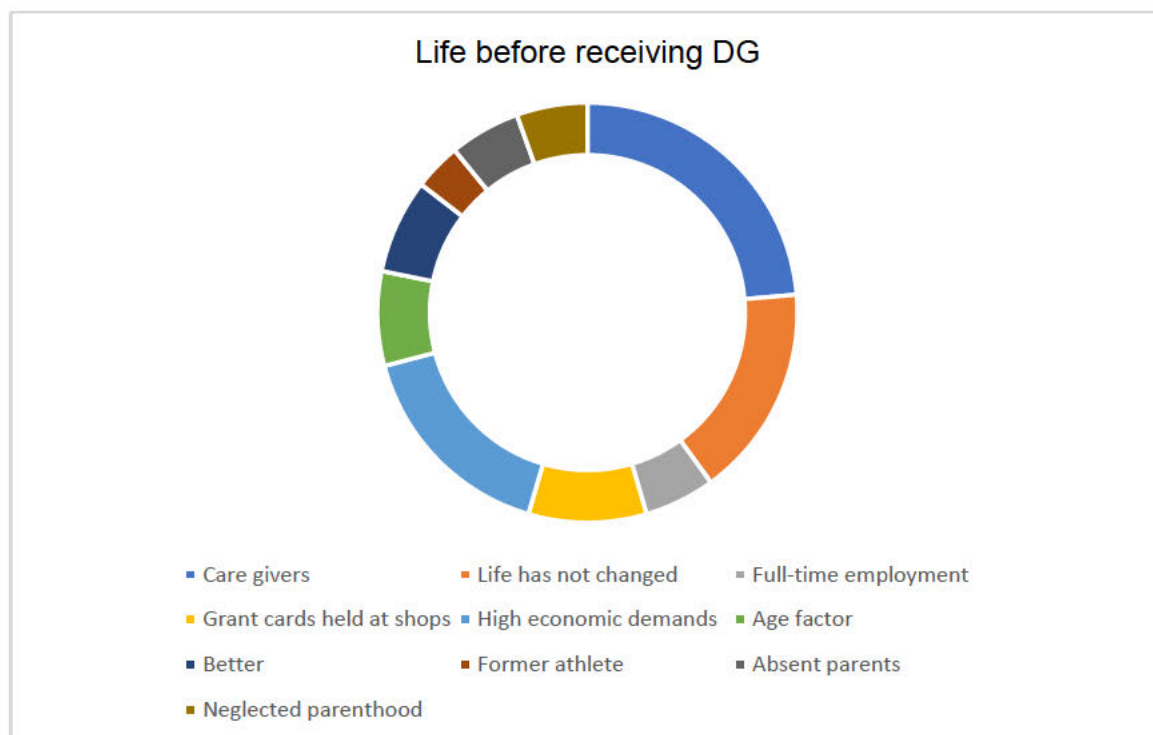
Source: Self-generated by the researcher

More number (n=7) came from the respondents who appreciated the fact that SASSA can pay them at the shops, banks, and post offices and that they have holding areas, did not join queues and that the St Giles was their custodian of DG money which they (signed over to this facility) as the grantees claimed to have misused the money before. About (n=4) grantee respondents indicated that SASSA allowed them to entrust their preferred family members with their grant cards to collect the grant money with on their behalf. Part of the rejectable experiences were from the (n=9) grantee respondents who honed into the issue of long queues which clients succumb to each time they were going for their grant pay-out. More rejectable experiences centred around the issue of unavailable medical rescue services when clients got into whatsoever form of ailment or injury when visiting the SASSA service portals, raised issues around the problematic public which cut the queues, constant fights, and very talkative clients which all these encounters made the clients exhausted to even get up in morning on the pay days.

They added that grantees have witnessed several pensioners fighting in queues where a lot of innocent people got hurt as they explained that even when you are inside the SASSA offices clients had to deal with staff who mistreated them in front of other people which makes the rest to be afraid to ask if they do not understand something. SASSA mission is supposed to be about

reducing poverty levels; economic transformation, empowering individuals, and sustainable communities; improved customer experience; and. improved organisational efficiencies. However, such heights of inefficiency tend to be malicious in nature and get belittled by the actual experiences of grantees. This study observed this disfavoured and took it as reconfirmation that the need to undertake the study of this nature existed.

Figure 6.33: St Giles grantee life before receiving Disability Grant



Source: Self-generated by the researcher

The views in Figure 6.33 surfaced mainly in relation to Grantee state of life before receiving the disability grant. Nine broad themes emerged from this analysis. Two divergent and often conflicting discourses emerged between the clients who viewed their life as better from those who felt their lives had become worse. This is to say, opinions differed as to whether the impact of this form of grant influenced positively or negatively. There was a sense of responding based on lived experiences amongst the interviewees. Concerns regarding spending the disability grant money to pay for care givers who washed, cleaned, and ironed the clothes for the grantees

were more widespread, at (n=13) respondents from focus group one and two, plus the individual responders.

Another reported problem was the disability grant cards that were held at grantees' neighbouring shops which is where they take food on credit to sustain a living while waiting for their grant money to come through monthly as mentioned by (n=5) grantee respondents. A variety of perspectives around the issue of high economic demands were also expressed by (n=9) respondents who struggled to make ends meet because of the meagre grant which tended to be insufficient when compared to the ever-rising economic demands.

One concern expressed regarding the supporting of disability grantees who were housed at the St Giles shelter who are parents was whether the SASSA has any structural support plans that are geared towards assisting grantees in this predicament as evidently it affected both the financial and emotional well-being of these clients. This theme came up, for an example, in the discussions with some of the St Giles clients who were affected by this status-quo. Concerns were raised about being a parent who reside at a shelter with no means to communicate with your family which made the affected grantees feel like they have neglected their parenthood role. A common view amongst interviewees who perceived their lives as better was that they can put food on the table, support their families meet whatsoever basic needs and take care of their health (n=4). Two discrete reasons emerged from the issue of meagre amount of disability grant and sustaining livelihood. First, about (n=4) grantees mentioned that it was more difficult to be a female disability grantee as you need to buy sanitary pads and other necessary female hygiene equipment using the same grant money. Second, the issue of fragile health state that made grantees to demand on the meagre disability grant money to attend to their health needs, including the transportation to wherever they are going which proved to be problematic and made it difficult to survive.

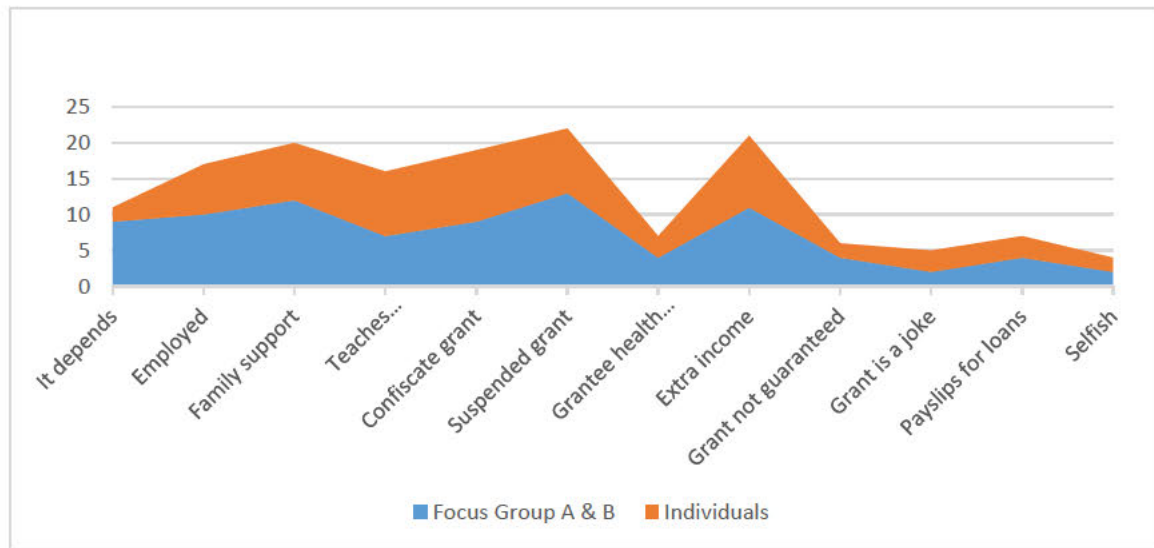
The emergent themes of: 'has not changed', and 'full-time employment', recurred throughout the dataset. First, there was an issue of grantee respondents who felt that they have downgraded in life as they were previously employed receiving a full salary only to get injured and became permanently paralysed and had to depend on disability grant to survive (n=3). While that was

the case, those who said their lives have not changed (n=9) based their responses on realities such as unaffordability, the abuse they suffer in their homes because of grant money, the stagnant pay-out by SASSA, transportation issues and owing several things because they are forced to take on credit a lot of necessities from local vendors wherever necessary to survive while waiting for their grants on a monthly basis. There was a recurrent outcome of being previously involved either at work injuries or having been involved in former athlete activities during interviews, which, in a way, gave the researcher a sense of why some grantees perceives their lives to have changed for the worst. These grantees were used a higher kind of lifestyle and they suddenly had to drop all those standards to adjust to the new disability challenges that had kicked in.

I analysed the data on Figure 6.34 using the critical theory lens. Nonetheless, this passage represented the perceptions of St grantees on receiving disability grant while working. This study critic question dwelled on the ability of SASSA structural theory to provide effective and efficient grant disbursement services. If (n=13) respondents from focus group one and two, and (n=9) respondents appeared engulfed by the fear of grant confiscation by SASSA should they find themselves working while receiving disability grant, the question of whether the disability grant policy was fit for a purpose remained unanswered. The mission of the SASSA promises to empower individuals and is supposed to be concerned with the sustainability of the communities, the improvement of their customer experiences as well as organisational efficiencies. This is to say, as a government entity, the agency must be critical in their new policies with regards to matters connected to how grantees use their disability grant money.

To substantiate this argument, I dragged about (n=20) respondents, that is a constituency made of focus group A and B, including individual respondents, who made it clear that they use the disability grant money to support their families to put food on the table as they place this form of grant as the only source of income in most families. I subjected the agency to further considerable criticism with regards to refusing (n=21) grantee respondents the opportunity to make an extra income through employment by threatening to confiscate their grant money which this critique was provided such grantees were capable to do less strenuous work to sustain their living.

Figure 6.34: Perceptions on receiving disability grant while working



Source: Self-generated by the researcher

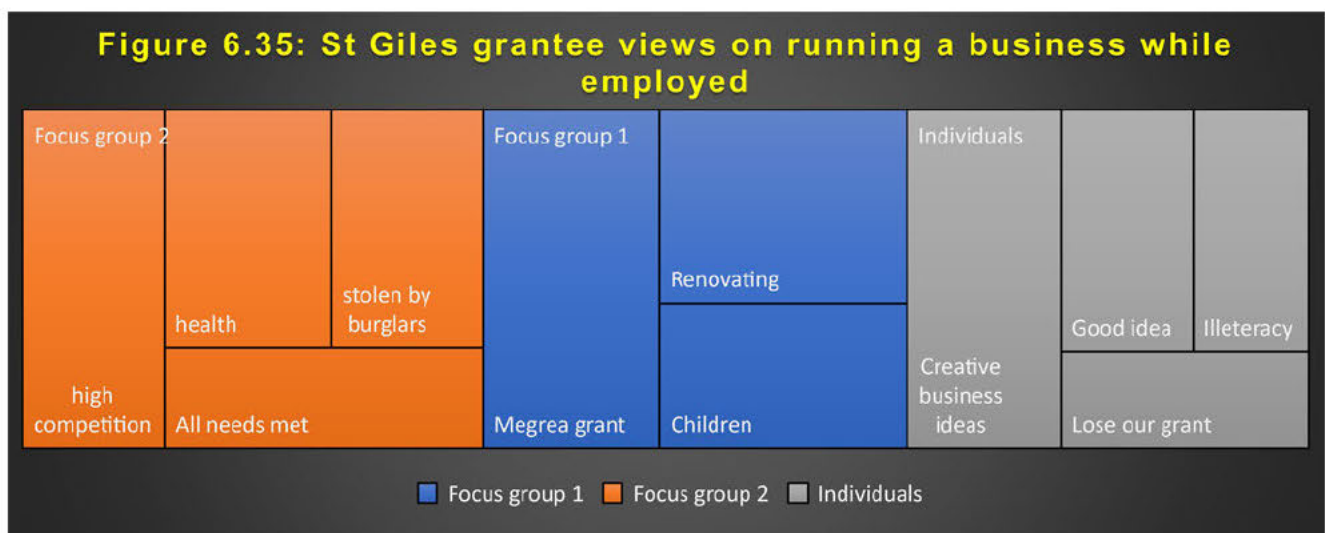
The most important of this project criticisms were that SASSA failed to note that a considerable majority (n=7) used the payslips from their employments to secure loans in instances of emergency like the rest of the society. If putting the grantees back into the mainstream of the society is anything to go by at SASSA as spelled out by policy (equal footing), then a critical evaluation of the disability grant policy rules and norms is to be revisited to bring justice to grantees. I further argued that SASSA strategies have not been successful or instrumental when it came to adequately addressing the issues of grantee health (well-being), if some grantees could justify their less interest in employment based on their fragile health state which seemed to be getting worse because of the grant could not provide for all their health needs as raised by (n=7) grantee respondents.

This study also vigorously challenged the issue of disability grant that grantees place as not guaranteed (n=6) because of their perceptions regarding SASSA's inefficiencies whilst they were also not permitted to run businesses or secure employment. The disability grant policy proved to have inaccurate measures if (n=5) grantees perceived the grant amounts as a joke to an extent that they were forced to find alternative ways to survive, although other scholars may argue that there is no rightful amount which can cover all needs of humankind. A less number (n=4) begged to differ arguing that it is selfish to have a disability grant whilst being employed

as this practice limits other applicants who may require this form of grant more than the person who works yet receives the disability grant.

About (n=11) respondents expressed that one’s circumstances cannot be the same for all arguing that this merely depends on the state of that particular grantee, while another (n=16) were of the view that being employed can teach disability grantees what it means to be financial independent, whereas an additional (n=17) indicated that they were already in employment with St Giles which has made their lives much more easier since the extra income helped them to support their families much more better than before they had secured this employment.

In Figure 6.35 I introduced the views of St Giles grantees regarding the running of a business whilst in employment. The findings included two categories, 1) in favour of, and 2) unfavourable responses. It has been found out that most grantees (n=12) from focus group one and two as well as individual respondents believed that this can be an excellent idea because they can make an extra income.



Source: Self-generated by the researcher

The results obtained at St Giles were compatible with some results from GPAPD, WCAPD and the outcomes from previous scholars such as (Luthuli, 2020; Gabrielle, 2018). The previous sections have shown that running a business can help grantees to meet other social needs. For

an example, renovating their houses and transport money, and other important things which they cannot afford which similarly is what came out from St Giles (n=13) grantee respondents.

A further analysis and simulation indicated that the persons living with disabilities can be very sharing, so should an opportunity of this nature arise they can assist one another financially to help the government that is obviously struggling financially (n=11). About (n=9) grantees deemed this method as an effective way to improve disability grantees' livelihood to which they explained that it can be an opportunity for them to invest money for their children because they are also parents. The most likely explanation of the negative result from (n=7) grantee respondents was that some grantees had severe disabilities which limited them from running successful businesses and that posed a threat of them getting sicker or weaker.

Another important implication of these findings from (n=9) grantee respondents was that as much as the running of business can enhance the chances of steady income, however, it was to be remembered that there were many other people who sells goods and services in grantees' residential areas. The data obtained were also broadly consistent with the major trends discovered by Luthuli (2020) which revealed that some grantees were not educated which made them vulnerable to thieving and robbery by corrupt members of the society. The analysis in Figure 6.35 further played a crucial role in revealing that (n=14) respondents complained about too much crime in their residential areas which made the running of a successful business a Maistry in that it demanded for them to have some form of protection which they cannot afford, let alone the impossibility of this approach to those who resided at St Giles premises as they simply could not get customers to sell to except amongst themselves.

There was an evident relationship between focus group one and two grantee respondents who believed that running a successful business while receiving a disability grant is a good idea and the individual respondents (n=9) who echoed that the grant alone is not enough to meet all their needs. There was an unexpected finding from (n=1) grantee respondent who suggested that SASSA can buy sewing machines for disability grantees, cultivate skills on this niche, and make them generate their own money in addition to what they receive as a disability grant. These results were in good agreement with GPAPD and WCAPD findings which projected that

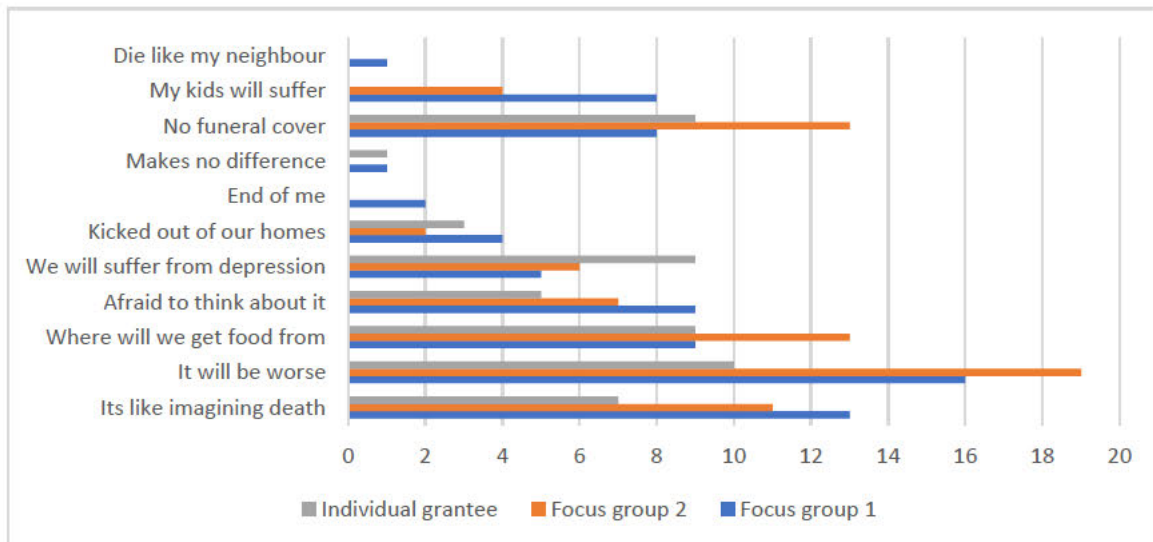
an income of this nature will assist about (n=13) grantees to support their families as most of them were either unemployed or single parents.

In contrast to some reports in the literature, there were several grantees who stressed the importance of having financial independence to which (n=8) St Giles respondents were also party to. One of the big disadvantages of the running of business approach was that most grantees at St Giles (n=17) lacked requisite skills to run successful businesses which the researcher identified as a huge gap that can derail this emancipatory opportunity. There was a good match between the issue of not having enough customers to sell to in the grantee areas of residents and issues of worsened crimes or robberies. The commonalities in the (running of businesses) by grantee respondents of different provinces result in significant similarities needed from SASSA to elevate skills, financial support means and a healthy financial state of their grantees. The increase in fear to lose grant when running a business while receiving disability grants can be contributed to SASSA's disability grant policy which comprises with clauses that intimidate its clients who are disability grantees.

Figure 6.36 depicts the perceptions of St Giles grantees on their imagined life without disability grant. The illustration on 'Die like my neighbour' came from (n=1) respondent who was describing what would happen to him if he did not have the grant which is what happened to his neighbour who passed on because of the frustration of waiting for too long for his grant. In terms of the illustrations above on 'my kids will suffer' theme, a considerable majority (n=8) from focus group two had more respondents who were of the belief that their children will suffer as opposed to (n=4) from focus group one who believed the same. This graph projected about (n=13) grantees from focus group two, plus (n=8) from focus group one, and thereafter (n=9) individual grantee respondents who were quick to say that without their disability grant there would not be any funeral insurance cover for their families. The reader will observe that (n=1) respondent on the graph believed that having no disability grant would not make any difference in their lives as they are already suffering with it present. Then again, the graph also placed the emphasis on the outcome of (n=2) respondents from focus group two who stressed that having no grant will be the end of their lives. This notion was followed by (n=3) individual respondents, in addition to (n=2) from focus group one, plus (n=4) grantees who mentioned

that they would be kicked out of their homes if they did not have the disability grant in their possessions.

Figure 6.36: Perceptions on the imagined life without disability grant



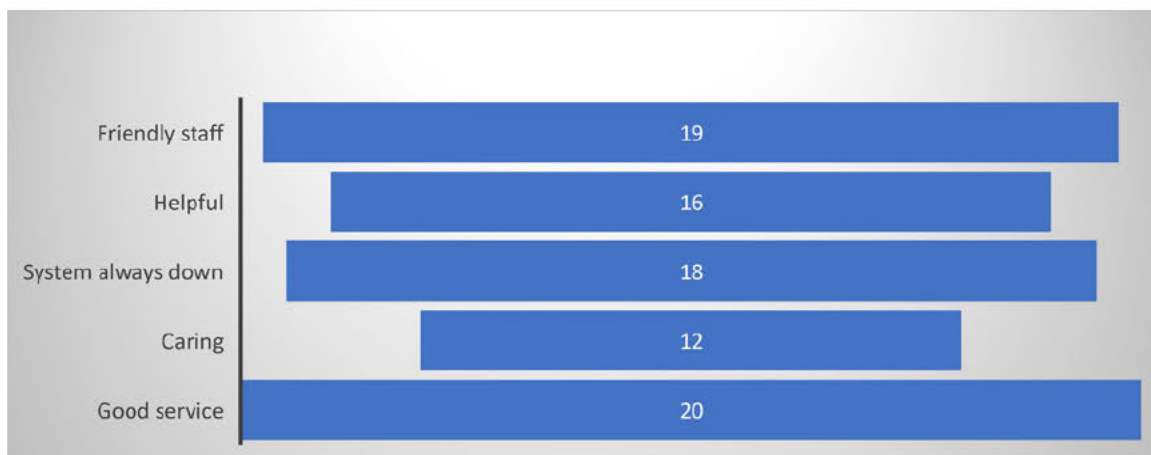
Source: Self-generated by the researcher

The visual representation in Figure 6.35 referred the reader to (n=9) grantees from focus group one, including (n=6) grantees who were from focus group two, with the addition of (n=9) individual respondents who raised an awareness regarding not having a disability grant which can throw them into a state of depression.

For the resulting plot on ‘grantee imagined life without the disability grant’, the reader will see in Figure 6.35 that the illustrations demonstrated about (n=5) individual grantees, which were followed by (n=8) grantees from focus group two, thereafter, an extra (n=10) grantee respondent (s) who were from group one who revealed that they were afraid to think about life without grants. From the same figure an important (n=9) were grantees from both focus group one and two with a surplus of (n=13) grantees whom the researcher had questioned what would their life be like if the grant was not available to which their response was: ‘where will they get food from’ if the disability grant was not available? Hence, the importance of ensuring that this form of grant impact positively the disability community using effective and efficient mechanisms at SASSA cannot be overstated.

As can be followed from the figure shown herein this section, an overwhelming majority (n=19) from focus group two, including a proportionate (n=16) from focus group one, plus a significant (n=10) were St Giles grantees who were convinced that their lives would be worse without the disability grant in place. In agreement to this, the same figure portrayed about (n=7) individual grantee respondents, who featured (n=11) from focus group two, in like manner the (n=13) grantees from focus group one who referred to imagining not having a disability grant was like imagining their own death. This graph suggested that the disability grant is to a certain extent a singular source of income to most grantee households, therefore, this research argued that without an improved administration of grants, this status-quo poses a threat to life sustainability of these individuals and their families thereof.

Figure 6.37: Good and bad experiences with SASSA disability grant staff

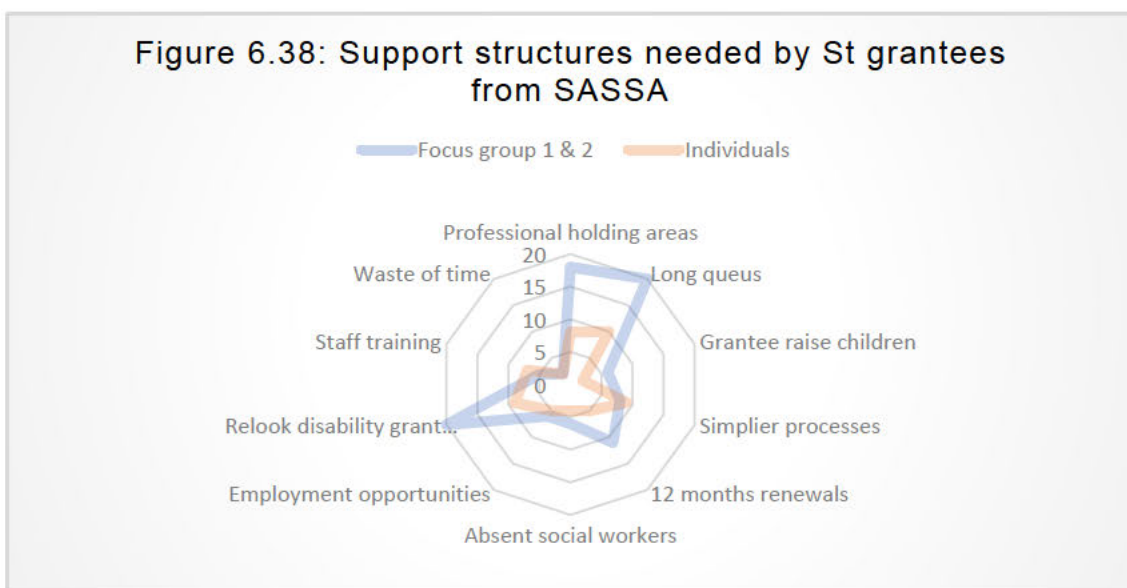


Source: Self-generated by the researcher

From the short review in Figure 6.37, key findings on the good and bad experiences of St Giles grantees emerged. I described the results of friendly staff, which showed that about (n=19) grantee respondents (a constituency of) focus group one and two, including individual respondents, were of the view that SASSA staff are friendly people who interact with their clients fairly.

This was an important finding towards understanding the areas which the study needed to improve as it could not have been everything that pertained to SASSA services that was going wrong. My findings on helpful staff at least hint that (n=16) described the SASSA staff as a helpful bunch whenever the grantees require information that pertained to their disability grants. This analysis found evidence for the agency system which was always down from (n=18) respondents, which then meant that this was costing clients time and money as they always must come back the following day to resolve whatsoever issues they came for the previous day.

This result highlighted that little was being done about the improving of disability grant disbursement systems which justified for the ultimate purpose of this study, improving the administration of grants at SASSA. Planned comparisons revealed that between the Gauteng, Cape Town, and KwaZulu-Natal provinces there were similar encounters when it came to SASSA system downtime which affected undoubtedly productivity. The result now provides evidence to caring staff (n=12) which left a wide a gap on what the agency needs to improvement on. This suggested that there was more SASSA can do to improve on the areas of client care for it to be visible and to have a noticeable impact. Superior results (n=20) were seen for good service as believed by most St Giles grantee respondents.



Source: Self-generated by the researcher

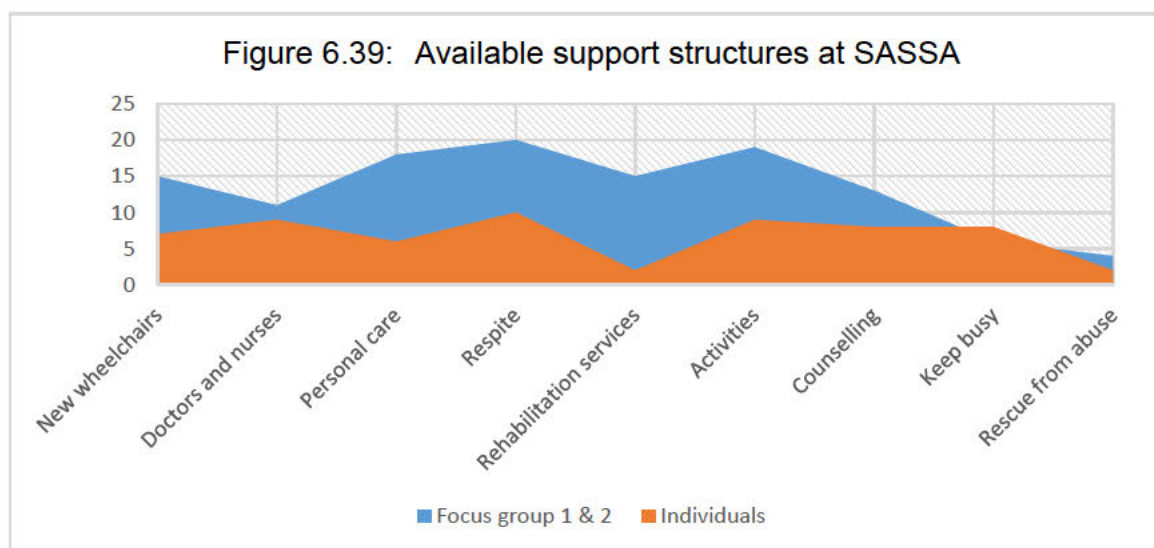
A further novel finding was that (n=1) grantee complained about being shouted at by SASSA staff. It was worth discussing another interesting fact from (n=1) respondent who revealed some results about the staff who shouts at the grantees whenever they interact with the agency. The present study confirmed as true the findings about staff arriving late at work in most KZN SASSA offices as mentioned by (n=1) grantee from St Giles. Although the KwaZulu-Natal St Giles results were substantially better than the other provinces, however, a lot remained undone to improve the administration of disability grants.

Figure 6.38 dwelled on the reporting of St Giles grantee suggestions which SASSA can adopt to support the grantee disability needs. It was suggested by (n=26) that SASSA local offices create more professional holding areas for disability grantees, this cohort being made of focus group one, focus group two and individual respondents. Most respondents (n=30) agreed with the statement that SASSA has long queues which are very problematic, they create chaos and fuel riots amongst the clients and that they need to be improved for control purposes. In their accounts of events surrounding the issue of being unable to raise your children properly when residing at St Giles premises, and your children residing elsewhere, about (n=8) grantees requested that SASSA find ways to support disability clients who are parents as they also have a responsibility to raise their children properly which at the non-profit organisations they cannot bring nor visit their children as much as they would want to.

Whilst a minority (n=4) mentioned that making suggestion to SASSA about any form of support would be a waste of their time as nothing ever improves, all agreed that SASSA would need to relook at the amount that is paid as disability grant as it simply cannot meet the needs of the persons living with disabilities. When asked about 12 months disability grant renewal period for grantees with permanent disability, the respondents were unanimous in the view that SASSA should, at least, undertake this process after five years. There were some negative comments about staff training from (n=12) which SASSA needed to investigate as grantees were projecting their concerns about staff who does not know how to deal with disability clients. Some (n=10) felt that St Giles and SASSA social workers were often absent when they are needed the most by grantees, while others considered the fact that disability clients are many, therefore, it was rather difficult to attend to them all as often as they wanted to be attended.

In all cases, the informants reported that the creation of employment opportunities for the disability group lacks drastically as they cite that they are often looked at as a group of vulnerable people who cannot do anything for themselves which needs correcting from SASSA. This study argued that the pronouncements encapsulated in Chapter two of the Constitution of the Republic of South Africa has made provisions which stipulates that equality includes the full and equal enjoyment of all rights and freedoms, which the disability group is part of. It further goes on to say the government must promote the achievement of equality, legislative and other measures that are designed to protect or advance persons, or categories of persons, disadvantaged by unfair discrimination. Therefore, I argue that for equality to thrive, SASSA has a shared responsibility of ensuring that the disability grantees enjoy the same freedom enjoyed by other members of the society.

As can be observed in the diagram herewith, Figure 6.39 accounts for the empirical data that was obtained from St Giles grantees regarding the available support structures at SASSA.



Source: Self-generated by the researcher

However, this study discovered that, according to grantees, there were no support structures available from SASSA to support the grantees which in turn the grantees suggested what they would appreciate if SASSA were to consider their suggestions. The suggestion of new wheelchairs was one of the key factors which most grantees preferred (n=22), that being the constituency of focus group one, focus group two and individual respondents. They further

made requests that pertained to the availability of doctors and nurses at the disability homes such as St Giles, that being a positive effect on (n=20) grantees who represented the three main categories mentioned above.

Then the issue of personal care support was forwarded as a recommendation by as it was going to help them with domestic activities such as washing, ironing and so forth. This had a significant impact on (n=24) respondents who were in full support of this change. On the other hand, the frustration caused by cabin fever remained a significant contributory factor to the suggestion of respite as some form of government support as many grantees (n=30) combining all categories felt like they were caged at their disability facilities, especially those who had severe disabilities. There was a convincing number (N=17) of grantees who expressed that they needed rehabilitation.

This was generally seen as a factor that was related to high stress levels which the grantees face in their own unique ways. Disability grant policy makers should be required to create disability grant support structures to build on the improvement of life for persons living with disability over and above offering them the social grant. The reader can understand this statement in the context of SASSA being an improviser towards supporting the grantees' emotional well-being needs, and to help them integrate back into the mainstream of the society.

6.4 QUANTITATIVE OUTCOMES: SASSA OFFICIALS FROM GAUTENG, WESTERN CAPE, AND KWAZULU-NATAL AND PROVINCIAL DISABILITY NON-PROFIT ORGANISATION PROFESSIONALS

The lack of efficiency and fraud free disbursement mechanisms which subsequently undermines the effective administration when disability grants are disbursed at SASSA, is in this research forwarded through the large-scale review of literature, scrutiny of documents including the evidence-based research that is done at this agency as the selected case study. It remained imperative that this section presents quantifiable findings as it builds up to the study original contribution to which the conclusions were drawn, and the recommendations that are alluded to in chapter seven were also based. Just as it was the case with the qualitative findings, the importance of analysing quantitative data, interpretation and ensuring that findings build

up on the evidence accounted for across the chapters cannot be overstated. More essential, this could not have excluded the ensuring of adapting the study to the devised foundation of the methodological choices that are accounted for in chapter five.

Profusely, these approaches were going to be valueless if they had neglected the clear understanding that has to do with ensuring that the problem statement that is prescribed in 1.6, including the research questions and objectives remained as a guide that controls the study up to its end. This section presented specifically the quantifiable data which is the second part of the data presentation and analysis chapter. The captured data is representative of the self-managed questionnaires that were completed by the SASSA officials and the selected NPO professionals, that is: (WCAPD, GPAPD and St Giles). At first, I presented the respondent feedback ratings, and thereafter, I delved into providing the study demographic information. The chronological order of the section presented the age, period of employment at SASSA, portfolio, type of office support, race, province, and the gender variables as an insinuate to the data analysis.

The founding basis of this study to using cross-tabulation was with the intention to take the reader through the relationship which existed between the demographic variables and the study objectives which is all in alignment with the respondent feedback. How the data analysed were presented was that the quantifiable findings of the three provinces (WC, GP and KZN) are grouped as one yet presented per the questionnaire section. What these sections then do they scan for the answers of the questions that pertained to: a] How often does SASSA compare social security service outcomes with other provinces; b] Checking to see if the respondents do get training on how to execute the disability grant policy; c] How the respondents rated the usefulness of the disability grant policy; d] If the respondents had enough of understanding of the disability grant policy; e] How they would rate their understanding of disability grant policy guidelines; f] How they would classify the mechanisms used to distribute disability grants, g] How they would classify the disability grant mechanisms in addressing fraud and improve service delivery.

It was important to mention that, after these quantifiable sections were presented, the researcher also needed to present other sections which were part of the questionnaire but were not







quantifiable since the nature of the questionnaire was semi structured. Although the responses were clustered together for all the three provinces in question which was per questionnaire section as alluded to earlier, however, it is to be borne in mind that the analysis and interpretation was representative of individual statements which emanated from the study research questions. As part of the section descriptions, I included the statistical analysis as well as the discussion to demonstrate the existing important relationship in the study empirical data.

To enhance research adequacy, I further used the graphs, tables which was in conjunction with the summarised discussions to present quantifiable empirical data. I deemed it necessary to use the Statistical Package for the Social Sciences (SPSS) version 28 computer software programme for the analysis of this study quantitative data. The question of validity and reliability test on the SPSS showed that because of sizeable populace that participated in this study, the validation leaned towards using the descriptive statistics and inferential statistics which is accounted for in chapter 5 under section 5.9 entitled (validity and reliability/rigor).

The researcher strongly argue that, how the content validity was ascertained to was through the joining of research questions, and other direct sectional questions which were considered important to each, and every section that was demonstrated in this PhD project through chapters, particularly; chapter 2, 3, 4 and 5. I perceived it as an ethical research rule to observe the study as it confirms its content validity in the process of analysing empirical data which was aground on creating the thesis argument that is based on the befitting theoretical arguments by other various scholars.

Now that the importance of having adequate feedback response for prompt data analysis as well as reporting is well understood, the next section contemplates on taking the reader through the respondent feedback ratings of the administered questionnaires. Although the researcher used a quantitative technique to extract the data analysed hereunder at the three SASSA regional and local offices, including the associated NPOs, however, the quality data was ensured using semi-structured questionnaires which then allowed the respondents to add more comments other than what the questionnaire had initially asked.







Figure 6.1: Data collection underway for SASSA WC

SITE EVIDENCE A	SASSA	WC
 <p data-bbox="97 745 344 786">Cape Town offices</p>	 <p data-bbox="596 745 943 786">WC SASSA Headquarters</p>	 <p data-bbox="1110 745 1445 786">WC SASSA local offices</p>
 <p data-bbox="97 1279 416 1319">CT SASSA local offices</p>	 <p data-bbox="549 1267 983 1341">Chaos outside Khayelitsha SASSA local offices</p>	 <p data-bbox="1042 1279 1513 1368">Frustrated DG grantee over delayed disability grants</p>

Source: Images captured by researcher

Figure 6.1 illustrates what photographed images that were taken by the researcher in Western Cape SASSA Regional and local offices.

Figure 6.2: Data collection underway for SASSA JHB







SITE EVIDENCE B	SASSA	GP
 <p data-bbox="225 712 384 745">JHB offices</p>	 <p data-bbox="635 712 922 745">Client's holding areas</p>	 <p data-bbox="1050 712 1337 745">Client's holding areas</p>
 <p data-bbox="188 1209 416 1243">JHB local offices</p>	 <p data-bbox="667 1209 895 1243">JHB local offices</p>	 <p data-bbox="1169 1227 1414 1261">JHB Headquarters</p>

Source: Images captured by researcher

The researcher used the images captured in 6.2 to describe the state of the observation made in the Gauteng province during the data collection from both the Regional and local offices of SASSA. Ideally, the researcher uses the photographic approach to improve the understanding and this study retention of information. This was in attempt to make the readers remember the information better since part of it is presented in a visual format which was all geared towards improving the impact of this thesis work.

Similarly, in Figure 6.3 the researcher exonerated, through images, the field work observations of SASSA KwaZulu-Natal offices.

Figure 6.3: Data collection underway for SASSA KZN

SITE EVIDENCE	SASSA	KZN
 <p data-bbox="60 712 480 745">KZN DBN SASSA local offices</p>	 <p data-bbox="547 712 975 745">Dilapidated local SASSA offices</p>	 <p data-bbox="1094 712 1453 745">Umlazi SASSA local office</p>
 <p data-bbox="110 1176 461 1263">Endangered clients outside SASSA local offices</p>	 <p data-bbox="539 1176 983 1263">Media flocking SASSA offices on poor service delivery</p>	 <p data-bbox="1042 1176 1509 1290">Clients covered in blanket sleeping outside SASSA local offices to beat long queues</p>

Source: Images captured by researcher

Here next, the researcher presents the respondent response rate as experienced during data collection research.

6.4.1 Questionnaire response rate

The identifiable friction of this study that had to complete the questionnaire was 129 respondents who are SASSA officials and NPO professionals that represented the total population of the three provinces, namely: WC, GP and KZN. These respondents can be located at the SASSA Regional and local offices, including the professionals from the selected NPOs, that is, WCAPD, GPAPD and St Giles who have knowledge on the disbursement of social disability grants.

This is an acceptable research composition, according to (Serekan, 2003) table of target population numbers, and for which all these respondents were selected since they are all well-versed about the systems and processes for disability grant disbursement that SASSA uses as standard operating procedure in the social grant support environment. Economic data and accurate responses were foregathered in retrospect of the respondent experiences with SASSA.

To ensure an all-inclusivity approach as well as representativeness, the respondents were extracted from the major incumbency categories, specifically: the regional managers of SASSA, the agency local managers, administrators, and the professionals who are from the NPOs that house the disability grantees, precisely, that is: WCAPD, GPAPD and St Giles. Voluntary participation was key and from the 141 questionnaires that were disseminated, 129 were finalised and successfully brought back to the researcher for data scrutiny. This response rate accounts for 98% to which this research regards as excellent and sufficient to make certain the testability of the findings to the complete target demographic (Baruch,1999).

Table 6.4 accounts on the feedback ratings received from the incumbency classification. These numerical illustrations showed that the 'Regional management envoy' was (100%). The NPO professionals accounted for (94.2%), whereas the medical practitioners accounted for (92%). Meanwhile, the SASSA local managers accounted for (84%). While this was the case, an equal percentage of (84%) was recorded from the (grant administrators).

It remained important to mention that the respondents in question from the incumbency classification were suitable because they were openly involved in the social disability grant disbursement systems and processes. The respondents' involvement helped the researcher to address the study problem as they used their professional standing at the SASSA to demonstrate what their key responsibilities were in relation to the study objectives.

Table 6.4: Numerical data – Feedback Ratings-Response bias

INCUMBENCY CLASSIFICATION	Total number of questionnaires administered	Recorded number of questionnaires returned	Feedback ratings
Regional Management envoy	6	6	100 %
SASSA Local managers	40	21	84 %
Medical practitioners	40	37	92%
SASSA Administrators	50	42	84 %
NPO professionals (WCAPD, GPAPD and St Giles)	35	33	94.2 %
TOTAL	141	139	98%

Source: Self-generated by the researcher

Therefore, this was an explanation behind the acceptable feedback ratings that are accounted for in Table With reference to the lower percentage ratings or response bias (2%), this research assumed that the work commitments which competes for respondent's attention such as the attending of staff memorial services, being out of the country and long queues of social grant clients could have put a stop to missed (SASSA local managers and administrators) from writing out the questionnaires. Hereinafter, I addressed the demographic depictions of the (129) respondents who successfully wrote out the study questionnaires.

6.5 DEMOGRAPHIC PROFILE OF THE RESPONDENTS

Demographic data become especially important because of its contribution towards enriching the data analysis of the probe in answering its predetermined questions. The varying mandates, charges and responsibilities at the SASSA are impacted by the demographic distribution in that they helped the study to provide a basis for understanding the SASSA as it is now, where the agency has been and where it was headed. First, I found it necessary to mention that, despite some demographical variables such as age, gender and so forth being protected by the Constitution of the Republic of South Africa in terms of the sensitivity of the information, however, the researcher also considered this information as a very important component to include if the study were to create what is considered to be a thoroughgoing view of the findings in its entirety.

Table 6.5: Demographic profile of the respondents

Demographic variable	Sub-category	Total	
		N (129)	%
Gender	Male	50	38.8
	Female	79	61.2
Age (years)	19 – 29	9	7.0
	30 – 39	24	18.6
	40 – 49	41	31.8
	50 – 59	43	33.3
	60 – 69	7	5.4
	≥ 70	5	3.9
Period of employment (years)	< 1	15	11.6
	1 – 5	13	10.1
	6 – 10	27	20.9
	11 – 20	57	44.2
	21 – 30	6	4.7
Race	31 – 40	11	8.5
	Indian	12	9.3
	Coloured	24	18.6
	Black	90	69.8
Type of employment	White	3	2.3
	Full-time	113	87.6
Province	Part-time	16	12.4
	Gauteng	34	26.4
	Western Cape	25	19.4
	KwaZulu-Natal	24	18.6
	Gauteng (GPAPD)	9	7.0
	Western Cape (WCAPD)	21	16.3
Portfolio role	KwaZulu-Natal (St Giles)	16	12.4
	Regional manager	6	4.7
	Local manager	21	16.3
	Medicinal practitioner	37	28.7
Office support	Administrator	65	50.3
	Regional	16	12.4
	Local	97	75.2
	Mobile	10	7.8
Organisation	Home visit	6	4.7
	SASSA Gauteng	34	26.4
	SASSA Western Cape	25	19.4
	SASSA KwaZulu-Natal	24	18.6
	Gauteng (GPAPD)	16	12.4
	Western Cape (WCAPD)	22	17.1
	KwaZulu-Natal (St Giles)	8	6.2

Source: Self-generated by the researcher

Thereupon, I used the SPSS as an analysing tool to look over the varying types of demographic data stratum such as: 1) Gender distribution, 2) Age distribution, 3) Period of Employment distribution, 4) Race distribution, 5) Types of employment distribution, 6) Province

distribution, 7) Portfolio role distribution, 8) Office Support distribution, and 9) Organisational distribution.

Graphical presentation also remained another key feature for analysing the information that pertained to ‘respondents’ responses to how often does SASSA compare social security service with other provinces’ [Table 6.3], respondent responses to whether they get training on how to execute disability grant policy [Table 6.3], respondent’s response on how they rate their understanding of disability grant policy guidelines [Table 6.3], and the respondent’s response on how they rate the usefulness of disability grant policy’ [Table 6.2]. It sufficed to explain the symbolic nature of *n* which the researcher used to illustrate the decimal number of the respondents with respect to the aggregate number per classification if not the total number of the study dialogists. In the next, I described the demographical variables of the study as alluded to above.

This study traditionally accounts for the association which exist between the demographics and its findings variables. Herein, I further used the independent variables as part of regression to include the association between variables such as period of employment, employment type, comparison of grant services between the provinces, disability policy guidelines, and SASSA official demographics.

6.5.1 Gender distribution

The first part of Table 6.3 accounts on the gender distribution of the study. A significant number (*n*= 50) inferred the 38.8% who are male respondents across the three provinces, namely: Western Cape, Gauteng, and the KwaZulu-Natal. A considerable majority (*n*=79) represented the 61.2 % who are female respondents from the afore-mentioned provinces. The goal of age stratification had to do with showing not only the majority gender but also how each gender tend to handle disability grant challenges.

This was an important consideration to this study as the study used gender distribution as a way of looking at how the social norms and power structures at SASSA impact on the lives and opportunities available to different groups of men and women who are disability grant staff.

6.5.2 Age (years) distribution

Table 6.3 accounts for the age (years) distribution of the respondents in WC, GP and KZN. A meagre number (n = 9) represented the age category between the ages 19-29 which by means of percentage was 7.0%. Meanwhile, a substantial number (n = 24) represented the age category between the ages 30-39 which was equivalent to 18.6%. While that was the case, an important numerical range (n = 41) of ages between 40-49 accounted for an impactful 31.8%. Another notable number was the age category 50-59 (n = 43) which aggregated to the highest percentage 33.3% of the respondents. An inadequate number (n = 7) were the age ranges between 60-69 which was placed at 5.4%. The overall age respondent distribution was ≥ 70 which meant that the age distribution was greater than 3.9. I used the age distribution to understand SASSA's population composition in terms of age (s), for which I also examined using the staff sex orientation. The aim was to yield the insights into changing population conditions, and through this I was able to highlight what appeared as SASSA'S future social and economic trends.

6.5.3 Period of employment (years) distribution

Table 6.3 shows that the period of employment was less than <1 (n = 15) to which added up to 11.6%. A pertinent 10.6% comprised the range between 1-5 years (n = 13) of the respondents who participated in this study to which the researcher understood in the context of being novice and in a developmental phase, therefore, did not have as much insight to offer about the agency. Yet again, an observable number (n = 27) ranged between 6-10 years which addressed a rational 20.9% and this was understandable because the group had been employed by the agency for quite some time which then confirms that such respondents had adequate experience on the handling of disability grants. In the same vein, an appreciable number (n = 57) came from the range 11-20 years which represented the respondents with enormous experience of the disability grant disbursement policy. A deficient number (n = 6) represented the 4.7 % of the respondents which understandably this is a group close to retirement who however had valuable insights of the overall functioning of the SASSA.

Lastly, an insubstantial number (n = 11) was made of the range between 31-40 years of experience to which the majority were at a policy development level thereby giving strength to this research in terms of being able to balance the equation between the operational and the strategic views of the disability grant custodians. There was a relationship between the period of employment (1-5 years), and the part-time staff who had no adequate experience to deal with the disability grant policy challenges. In either provincial case, officials with adequate experience (a minimum of 6 to 10) years' experience seemed not to have a problem with executing the DG policy. It remained crucial to investigate the period of employment distribution as when this demographics changes, there would have been an impact on the SASSA's labour markets which, in turn, could have affected how the agency has recruited, where they recruited from, and to determine whether there were any skills gaps or worker shortages which were going to emerge.

6.5.4 Race distribution

Table 6.3 shows that Indians employed by SASSA of the WC, GP and KZN accounts for 9.3% (n=12). Meanwhile, the coloured race ranks at 18.6% (n=24). An overwhelming majority (n=90) accounted for 69.8%. Notably, the white race accounted for 0% of the selected respondents. The race white (n=3) was notably about 2.3% in terms of employment to which this study questions if the nature of service not impacted by race under representation or unequal employment which oppose equity. While on the subject, it proves a burdensome task to find surprisingly simple demographics regarding the white population (n=3), an equivalence of 2.3% with adequate disability grant experience which then throws the disability grant policy into more challenges such as the lack of communication including shared understanding of employment equity, political riots caused by under employment of whites which somewhat triggers on domination organisational cultures, contributes to low leadership commitment let alone the policy inconsistency in disability grant employment equity implementation. I collected and interpreted the race-based data to help identify and address any unfair differences and inequities in social security care. The aim was to help the government and social security care workers to understand which communities needed greater social security support at SASSA and why.

6.5.5 Type of employment distribution

Of the three selected provinces (WC, GP and KZN), an overwhelming majority (n=113) 87.6% was made from the full-time staff that participated between the selected organisation (SASSA WC, GP and KZN, WCAPD, GPAPD and St Giles). On the other hand, about 12.4% (n=16) represented the part-time staff that is employed by the afore-mentioned organisational workforce. This study further noted that the credibility and reliability of its findings was enhanced in that the perspectives were mostly from the full-time staff who have a long-term contract with the agency, therefore, ought to be more experienced enough for them to be accountable enough about how the disability grants are disbursed. The type of employment distribution allowed the researcher to better understand the role and skills background as well as the needed characteristics of the SASSA audience to ascertain which sector had more gaps and how they can be closed.

6.5.6 Province distribution

An adequate number (n=34) respondents which can be calculated to 26.4% is representative of the Gauteng SASSA regional and local offices. The second highest province in terms of SASSA participation by responsible officials was the WC province (n=25), thereby accounting for 19.4% that is reflected in Table 6.2. an acceptable number of participants was also noticed at the KZN SASSA regional and local offices which showed (n=24) which can be aggregated to 18.6% officials who participated in this study. Of the three provincial non-profit disability organisations which participated in this study, the WCAPD had the highest number of the professionals who participated voluntarily (n=21), and that is 16.3% in terms of percentage. St Giles was the second largest non-profit organisation in terms of participation ranking at (n=16), which can be calculated at 12.4% by means of percentage.

GPAPD remained the lowest provincial disability non-profit organisation which participated in the study at (n=9) which can be weighed at 7.0%. The numbers in Table 6.3 shows that this research had met the saturation of findings which means that there was no additional data which

was being found by means of the categories which the researcher had developed for this research as pronounced by (Fusch and Ness, 2015). The role of province distribution had to do with forming the basis for determining and comparing the sectoral constituencies between the SASSA provincial offices. This was useful in that the study was able to connect the outcomes with the socio-economic and administrative planning, and to provide the basic data as part of making the population projections.

6.5.7 Portfolio role distribution

The disability grant policy operations, as shown in Figure 3.1 (SASSA nationwide organogram), undergoes and is linked to varying portfolios which all contributes to the policy in question's success. Inter-alia, the Chief Operations Officer supports the strategic developments of SASSA with the CEO whereas the Grant Operations officer coordinates the systems for transmitting social grants to recipients. This then called for the importance of ensuring that the study carefully considers the portfolio distribution to construct a comprehensive outlook of the operational procedures that the SASSA uses to disburse social disability grants. Table 6.3 outlines the different portfolio distribution with reference to frequency including an associated percentage. The evidence outlines in Table 6.3 places the regional management to (n=6) while the percentage can be added up to (4.7%).

Although this percentage appears low, however, it is to be borne in mind that these types of respondents are key strategic policy leaders who represents the three provinces (WC, GP and KZN) both from the side of SASSA and the disability organisations (WCAPD, GPAPD and St Giles). On the contrary, the local managers from the above-mentioned organisations accounts for 16.3 % (n=21) which is a very considerable percentage in terms of the rigour of this study needed to carry out. A significant 28.7 % were medical practitioners (n=37) who approve and disapprove disability grant applications without which this study could have turned bias and a blind eye to some of the most crucial considerations which contributes to the successes and failures of the social disability grants. Many of the responses (50.3%) to which (n=65) consisted of the social grant administrators who are at the local SASSA offices, and the non-profit disability organisations (WCAPD, GPAPD and St Giles).

This sums up the relationship between the SASSA and non-profit organisation operations and portfolios. It was crucial for the study to ascertain the portfolio role was for each SASSA as this strategic move assisted the study to examine which demographic segments might benefit the most -in terms of improved portfolio risk and return characteristics -if the agency were to adopt " efficiency" portfolio strategies.

6.5.8 Office support distribution

Table 6.3 shows a breakdown of the different types of office support by SASSA and provincial disability organisations (WCPAD, GPAPD and St Giles). Portfolios and office support distribution share a close relationship in terms of the nature of service provided. As can be seen in Table 6.3, the study had (n=16) total regional respondents across the three provinces which is equivalent to (12.4%). Meanwhile, a considerable (n=97) respondents came from the local office which accounts for a significant 75.2%. While that was the case, this study further recorded an aggregated (n=10) mobile office respondent in the three selected provinces (WC, GP and KZN), thereby, adding up to a low 7.8%. Hereditary, this study also recorded in Table 6.3 the number (n=6) home visit type of office support which give a reason for 4.7%. The office distribution support was used to identify the types of people that comprise SASSA workforce to which this study collected this type of information to understand each employee results better, as the researcher understood that the different identities as well as traits could have an impact on the staff workplace experiences.

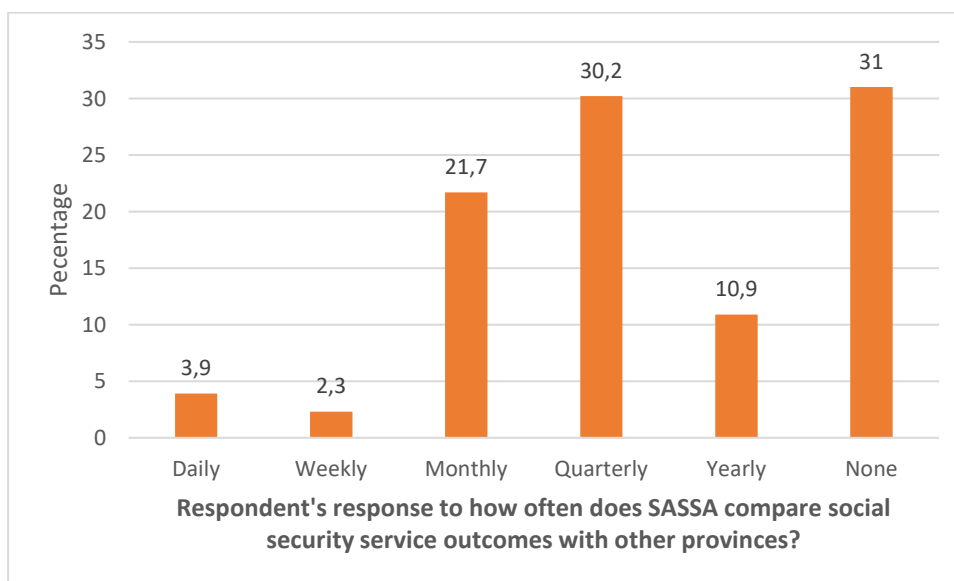
6.5.9 Organisational distribution

Table 6.3 further recorded the organisational distribution demographics of the SASSA and the non-profit organisations, that being the (WCAPD, GPAPD and St Giles). The highest number (n=34) reflected the organisational distribution of SASSA Gauteng Regional and local offices, at 26.4%. Meanwhile, the SASSA Western Cape Regional and local office was placed as the second highest in terms of organisational distribution with the figures being (n=25) which can be calculated to 19.4%. The KwaZulu-Natal regional and local SASSA remained the lowest in terms of the organisational distribution (n=24), which gives a total percentage of 18.6%. Flipside, the non-profit disability organisation with the highest distribution was the WCAPD with (n=22) which equates to 17.1%. This was followed by the GPAPD at (n=16) accounting

for 12.4%. Once more, the KwaZulu-Natal organisational was the lowest even in terms of the organisational distribution of the NPOs as its St Giles ranked at (n=8) which weighs to an average 6.2%.

Finally, stand demographics indicate that the nature of disability grant service provided by SASSA officials depends on how long they've been employed, their service record, nature of employment whereby the less experienced who are regularly the part-time notably tend to underperform, whereas the more experienced who are likely to be the full-time seemingly have more experience to deal with arising policy challenges more productively.

6.6 FIGURE 6.39: RESPONDENTS' RESPONSE TO HOW OFTEN DOES SASSA COMPARE SOCIAL SECURITY SERVICE WITH OTHER PROVINCES



Source: Self-generated by the researcher

I used the organisational distribution as a tool to influence the SASSA communication frequency, thereby providing the study with essential tools to facilitate high performance during the study research and development.

An overview of Figure 6.39 showed the results of the respondent's response to how often does SASSA compare the social security outcomes with the other provinces. As can be seen from

the Figure 3.39, the highest number of the respondents from the three provinces WC, GP and KZN (31%) indicated that SASSA never compare their provincial service outcomes with the other provinces. The summary statistics for Figure 6.39 further illustrates that about a significant (30.2%) of the respondents were of the understanding that SASSA does compare its provincial social security service outcomes with other provinces. The breakdown of (21.7%) according to Figure 6.39 is representative of the perceptions from the respondents who were of the view that SASSA compares its social security outcomes monthly with other provinces. The intercorrelations among the six measures of the above graph postulates that an average of (10.9%) believed that SASSA compares its social security service outcomes at least yearly with other provinces.

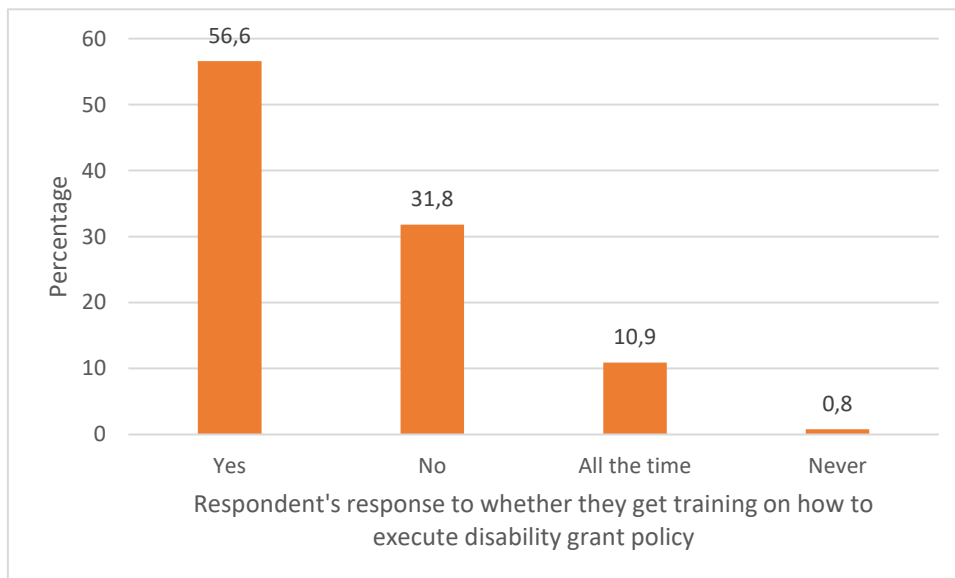
The results obtained from the preliminary analysis of Figure 6.39 revealed that a low (3.9%) were the respondents who firmly believed that SASSA compares its social security service outcomes daily with the other provinces. From the graph above we can see that the lowest number (2.3%) were the respondents who were of the impression that SASSA compares its social security service outcomes weekly with the other provinces. The results of the correlational analysis of 6.29 prove that there is a gap in terms of standard understanding of when the SASSA social service outcomes are compared between the provinces as a benchmarking strategy which subsequently place the SASSA as an agency that works at cross purpose yet driven by the same mission, vision and aims.

In addition to this, the study observed that the continuous change of ministers by SASSA has a significant impact on the effectiveness of the disability grant policy. This was important to mention to correctly interpret the results as it is what this study discovered as one of the negligible factors which then affects the overall administration of the SASSA operations to which the disability grant impact is party to.

The experimental data on the training of SASSA staff and external stakeholders on how to execute the disability grant policy is shown in Figure 6.40. What stands out in the graph is that most respondents (56.6%) who are from the three provinces, namely: (WC, GP and KZN) who represented the Regional SASSA and local offices as well as the WCAPD, GPAPD and St

Giles non-profit disability organisations confirmed that SASSA does train them on how to execute the disability grant policy. This study further interpreted that the evident cases of fraud and maladministration are just the pure betrayal to the South African law and the entire justice system which comes from the deliberate actions of scammers whose intentions are anything other than serving optimally the fellow disability community.

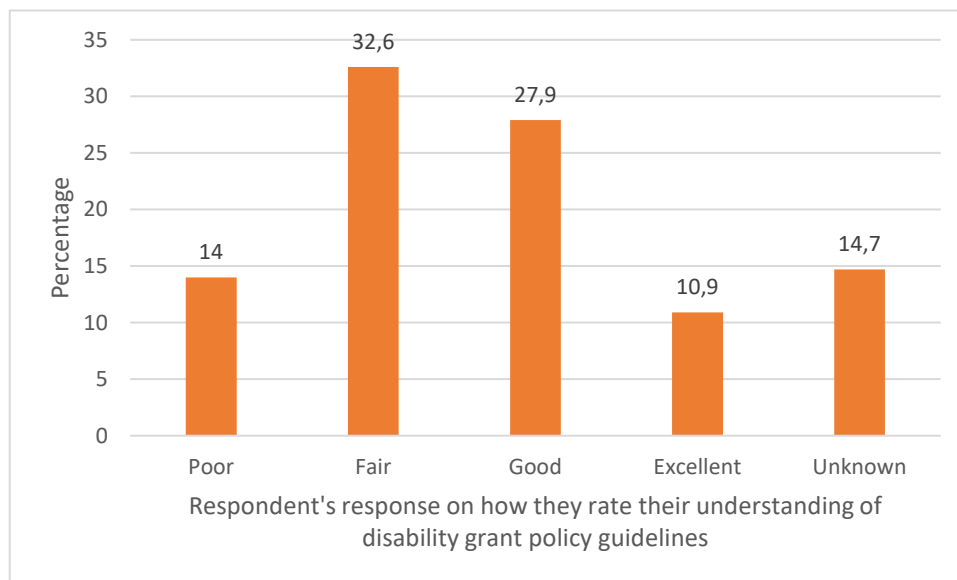
6.7 FIGURE 6.40: TRAINING ON HOW TO EXECUTE DISABILITY GRANT POLICY



Source: Self-generated by researcher

Closer inspection of the Figure 6.40 shows that about (31.8 %) are those who insisted that they do not get any training from SASSA on how to effectively execute the disability grant policy. Clearly, this is a major gap for the agency which propels to many shortfalls this institution experiences daily. It is apparent from the Figure 6.40 that very few respondents (10.9%) believed that SASSA trained them all the time on how to effectively execute the disability grant problems to which the researcher observed facially that the majority of those who respondent to this option either choose the response not to get into trouble and/or because they did not know the right answer to give. It is apparent from the Figure 6.40 that very few (0.8%) were perceptions from those respondents who believed SASSA never trains their staff on how to effectively.

6.8 FIGURE 6.41: RESPONDENTS RATING THEIR UNDERSTANDING OF DISABILITY GRANT POLICY GUIDELINES



Source: Self-generated by the researcher

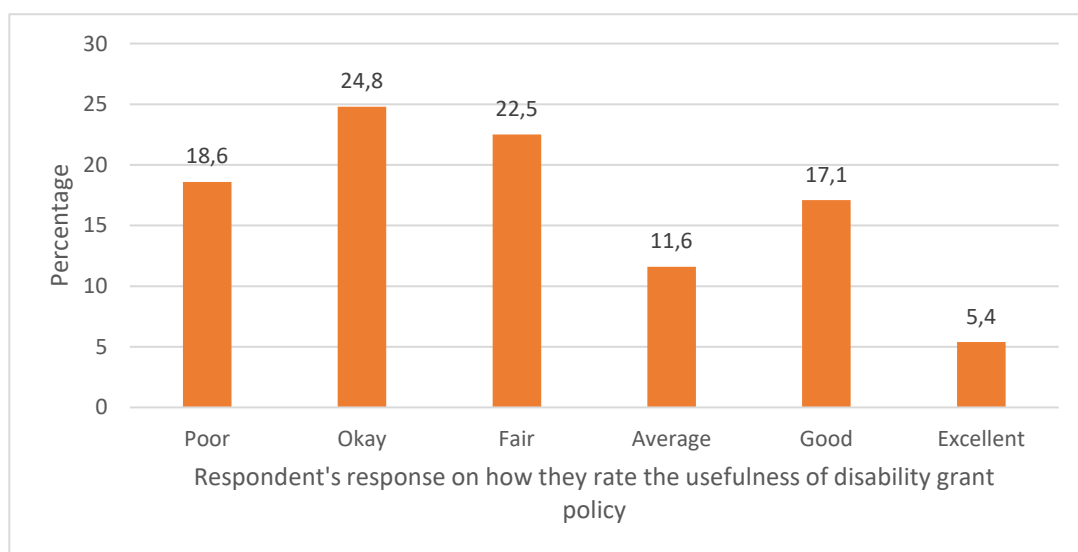
In Figure 6.41 there is a clear trend of the different kinds of perceptions by the respondents' ratings on their understanding of disability grant policy guidelines. What is striking about the figures in this graph is that about a good (32.6%) of the respondents rated the understanding of the disability grant policy guidelines as fair. What is further interesting about the data in this table is that another (27.9%) regarded the understanding of the disability grant guidelines as good. From this data, we can see that study 'poor option' resulted in a lower value of (14%). Again, from the same graph, by far, the greatest low demand is for an excellent option which has placed the understanding of the disability grant guidelines to a meagre 5.4%.

From the data in Figure 6.41, it is apparent that the length of time left between the 'unknown' option which ranks at (14.7%), and fair which weighs (36.6%), or the (27.9%) which means 'good' is much broader than narrow. The data from this graph can be compared with the data outlined in 6.39 which showed that respondents' response as to 'how often does SASSA

compared the social security service with other provinces' as a valid (31%), thereby implying the none-option.

The mean score for the 'okay option' was an adequate 24.8%. Further analysis showed that about 22.5% represents the respondents who selected the 'fair option'. On average, the 'option poor' were shown to have a considerable response of 18.6%.

6.9 FIGURE 6.42: RATING THE USEFULNESS OF DISABILITY GRANT POLICY



Source: Self-generated by the researcher

Strong evidence of 'good option' was found when the results showed a significant 17.1% of the respondent who selected this option. No difference greater than 11.6% was observed for an average option. No increase in 'option excellent' (5.4%) was detected. None of the last differences were statistically significant between the option average and excellent. Figure 6.43 presented an empirical data by SASSA officials and the NPO professionals. The question was aimed at finding out if the respondents had enough understanding of the disability grant policy.

The graph from Luthuli illustrates the respondent's response on how they rate the usefulness of the disability grant policy. This seems to suggest that about 18.6% of the respondents perceived the disability grant usefulness as poor. This is possibly because these responses came from the majority who had been with the agency for more than five years. An evaluation of this data further suggests that a considerable majority (24.8%) sees the usefulness of the

disability grant policy as okay. This is clearly due to the minimal exposure of these officials to operational demands of the disability grant policy and training. I'd also like to focus your attention on the 22.5% who believed that the policy is fair.

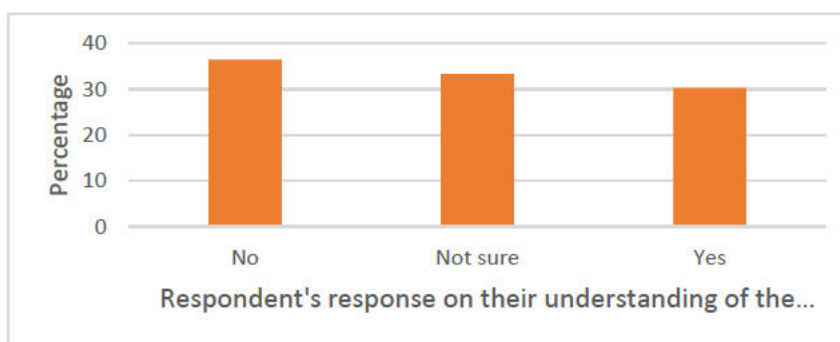
One reason for this could be that these responses came from those respondents who have been exposed to some kinds of policy training as opposed to those who have not. If you look at Figure 6.0, you'll notice that 11.6% is a constituency of those who regarded this policy as average. Therefore, this provides evidence that more improvement on the training of staff is needed by the agency. An important point I'd like to illustrate is that only 17.1% regarded the disability grant policy as useful. A future prediction is that these numbers may drop if SASSA does not find more innovative ways to improve the policy for the better results. Looking at the low 5.4% in this graph who consider the policy excellent it shows that SASSA has quite a lot to improve on for this agency to be considered productive. Overall, this graph highlights the evidence that there is considerable action required by SASSA to improve the efficiency of this policy as a strategy placed for amicable disbursement of disability grants.

About a total of 129 respondents from the Western Cape, Gauteng, and the KwaZulu Natal SASSA Regional and local offices, including the WCAPD, GPAPD and St Giles non-profit organisations participated in this study. It was rather concerning to note that the highest number (n=47) which accounted for 36.4% depicted the respondents who did not have enough understanding of the disability grant policy. This ridicules the pronouncement enshrined in the Constitution of the Republic of South Africa under the provisions of the Social Service Professions Act of 1998', which clearly stress that the ultimate purpose of this Act dwells on designing the service delivery strategies that can provide standardised, effective, efficient, and customer-driven administrative service methods.

Another noteworthy number (n=43) which is an equivalence of 30.2% represented the perspectives of the respondents who were not sure as to whether they had enough understanding of the disability grant policy or not.

FIGURE 6.43: ENOUGH OF UNDERSTANDING OF THE DISABILITY GRANT POLICY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	47	36.4	36.4	36.4
	Not sure	43	33.3	33.3	69.8
	Yes	39	30.2	30.2	100.0
Total		129	100.0	100.0	



Source: Self-generated by the researcher

This lack of policy adequate knowledge contravenes the Public Service Act of 1999 that is concerned with the placing of service delivery charge to government provincial heads to ensure that the provincial administrations adhere to the mechanisms as set by this piece of legislation. Counterproductive policies are supposed to be re-adjusted to address overlaps such as in a case of the disability grant policy. Besides, a wider scope of prescripts such as the Promotion of Administrative Justice Act 3 of 2000 has introduced useful legislative framework as a measure for enforcing officer bearers to remain accountable to their actions. While that is the case, the study equally observed that the lowest number (n=39) that builds to a constituency of 30.2% were respondents that did have enough understanding of the disability grant policy.

However, this study argues that SASSA cannot be found abdicating their responsibility as such lowest number which is representative of those with knowledge to policy imply that the agency is in over (50%) disarray in terms of disability grant policy adequacy to which Kelly (2017) also discovered that the root cause for the rife disability grant chaos was as a result unclear policy during her investigation which pursued the 'Patient agency and contested notions of

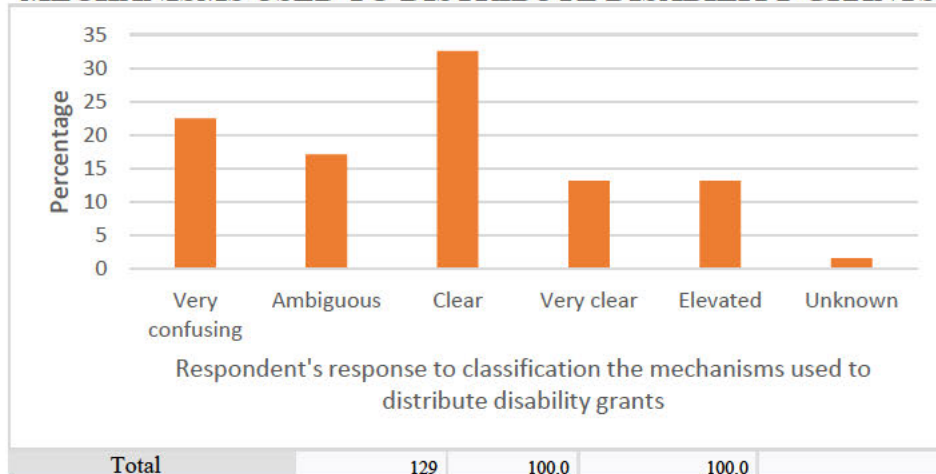
disability in social assistance applications in South Africa'. Here next I analyse the classification of the mechanisms used to distribute disability grants.

From the short review in Figure 6.44, key findings emerge. I described the results on the classification of the mechanisms used to distribute disability grants, which show the frequency of (n=42) respondents at 32.6% who described the mechanisms used to distribute the disability grants as clear. This suggests that less than 35% finds the mechanisms useful which is rather concerning as the SASSA stands for nothing but efficiency in their mission. I showed that only 13.2% (n=17) respondents seem clear with the disability grant mechanisms. My findings on unclear disability grant mechanism at least hint that Kelly (2016) results were correct in assenting that the disability grant effective disbursement fail because of poor policy mechanisms. This is an important finding in the understanding of the how the SASSA marginalised the persons living with disability by rendering inadequate services. The present study further confirmed the findings about another 13.2% who believed the disability grant mechanisms are elevated in terms of service delivery standards.

Another unpromising finding was that 1.6% (n=2) placed the effectiveness of the mechanisms as unknown which makes the researcher question how they carry service delivery forward daily and accountability thereof. My results demonstrated that about 17.1% (n=22) find the disability grant mechanisms ambiguous. SASSA can be perceived as knowledge capital thieves if their systems and processes are not clear to recipients and are not explained.

Besides, this study its philosophical assumptions has to do with providing frameworks for addressing inequality and injustices in a disability society using study developed culturally competent mixed methods strategies as described in Figure 7.1 and 7.2 in the original contribution section. This result highlights that little is known about the functionality of the disability grant mechanisms basing this on the evidence in Figure 6.44 which reveals that a valid number (n=29) which constitute 22.5% confirmed that they find the disability grant mechanisms very confusing.

6.11 FIGURE 6.44: CLASSIFICATION THE MECHANISMS USED TO DISTRIBUTE DISABILITY GRANTS



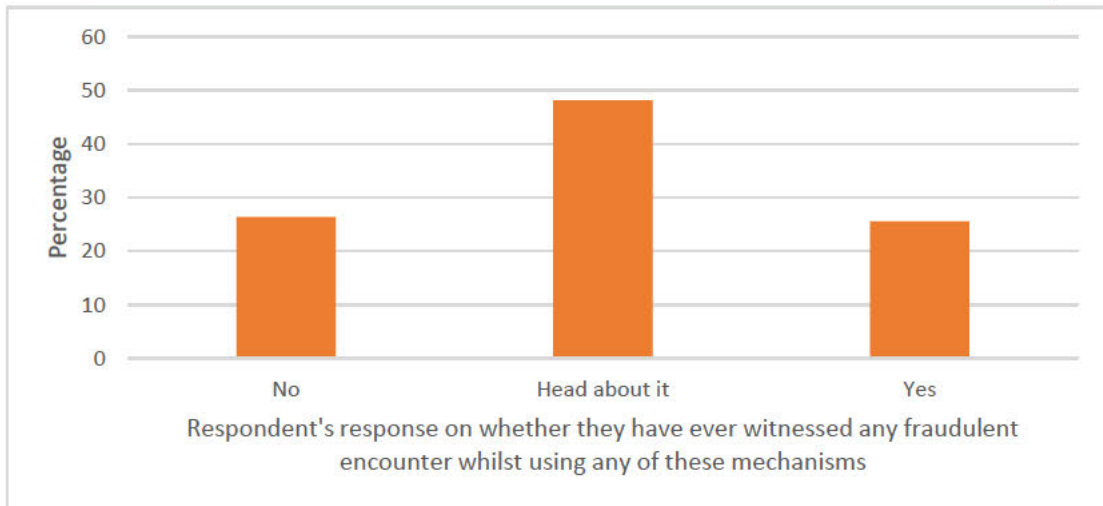
Source: Self-generated by the researcher

Together, the present findings confirm that the SASSA has not been able to fulfil its mandate which is to ‘ensure that there is a provisioning of comprehensive social security services which should guard against vulnerability as well as poverty whilst the agency has a responsibility to ensure that their operations are within the constitutional and legislative framework.

The implications of witnessed fraudulent encounter findings are discussed in Figure 6.45. This analysis found evidence for 48.1% (n=62) respondents who claimed to have heard of about the rife fraud at SASSA. However, I acknowledge that there are considerable discussions among researchers as to whether the perceptions of this nature are not a disguised guise of what the respondents are in the know of yet afraid to speak about it. I also speculated that this might be due to some form of intimidation by culprits from which this belief is based on the information that was given by a staff who chose to be anonymous when the researcher came to drop questions and she asked to read the questionnaire. There are reasons to doubt this explanation of ‘no’ response which came from the 26.4% (n=34) as in most cases respondents were often honest that they are scared to answer these types of questions as would say ‘walls have ears’ they would refer. It remains unclear to which degree no answers are attributed to as observably the interaction during the collection which was part of observation made the researcher to believe otherwise. The results of the research found clear support for the answer ‘yes’ which was 25.6% (n=33) whom although was the lowest number, however, proved that fraud exists at the SASSA offices across the three provinces.

6.12 FIGURE 6.45: WITNESSED ANY FRAUDULENT

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	34	26.4	26.4	26.4
	Head about it	62	48.1	48.1	74.4
	Yes	33	25.6	25.6	100.0
	Total	129	100.0	100.0	



Source: Self-generated by the researcher

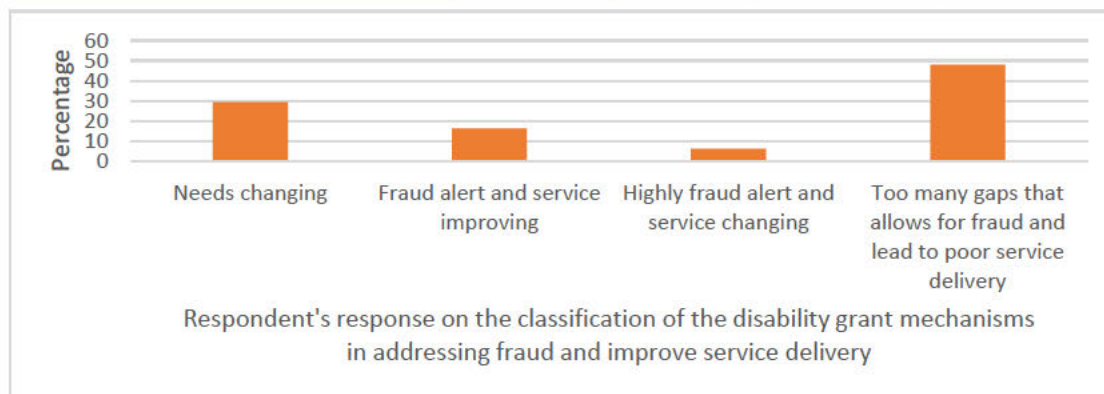
Planned comparisons revealed that the provincial demarcations were no reason enough for fraud and inefficiency not to prevail at SASSA. As mentioned in chapter one, fraud does not only constitute the betrayal to the South African democracy, but it also derails the efforts which the government is tirelessly investing in to bring back the persons living with disabilities into the mainstream of the society. Last,

The results lead to similar conclusion whereby Kelly (2016) also placed the fraudulent encounters as some the reasons why the disability grant policy fails during her study which addressed the: 'Conceptions of disability and desert in the South African welfare state: The case of disability grant assessment'. Superior results are seen for 'too many gaps that allow for fraud and lead to poor service delivery' in Figure 6.36 where an overwhelming majority 48.1% (n=62) confirmed this catch-22. It is worth discussing these interesting facts revealed by the results of the fraud alert and service improving option which showed 16.3% (n=21) of

the respondents believed that the disability grant mechanisms provide for gauging factor. Overall, my method was the one that obtained the most robust results (n=8) that is assigned to source a 6.2% of the respondents who argued that the disability grant mechanisms are highly fraud alert and service improving.

6.13 FIGURE 6.46: CLASSIFICATION OF THE DISABILITY GRANT MECHANISMS IN ADDRESSING FRAUD AND IMPROVE SERVICE DELIVERY

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Needs changing	38	29.5	29.5	29.5
	Fraud alert and service improving	21	16.3	16.3	45.7
	Highly fraud alert and service changing	8	6.2	6.2	51.9
	Too many gaps that allows for fraud and lead to poor service delivery	62	48.1	48.1	100.0
	Total	129	100.0	100.0	



Source: Self-generated by the researcher

Figure 6.46 comments on the classification of the disability grant mechanisms in addressing fraud and improve service delivery. Therefore, the paragraph summarises the findings and contributions made regarding the classification of the disability grant mechanisms in addressing fraud and improve service delivery. The results confirm that this a good choice for policy changing by (n=38) respondents to which this can be predicted to 29.5%. Section 34 of

the RSA Constitution places the duty on SASSA mandated officials to report fraudulent offences to which failing to do so is an offence.

Results of this nature ridicules the SASSA mandate which pronounces that ‘the South African Social Security Agency has the mandate of assisting the most vulnerable members of the country’s society’ to which the same mandate appears undermined as the agency has had to deal with nearly 500 cases of alleged corruption and fraud over the past decade as accounted for in the year (2022) by the minister of Social Development, Lindiwe Zulu. Extensive results carried out show that the disability grant method vaguely improves to which this thesis maintains that if SASSA improves their policy a much more appreciable impact will be seen in the disbursement of social disability grant.

6.14 DISCUSSION

Respondents’ views reflected their lived experiences. Grantee experience of the SASSA encounters were the most overwhelming, while those of SASSA officials and social workers portrayed the extent of their policy understanding in relation to what the study probed. Table 6.6 illustrate the synopsis of that pertained to the feedback with reference to how the study met with research objectives. Aground of the fact that the study had quantitative characteristics, the researcher deemed it fit to present the hypotheses in chapter one which was tested in chapter seven. What necessitate the presentation of the information in the table is the attempt to merge the research outcomes with the objectives of the study to create an impression as I conclude the study. There were many fascinating views that emerged from data analysed. To begin with, the regional managers raised an awareness on the continuous change of ministers which remained as one of the SASSA’s major challenges which prevents the agency from being able to effectively influence the disability grant policy changes.

Other problems included issues of the roving regional managers from province to province which negatively impacted the disability grant policy implementation. More issues arose around the vacant positions of the executive managers which SASSA needed to commission, the budgetary constraints which prevented the executive managers from appointing strategic policy advisors to peruse and edify this agency existing policies as experts. What is more was

that the agency lacked the budget to appoint medical doctors who assess the disability patients on a permanent basis which force them to contract these doctors thereby cause further delays as the very same doctors are employed elsewhere. SASSA seemed to be facing an internal battle of not having enough number of internal auditors to see to all financial misappropriations and other policy overturns. There seemed to a huge challenge around the strengthening of interdependent models by the Regional Executive Management Advisory National Committee (REMANCO), and the tactical leaders who are at the provincial level to transfer needed knowledge and skills to the local offices that disburse the disability grant.

While this was the case, responsible medical doctors raised major concerns regarding the lack of adequate resources to assist the disability grantee clients that were not provided for by the seniors, while most staff felt that they are overworked, and most appeared to have a poor understanding of the disability grant policy, and not neglecting the fact that there was no convincing evidence that SASSA is doing enough for provincial offices to compare their policy outcomes with one another, talk less of the dilapidated infrastructure. Most local managers voiced out their concerns on the discrepancies that are inherited by SASSA yet belonging to the Department of labour when it comes to employment records their system issues to SASSA as the disability clients apply (outdated data).

Majority of staff were of the view that the executive management is very conspicuous by their absence in local offices which as a result they fail to understand the local issues raw as they are as they take place at the local offices, where as there is also an issue of vacant positions, staff members who partner with clients to commit fraud, and not to mention the issues that comes with budget and too many contract staff who are subsequently demotivated and lack adequate experience. The disability organisations complained about funding being the major issue to improve of the nature of service they provide to clients using SASSA grant, while most were of the belief that there is a disjuncture which exist between the disability NPOs, and SASSA grant disbursement systems which then impact client health whereas there are budgetary constraints.

The budget limitations means there are no conducive facilities which triggers on maintenance problems, whereas there are also transportation issues when it comes to the disability organisation owning the vehicles to visit clients in their homes, no money for petrol and safety some of the clients homes compromises the safety of social workers in terms of hijacking and other dangers, while the very same NPOs lack sufficient space to accommodate all their clients under one facility. On the disability grantee side, more clients were dissatisfied with the disability grant amount, they complained about long queues at SASSA branches on pay days, long turnaround times when you apply for grants, and appeared frustrated by the 12 months renewals for permanent disability grantees.

They were very quick to notice the absent social workers who cannot witness any of the various forms of abuses the grantees experience in their home settings, while I picked up that majority of clients rely on loan sharks to sustain livelihood, wherefrom others are pressured by family members who demanded their grants, they struggle to keep up with transport fees and unconducive homesteads are falling apart because of financial implications.

Grantee responses, agreed with obtaining evidence, whereas I also concurred that SASSA ought to do better than current on the service the agency provides. In the matter of this research, what constitute a savvy agency is the availability of resources and executing exactly what is in the mission and vision of the agency strategic policy.

It cannot be taken away that the responsibility to transform SASSA rest more on the shoulder of those who are at the highest level of SASSA through coordinated action rather than a cluster of reasons why the agency cannot improve. SASSA exist as a functional system whose role is to address social grant needs in respect of its existing regions for service delivery to be improved.

Table 6.6 Synopsis of all the feedback with reference to research objectives

Regional Managers	RESEARCH OBJECTIVES	Local managers, administrators, and doctors
<p>The continuous change of ministers remains the major challenge in effectively influencing the disability grant policy changes.</p> <p>Roving regional managers is another dilemma which impact policy implementation.</p> <p>Commissioning of all vacant SASSA managers, budget for appointing strategic policy advisors for the agency, appoint internal medical doctors on a permanent basis, including to involve more auditors to oversee financial dealings.</p> <p>Strengthening of interdependent models by the REMANCO committee and tactical leaders to transfer to local offices.</p>	<ul style="list-style-type: none"> ▪ To determine the disbursement of SS Disability Grants in Selected SA Provinces. ▪ To critically analyse the policies which guide the disbursement of SSDGs in SA. ▪ To determine the disbursement practices for SSDG in SA. ▪ To establish the disparities between policy and praxis in disbursing SSDG globally to determine the underlying causes of the discrepancies in policy and praxis. 	<p>Lack of adequate resources to assist disability clients from seniors, overworked staff, poor understanding of the disability grant policy, poor comparison of policy between the provinces, dilapidated infrastructure.</p> <p>Discrepancies between the Department of labour employment records system and SASSA (outdated data).</p> <p>Inevitable executive management to understand local issues raw as they are at the local offices, vacant positions, fraud, budget and too many contract staff who are demotivated and lack experience.</p>
Social workers		Disability grantees
<p>Funding issues, disjuncture between NPO and SASSA systems, client health versus budgetary constraints, facility management problems, transportation to visit client homes, petrol budget and safety implications, space to accommodate all clients.</p> <p>Miscommunication between SASSA and NPOs which result in client delayed applications and frustrations.</p>	<p>Dissatisfied grantee clients with the disability grant amount, long queues, long turnaround times and 12 months renewals for permanent disability grantees.</p> <p>Absent social workers to witness various forms of abuses grantees experience in their home settings, loan sharks, demanded grants, transport fees and unconducive homesteads.</p> <p>Lack of holding areas for disability grantees, queues for the blind, unclear information, and meagre disability grant amount.</p> <p>The disability grantee sub-population were of the view that if sporting activities and other socials are created and encouraged by the agency, the general life quality experience of the grantees would improve rather than just giving out disability grant money.</p>	

Source:

Self-generated by the researcher

6.15 CONCLUSION

The ultimate purpose of chapter six was to present, analyse as well as interpret the amassed empirical data from the SASSA Top and operational officials, the disability grantees including the professionals who look after the physically challenged at the NPOs. It remained important to mention that the triangulation of data during collection compelled the researcher to do the same when the data was analysed, wherefore, the study used about 139 mechanisms to extract both the qualitative and quantitative data as explained in chapter six. It was of crucial importance for the study interpretation to connect its theories with findings as this practice helped the study to generate new theories, whilst determining support theories and not forgetting to link the analysed data to the findings of previous scholars as accounted for by (Kawulich, 2004).

The value of this section is noticed on the analysed patterns which emerged from respondents, and not neglecting the deviations projected in such patterns including what the study goal was, the significant relationship flanked by such variables, eye-openers, as well as the possible implications, whilst I also listened to what the respondents postulated during data collection (Kritzer, 2004). Chapter seven that follows is determinative in nature and terminates the study.

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CHAPTER 7

KEY FINDINGS AND INHERENT FUTURISTIC RESOLUTIONS FOR IMPROVING DISABILITY GRANTS

7.1 INTRODUCTION

Chapter seven is a road map to orient the reader on the overall study. The purpose of the conclusion chapter of a thesis has to do with recapping on what transpired throughout the project, wrapping up and discussing the future opportunities (Thomson, 2012). This chapter tended to be more general and was high level in nature which means it looked at the broader perspective of the study. To qualify this statement, the researcher have provided a synthesis table which covered all major points of the study. This is where the researcher discussed what this research found out, how the developed models can be applied, singled out the study future research, and addressed what was valuable about the study.

In a nutshell, the researcher concluded the study by summarising the key research findings which was in relation to the research aims as well as the research questions, the researcher zoomed into the value of the study, and the contribution therefrom. The researcher deemed it necessary to review the limitations of the study as to a certain extend it allowed me to propose opportunities for future research. With regards to the discussion section of the chapter, this is where the researcher interpreted the meaning of my study results in relation to the research questions and the existing literature. The researcher considered not revealing any new findings in the conclusion chapter as an important consideration as the researcher ensured that there was a strong connection between this study chapter one and chapter seven.

7.2 DISCUSSION

The researcher included the discussion section to delve into this thesis meaning, importance and to describe the pertinence of the study results. For that reason, the section focused on explaining as well as assessing the impact of what this research found out showing how these related to the literature review and the thesis topic, for which the attempt was to make an argument in support of this study overall conclusion. As mentioned earlier, in this section the researcher

remind the reader of what the study research aims were, discussed how the study achieved the research aims and then described the overall findings in relation to aims and questions.

7.2.1 Findings summary

This study was aimed at improving the administration of disability grants in South Africa's Social Security Agency. The results indicated that disability the grantees across the three provinces, namely: Gauteng, Western Cape and KwaZulu-Natal struggle with many administrative issues that pertains to disability grant disbursement and administration. Further findings show that the grantees receive partial service as opposed to full effective and efficient service as advocated for in the SASSA policy, which leaves these essential parts clouded with uncertainty when it comes to long-term disability grant disbursement state of being.

7.2.1.1 Reformulation of the research problem and objectives

In 7.2.1 the researcher reinforced that the strategic intent of this research was to accomplish an improved administration of disability grants in South Africa's Social Security Agency. Precisely, this research was encouraged by the growing scourge of disability grant disbursement issues lamented about on the media which presents SASSA as an inefficiency vetting agency with counterproductive systems that are mounted with flaws, fraud, and maladministration, stately in South Africa.

As stated in chapter 1, the research questions encapsulated in this study had a compulsive quality which was centered around the five research objectives enumerated below. These objectives were necessary by reason of being able to help the researcher to put forth the needed effort which required him to apply oneself in the process of handling the important features that underpinned the whole study. The principal objectives of this project were:

- To determine the disbursal of SS Disability Grants in Selected SA Provinces.
- To critically analyse the policies which guide the disbursal of SSDGs in SA.
- To determine the disbursal practices for SSDG in SA.
- To establish the disparities between policy and praxis in disbursing SSDG globally to determine the underlying causes of the discrepancies in policy and praxis.

7.3 COLLOQUY OF RESEARCH FINDINGS

This research be consistent with presenting the findings in alignment with the study objectives. The study further hastens to reveal that, since the hypothesis was stated at the beginning, which was by virtue of the researcher using mixed methods and was called for by the nature of the study, the practice was then able to help this research find the answers that the researcher was seeking to find. As stated in 1.6.1, the researcher compliantly used a hypothesis as a tentative thesis statement- which is a mixed method requirement that is aimed at helping such studies to determine the relationship that exists between their study variables, which is done by means of using the objectives (Hlengwa, 2014). This is to say, by this approach, the researcher was intending to define the relationship that existed between variable (a) Poor instruments which undermines the effective administration of social disability grants, and variable (b) Determining if the disability grant policy was possible to improve by reinventing some of the policy instruments at the SASSA in order for it to be more dependable towards addressing the needs of the person living with disability through effective service delivery. Here next the researcher provided a table which synthesised the research findings, conclusion, and recommendations.

7.3.1 Synthesis of research findings, conclusion, and recommendations

Table 7.1 is a synthesis of the research findings by respondents with theory through our association spheres as stressed by (Leech and Onwuegbuzie, 2007). The main purpose tagged at the heart strings of ensuring that the study terminates having shown the association which existed between its infused theories in the literature and the outcomes from the empirical evidence of the study. It was crucial that the researcher show that the relationship between the study variables and selected theories existed. Similarly, the researcher found it necessary to demonstrate how the hypotheses was tested and its effect thereof as would have indicated in chapter one of the study. The paragraph that follows reports of the hypotheses testing and its effect.

Table 7.1: Synthesis of research findings, conclusion, and recommendations

Association sphere	Supposition	Synthesis of feedback
Disability grant is defined as a social grant intended to provide for the basic needs of adults (people who are over 18 years) who are unfit to work due to mental or physical disability		
Obligation	The Critical theory, Theory of Chang, were thrown a light on in chapter four, owing to disability explanation on how the disability grants should be disbursed and the policy indoctrinated	With the right staff, SASSA DG policy can ensure that all people with disabilities, who are poor, vulnerable, and marginalised receive adequate, economic, and social protection, acquire access to social welfare programs which can promote the development and enhance the disability grantee social functioning
Social justice	Disability justice is oriented socially with reference to equity and non-discrimination. The researcher maintains that the quality of disability grant disbursement has to do with the service which weighs the efficiency and effectiveness of the policy	
Liberated social care	Contextual social care means the agency exists to take care of the social welfare of the disability grantees Disbursement is riveted to efficacy with a view to the agency and all its regional-to-local offices thereof are expedient and implementation is appropriate to quality service and time-honoured interaction with grantees across the agency	The change behavioural intention adoption model can be used to elevate disbursement informatory plans of SASSA
Change management plans	Disbursement change at SASSA can be measured through management plans such as assumptions, relationship and human capital, financial resources and pre-conditions, information, outputs, intermediate and long-term outcomes (Figure 4.3), whereby the researcher suggested that service felicitous should over balance other debates such as 'limited financial resources' and pressing ahead with fruitless disbursement systems	Pointed out disability grant policy strategic drift, marginalisation and imposing by the regional management offices
Engagement	Grantee top character strengths including SASSA staff are defined with respect to their placement contrasted to mainstream society. Volumes of evidence argue that disability grantees have not been integrated back into the mainstream of the society fully and in a constitutional manner, whereas in other countries where policy adequacy was given paramount attention and thoughtfulness there is low inefficiency and fraud at the agencies of disability	Need for policy change management identified There is consistent engagement of grantees through home-based visits and clear communication via social workers
Equity	Equity is totality of and not some while others are. This study suggests that the disbursement of the disability grants be on equal footing with the everyday needs of the society throughout with no less concentration to some grantees whereas the mainstream of the society appears more opulent. The charter would assist deal with the barriers in the literature reviewed as well as the challenges brought forward by the empirical data.	
Source: Self-generated by the researcher		

7.3.2 HYPOTHESES TESTING AND EFFECT

The components of the hypothesis testing technique were crucial in this study. The researcher opted to use the ‘Null Hypothesis Significance Testing (NHST)’ as a method that is used to provide statistical inference through which an experience gets tested against a hypothesis of no effect in preference to no relationship (Greenwald, 1975). This application has to a certain extent managed to both link this study to its objectives and tested the same against the hypothesis or the thesis statement that I mentioned in subsection 1.6.1 of this project as guided by (Anderson, Burnham, and Thompson, 2000).

This was an important exercise to be completed because it aided this research to determine whether its outcomes had any statistical significance to its own set hypothesis which the researcher had made in chapter 1. The researcher deemed it important to mention that the Null Hypothesis is referred to as (H0), while the Alternative Hypothesis is called (H1). There was no deviating from the norm in this study.

7.3.2.1 Null hypothesis

Here below the study is comparing a statement of no effect, relationship, or difference between the three provincial social security service outcomes, policy training and associated impact on the period of employment towards the service delivery output of disability grants. The null hypothesis has reference:

Table 7.2: Null hypothesis effect (H0)

No difference effect	Relationship effect	Difference effect
There was no difference in the provincial social security service outcome comparison rates across the periods.	The disability grant policy training groups have the same underperformance rate (or the intervention does not improve knowledgeability rate).	There was an association between the period of employment type and whether the official underperforms during the grant disbursement phases.

7.3.2.2 Alternative Hypothesis (H1)

The researcher used this method as a statement to show whether an effect or difference did exist or not to illustrate that the improving of disability grant administration is required by SASSA. The researcher showed instances whereby the hypothesis was one-sided, and at some point, two-sided.

Table 7.3: Alternative hypothesis effect (H0)

Difference effect/three sided	One-sided effect/lower	Two-sided effect
The understanding of disability grant policy guidelines rate differs with the SASSA and NPO respondents of the social grants disbursed (three-sided).	The usefulness of disability grant policy savviness to provide adequate service delivery to grantees is lower for the recipient than for the officials (one-sided).	There is an association between the mechanisms used to distribute disability grants and the grantees informed of their rights by SASSA (two sided).

It was important that this study uses two-sided tests although the true hypothesis was one-sided because this enabled the research in question to provide more evidence against which the null hypothesis can accept an alternative hypothesis (Bland and Bland, 1994).

7.3.2.3 Calculating the test statistic and corresponding p-value of the SASSA policy guidelines savviness in the grant disbursement mechanisms across the three provinces, namely: Cape Town, KwaZulu-Natal, and Gauteng.

The calculation of statistics and corresponding p value on policy guidelines savviness is as follows:

Policy guidelines savviness (**P-value = 0.39**)

This means that the policy guidelines savviness was said to be vaguely happening **39** in **100** times by officials across the three provinces which by chance this study null hypothesis confirmed as true thereby making the disability grant policy guidelines to be not savvy at SASSA with the inclusion to grantees who concurred that the guidelines are not savvy enough to fulfil their needs.

7.3.2.4 Difference significance on the period of employment

In terms of years of official experience, the outcome was as follows:

The study noticed that disability grant policy knowledgeability between the average ages were not significantly different when considering the two groups which was **(10 years vs. sixteen years; p = 0.40, n = 10)**. This was a significant difference for this study to note because the sample size was small, therefore, it could not determine for sure if this were a true difference, or it was an occurrence that happened due to the natural variability in age within these two groups.

7.3.2.5 Hypothesis test results

The hypothesis test results are as follows:

- In terms of H0 there is no difference in the provincial social security service outcome comparison rates across the periods while H1 depicts that the understanding of disability grant policy guidelines rate differs with the SASSA and NPO respondents of the social grants disbursed (three-sided).

While this was the case,

- a = 89.01; 31% accounted for the three provincial social security service outcomes, policy training and associated impact on the period of employment towards the service delivery output

of disability grants; p-value = 0.84. Therefore, this study rejects the null hypothesis in favor of the alternative hypothesis. Policy training and associated impact on the period of employment towards the service delivery outputs of disability grants was statistically significant. There was a 32.6% increase in the understanding of disability grant policy guidelines from SASSA officials compared to grantees (p=0.001).

7.4 DISCUSSING THE IMPORTANCE OF CONTRIBUTION MADE BY THE STUDY TO THEORY AND PRACTICE

Herein this section the researcher explained what contribution this study made to theory and practice, outlined what the study achieved, explained why that new knowledge was valuable, how it can be applied in SASSA practice, and thereafter the researcher listed the research outputs which was carrying this research forward in pursuant of the specified areas, the researcher explained how this study solves the research problem and why it mattered, the researcher showed how the study filled the gaps, and lastly, the researcher explained how this study related to existing theory and constructively confirmed it.

The main aim was that the study shows how it discussed its practical applications in a real-world situation as the researcher addressed the specific actions SASSA officials can take based on this study research findings. Although the study was not fundamentally changing paradigms, however, the Integrated SASSA Labour Software (ISLS) System the researcher designed both with the Improving Disability Grant Administration Charter' (IDGA Charter) is an original suggestion to improve the administration of disability grant disbursement at SASSA.

7.4.1 Academic contribution of the study

First, this PhD title: Improving the Disability Grant Administration at the South Africa's Social Security Agency, shows or captures what an original contribution of the study is, which is also how this study differs from masters. The contribution to the study was in three folds [1] Through the covered gap in literature [2] the conceptual analysis and [3] the methodological/theoretical (statistics and interview contribution). To contribute to social security grant knowledge economy theoretically and methodologically, the researcher has developed a model and a charter called an 'Integrated SASSA Labour Software (ISLS System)' which is a

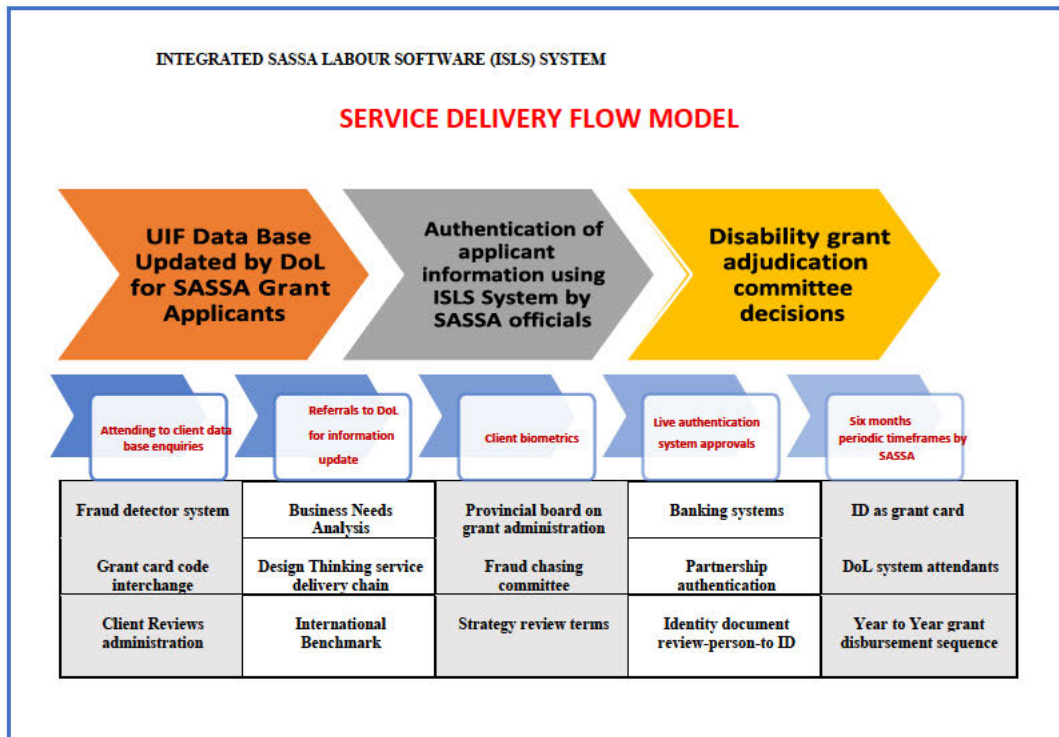
UIF interface system that SASSA can use to identify the disability grant applicants whom the Department of Labour draws the UIF funds from and the aim is to help the SASSA to avoid issuing disability grant to persons that are not eligible.

The ISLS System is accompanied by the Improving Disability Grant Administration Charter' (IDGA Charter) which seeks to guide SASSA streamline the grant disbursement associated processes to improve service delivery. The ISLS System is meant to scan for potential system disintegration that has to do with outdated information which sometimes hinder the application process of disability grant applicants who are rejected even though they qualify for disability grants because the Department of Labour data base shows the applicants as employed whereas that status refers to the previous employment which occurred before they were physically handicapped. In the next passage, I will introduce the reader to how the ISLS system works.

7.4.1.1 Describing how the 'Integrated SASSA Labour Software (ISLS) System' works

As an implementing urgent intervention, SASSA working jointly with the Department of Labour (DoL) can rollout a newly developed system called 'Integrated SASSA Labour Software (ISLS) System'. The researcher has invented the ISLS as an interface integrating system that links with the information of the Unemployment Insurance Fund (UIF). The aim is to help SASSA deal with the continual issues of fraud and inefficiencies that occur because of the dated data base of applicant's information that is issued by the Department of Labour to the agency when screening applicants for eligibility. This obviously follows the gaps which the researcher observed in this study earlier in chapter 6. The ISLS system can work hand in hand with a charter I designed called: 'Improving the Disability Grant Administration Charter' (ITDGA Charter). The charter has suggestive ways on how to deal with all the various issues I observed at SASSA during the grant disbursement.

Figure 7.1: Integrated SASSA Labour Software (ISLS) System



Source: Self-generated by the researcher

This implies that the agency ought to be hard at work as they deal with the issues that pertains to maladministration, fraud and inefficiency as suggested in the charter below. I argued that, for the SASSA disability grant policy to express confidence in its service delivery, the policy developers first need to reprioritise and change counterproductive approaches. They can do so follow the suggested ways that are appearing on the service delivery improvement charter, I designed in 7.1 as part of an academic contribution of the study.

Then to ensure that SASSA preparations meet with current agency policy intentions, the study has since developed an “Integrated SASSA Labour Software (ISLS) System” which put efforts into resolving outdated data base problems by DoL. The ISLS System can look up at detecting the issues that pertains to fraud and maladministration that occur as a result of dated information supplied to SASSA by DoL which makes ineligible applicants to get away with fraud. An adoption of grant card code interchange can help the agency to keep refreshing the ISLS system on a yearly basis to do away with fraudulent card issuing as a result of falsified DoL information to applicants defrauding the system. Client reviews administration gives fuel

to the SASSA improved administration as the practice will go towards the direction of keeping the clients satisfied when it comes to DoL challenges they succumb to as they apply for disability grants. What are SASSA systems not to be if the agency change is inclusive of business needs analysis as this will ensure that the ISLS System is able to fulfil the real needs of clients as opposed to what they assume the agency needs to be savvy to clients.

The 'Design Thinking' service delivery chain will help SASSA to give very strong emphasis on the actual needs of clients as they use the ISLS System because the technique consist of the modern time strategies of helping institutions keep the clients satisfied at all times by addressing their real needs. Including international benchmarking strategies in the ISLS System will help the agency see how other countries race forward with times when they resolve disability grant issues that pertains to employment and grant disbursement rather than just using DoL information as a determining factor. If SASSA can establish a 'provincial board on grant administration' their role can among other roles can include bringing issues experienced by clients when they apply for disability grants through DoL to the fore which will reduce all the unnecessary pressure faced by clients when they are rejected due to DoL misappropriate information. Fraud chasing committee will investigate, refer to law enforcement and record all crimes that pertains to defraud seen or observed when the ISLS System is in-use.

Strategy review terms will entail the 'Fraud chasing committee' to revisit every ISLS System strategy to identify weaknesses and identify solutions on the immediate on going basis rather than waiting for issues to be resolved when they have spiral out of control. SASSA can ensure that the ISLS System have traces of the banking systems to monitor the client's incoming and outgoing funds in accounts and investigate as they compare that information to the DoL information supplied by clients. Partnership authentication will be what the ISLS System will use to develop existing relationship with other stakeholders such as banks, correctional services, home affairs and so forth to ensure that fraud and corruption is easily traceable from onset rather than finding out about it at a very late stage when millions of Rands have been lost which the spending on that will be far less than the far reaching effect of millions lost every year. SASSA should find on going way to review the identity document against the faces of the clients and cancel those who did not show up for face review to save millions of Rands lost due to fraudulent identify documents which the ISLS System can cater for.

The ISLS System will make it compulsory for identity documents of clients with thumb prints to be used as grant collection cards as that is easy to trace to a user than just ordinary cards are not easily matched to the clients. The DoL system attendants can be based at SASSA offices to help the disabled applicants with the immediate needs of the DoL which is things stand a huge inconvenience to clients who have to roam the streets in chase of the DoL information before help with applications can be rendered by SASSA. As for the year to year grant disbursement sequence SASSA can include this approach in the ISLS System to ensure that fraudsters do not master the agency sequence of working as the processes are too predictable for fraudsters to get away with millions of Rands.

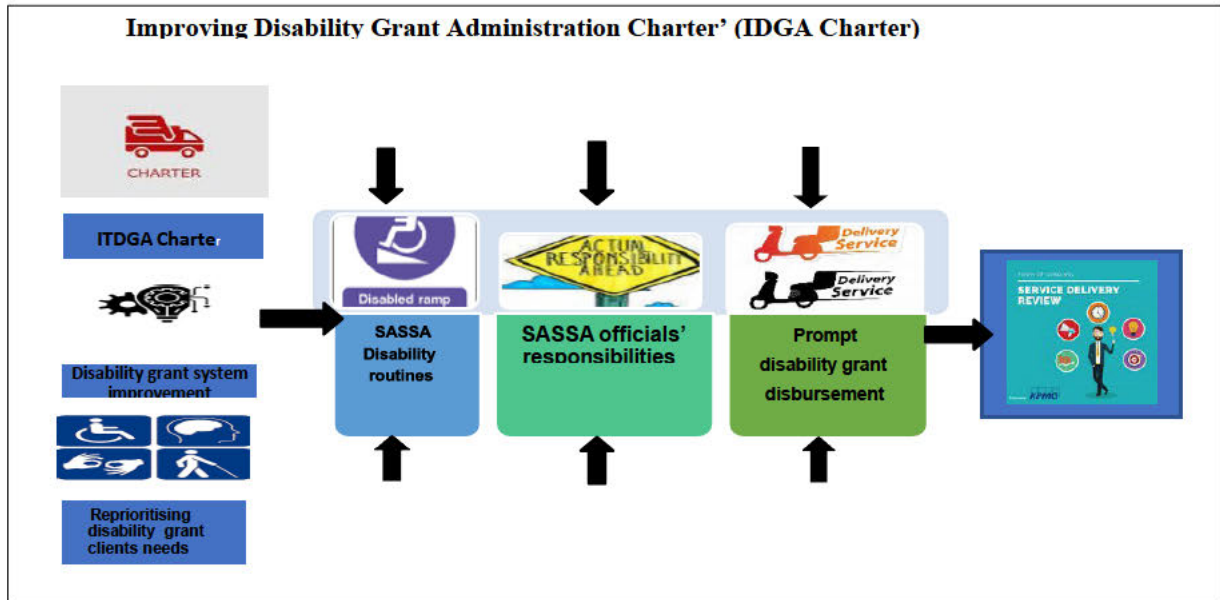
7.4.1.2 Describing how the Improving Disability Grant Administration Charter' (IDGA Charter) works.

This study sees the importance of inverting the IDGA charter as it can be a base camp for disability grant resolutions to come at SASSA which also form part of conceptual analysis original contribution. To climb ahead with times, the IDGA become especially important to employ because it consists with important service delivery codes that can help the agency to streamline its grant disbursement processes better than they currently do at this stage. During IDGA charter, the disability grant system can play an important role at SASSA as this is where the agency will have a committee that is specifically assigned with a responsibility to continuously find newer and modern ways of improving disability grant disbursement. The charter can be performed having reprioritised clients' needs for what they really are and not assumed to be as part of meeting with their social rights. The disability ramp in the charter will consist of road maps that will come through awareness campaigns where SASSA can sensitise and inform both clients and staff on the newer ways of improving disability grants to extract views and improve the charter further.

The IDGA Charter can be designed such that it is able to acquire approximately every routine SASSA disbursement process undergone by clients and officials as they find newer client centred ways of issuing disability grants. This study considers the IDGA Charter setup generic, however, SASSA can find ways to dovetail their systems so that it corresponds to the needs of their workforce and clients. In the IDGA, the researcher introduced an 'Action responsibility ahead' approach which is where SASSA official responsibilities can be revisited

to find better ways of reaching out to clients and to do client needs analysis and action in respect of whatsoever the developments are.

Figure 7.2: Improving Disability Grant Administration Charter’ (IDGA Charter)



Source: Self-generated by researcher

The delivery service aspect exists to ensure that SASSA benchmarks, identify newer ways and monitor as well as revisits their service delivery methods time and again as they seem to assume that what was formulated long ago still works which is not always the case. They can adopt ‘Prompt Disbursement Approach’/PDA to ensure that the agency uses the most effective ways to render social grant services. The ‘Service delivery review’ can be structured using short-, medium- and long-term reviews which can help the agency avoid Billions of Rands lost to fraud and inefficiency because the institution always find out about issues when they are far gone with impact which could have been avoided (proactive rather than reactive).

7.5 REFLECTING ON THE PROVINCIAL LIMITATIONS OF THE STUDY

This passage reflects on the limitations of this study that are placed as a critical reflection of the study shortcomings. This means that the researcher purposefully presented the limitations undergone across the three selected provinces (GP, KZN and WC) in the process of data

collection. I have arranged these limitations not only organisationally, but also provincially using specific themes. Here below I started by unpacking the limitations of Gauteng SASSA province.

7.5.1 Gauteng SASSA limitations

As learnt from the sentiments of Ross and Zaidi (2019), every research has its own limitations. Just as it was the case with this study, quite often limitations are what largely defines the rigor of one's research. From this place, this project particularly included the paragraphs below to show the reader how the researcher has categorically used each of the provincial participating organisation's limitations, that the researcher succumbed to, in the process of data collection. These limitations were experienced at SASSA Gauteng, KwaZulu-Natal and Cape Town which included the disability organisation's limitations such as the GPAPD, WCAPD and St Giles that are selectively discussed here below.

7.5.1.1 Geographical constraints

Geographically, most SASSA local offices are situated world apart from each other which made the researcher to spend more time on the road and stuck in a traffic most of the time, thereby having to move some appointments to a later stage.

7.5.1.2 Lack of survey responses

Not all staff who were issued with questionnaires at LENS SASSA office returned the forms as the other three left with them for lunch and never came back. The researcher had to do extra numbers in some offices to make up for the non-returned questionnaires.

7.5.1.3 Loadshedding

Load shedding had a huge impact on the numbers as sometimes the researcher would arrive to closed offices with notices indicating that staff will resume work once the power has been reconnected, and subsequently having to wait outside for longer with some staff members not returning to their workstation.

7.5.1.4 System constantly offline

The SASSA system was constantly offline across the offices, which prompted for some of the client appointments to be moved to the days when the researcher had an appointment with other officials which either called for postponement or cancellation.

7.5.1.5 Office politics

Some SASSA officials pulled out because, out of not knowing their office politics, I was first assisted by the colleague whom they are not in talking terms with, which was explained to me later by the security guard as I walked out of their office with confusion and disappointment on my face.

7.5.1.6 Time

The data collection, at the SASSA Orange farm, was problematic following the cancellation of the appointment at a last minute, which was apparently due to having a staff memorial service. This was despite having confirmed, booked the flights, accommodation and driven for about 1 ½ to reach the office. However, after having to call the regional office, one responsible manager stepped in and suggested some few alternative offices, where else data were extracted. That was, Johannesburg central SASSA office, and the SASSA located inside the Maponya mall, although this still subsequently affected the number of respondents.

7.5.1.7 Covid-19 office occupancy number restrictions

Imposed restrictions at SASSA offices occasioned by Covid-19 called for staff to alternate coming to the office for work as they were arranged according to specific days, which made them very inaccessible.

7.5.1.8 Office construction underway

The Lens SASSA office was under renovation and looked quite messy, therefore; most staff were working from home which made it quite difficult to reach them.

7.5.1.9 Vacant and suspended positions

Some positions were vacant, whilst others had suspended employees for unmentioned reasons and employees who were seconded to more senior positions, therefore; there was no one to respond to this research questions.

7.5.1.10 Delayed flight

My three-hour delayed flight made me to miss some of my scheduled appointments and I had to add more days thereafter reschedule some of the appointments with clients.

7.5.2 Cape Town SASSA limitations

From the Cape Town sample population, certain limitations emerged, in addition to those of the KwaZulu-Natal and Gauteng province. Hereinafter, I described the specific limitations that took place whilst the Cape SASSA.

7.5.2.1 Resignations and staff seconded to other positions

Many limitations existed in the current study. Just as it was the case with Gauteng, the main limitations of the current study were that some staff members either had resigned from their posts or were seconded to other positions, therefore, their portfolios had no one to respond to this research questions which may have had an impact on this study findings.

7.5.2.2 Non-responsive culture to emails

One of the major drawbacks to adopting the email system to disperse questionnaires with the SASSA Western Cape was that there was constantly no response to emails and calls. It was necessary to then book a flight and physically go to the regional offices of SASSA without having made or confirmed an appointment given the agency's non-responsive culture to calls and emails so that this research could be concluded.

7.5.2.3 Health implications

One of the limitations of this study also had to do with the terrible flue I had which somewhat may have been because of being exposed to different weather climates in different provinces which made my body to hibernate, gave me a hoarse voice and somewhat made some SASSA respondents to struggle to hear me when I orientated them on what the study was about.

7.5.2.4 Checking calendar dates and keeping extra copies of questionnaires

This study further notes two more limitations that could be addressed in future research. First, it was the holiday I overlooked on a calendar (1 May 2022), which happened to be a public holiday, and a day was lost because as I was using a phone when I earmarked this as one of the SASSA data collection days. Second, it was the issue of not having extra copies of questionnaires printed out following the experience I had whereby one of the in-charge SASSA officials misplaced the questionnaires I dropped for completion, and subsequently, I had to come back the following day when they have reprinted the new ones, and time was lost because of this challenge.

7.5.2.5 Research assistant pulling out

Although this research was subject to several limitations; however, it still appreciates the fact that saturation was met despite the challenges. The primary limitation to having a research assistant who is employed elsewhere is that they can pull out on a last minute and the researcher must improvise and find newer ways of ensuring that data collection is completed. Hence, I recommend the signing of contract between concerned parties, and incorporating a clear clause that stipends amount agreed upon cannot be changed.

7.5.2.6 Delayed research scholarship funds

The research findings of this study were once more limited by the delayed scholarship payment which made it difficult to stay in Cape Town as the province is extremely expensive to which I had to fork out money from own pocket and compromise a few SASSA offices that are in far flung areas. The study was further limited by the fact that I had to visit some of the same offices twice for distribution and collection of questionnaires which was quite costly subsequently

cutting down on the money that could have been used to sample more data stratum from other SASSA offices.

7.5.2.7 Overcommitted SASSA staff

Cape Town SASSA local offices had long queues which subsequently delayed a few of my appointments as I had to wait until that official is done attending to clients before they can attend to me despite having secured appointments like it was the case in a case of Gauteng.

7.5.3 KwaZulu-Natal SASSA limitations

Herein this section I delineated the limitations encountered at the SASSA of the KwaZulu-Natal province.

7.5.3.1 Capturing all images of dilapidated buildings

This study fell short of illustrating some of SASSA's dilapidated buildings and poor working conditions as most security guards disregarded the capturing of image practice indicating that it is not acceptable to do so. This somewhat limited the study from showing several observed uncondusive working conditions and some of the shelters that were not client friendly.

7.5.3.2 Letter of informed consent

This study letter of informed consent did not adequately put the message across in a layman terms. The researcher took for granted that SASSA officials are learned people only to realise whilst on the field that this was not the case for all staff members. This investigation, however, disregarded this limitation as the researcher improvised by dwelling more on briefly explaining what the content of the letter was all about.

7.5.3.3 Selected SASSA participatory offices in Durban central and two village offices

This study only focused on SASSA offices that were around Durban central and selected two offices that are situated in a village setting due to budget constraints that did not permit for travel to far flung offices.

7.5.3.4 DUT proposal template created reader fatigue

A drawback of DUTs proposal template was also noted as most of the SASSA's gate keepers find the document too long, and subsequently failed to read the entire document, which they rather preferred to have the researcher explaining proposal to them during the data collection proceedings which took far too long.

7.5.3.5 Focused on the Disability grants only

This PhD project solely pertained to disability grant disbursement only, which some officials preferred to have grant-in-aid included as a primary grant from which most of disability grant problems faced by beneficiaries comminate.

7.5.3.6 Flooding interruption at Chatsworth SASSA office

Office flooding was the major cause of missing out on most Chatsworth's SASSA office staff as when I arrived, they were standing outside, and I had to wait until their meeting was finished before I could start orientating a few that was available on what the study was about and then dropped a couple of questionnaires.

7.5.3.7 Safety hazards

Certain SASSA offices were attracting considerable danger as they are situated in very dishonest and unsafe places which creates a widespread of crime, and the researcher did not give much attention to observing the outside environment as it exposed both him and the queuing clients to suspicious people who were walking around which some clients referred to as cell phone snatchers and pick pocketers.

7.5.4 Gauteng GPAPD limitations

Hereunder I presented the limitation encountered at the Gauteng Provincial Association for the Physically Disabled (GPAPD).

7.5.4.1 Unprepared staff

One of the limitations about the GPAPD was that staff was not fully prepared due to being overcommitted to the NPO's operational demands. Due to this limitation, I had to treat some of my scheduled SASSA appointments as 'to be confirmed' appointments.

7.5.4.2 The delay in return of questionnaires and loadshedding

The limitations of the present study naturally included staff who took far too long to complete questionnaires. Regarding the limitations of loadshedding, it could be argued that GPAPD have no control over this dilemma. Another limitation of this was that staff would have lost enthusiasm they had to complete the questionnaire before the power went off. The loadshedding limitation is also apparent in the KwaZulu-Natal and Cape Town province.

7.5.4.3 Delayed transport with grantee clients

An additional limitation involved the issue of clients who's transport to the venue was delayed due to being held up in a traffic, so says the social workers and when the researcher interviewed clients he was pressed for time and clients were tired.

7.5.4.4 Lack of planning and absent staff

The main GPAPD limitation remained the lack of planning before the study took place. One limitation was found in a case of absent staff who subsequently could not complete the questionnaire.

7.5.4.5 Sceptical grantee respondents

This study also realised that the face-to-face interview method was however not entirely useful as some beneficiaries of grant were, at first, very sceptical to participate out of the fear of contracting covid-19. GPAPD limitations further presented doubts on the usefulness of the study from grantees as they alleged that much other research have taken place to no avail of any positive change in their lives.

7.5.4.6 Researcher abstaining from donating to avoid influencing research

Although this research was widely accepted by GPAPD fraternity, it however suffered from a limitation due to being unable to donate which then killed the momentum of respondents and responsible management.

7.5.4.7 Lack of skills to complete online questionnaires

An apparent limitation of the use of online method to collect data from GPAPD respondents was that some staff members lacked skills to complete online questionnaires. There were several limitations to the signing of an online letter of information by staff members. The researcher had to ask them to print and sign by hand then scan back to him to salvage the situation.

7.5.4.8 Directions to the venue

One limitation of my study implementation at GPAPD was that it was extremely difficult to locate the venue using the GPS navigator as the address of the NPO simply did not pick-up, and a considerable amount of time was lost amidst that and subsequently arriving late for some of the appointments.

7.5.4.9 Delayed social workers

A major source of limitation was due delayed social workers who have had to send their questionnaires at a later stage having missed some part of this completion and were after that no longer reachable. The utilised email approach suffered from the limitation that GPAPD respondents either took too long to respond or did not respond at all until their supervisor have had to intervene.

7.5.5 WCAPD limitations

It was equally important that I drew the reader closer to the limitations of the research which took place at the Western Cape Association for the Persons with Disabilities (WCAPD).

7.5.5.1 Language barrier (IsiXhosa and Afrikaans)

The main limitation of WCAPD was the language barrier as most interviewees either understood more of Afrikaans or IsiXhosa which the researcher is not privy of any of the two languages. Fortunately, at the time, the research assistant was still around and was able to translate what the researcher pronounced in English to Afrikaans as his first language whilst some social workers helped to translate that same information to IsiXhosa.

7.5.5.2 Grantee interrupted speech and underlying conditions

The nature of our disability grant beneficiary sample made interviews difficult to administer as some had interrupted speech while some had underlying conditions which demanded for them to have food now and again before they could take their medication, and most of the time I had to exercise patience and wait for them to finish whatever before we can proceed.

7.5.5.3 Community members embarking on a strike

The results of the present study were also limited since there was a protest going on during the two days of interviews with respondents which subjected the proceedings to high levels of noise interruptions.

7.5.5.4 Changing weather conditions

As with most studies, the weather conditions of the current study were subject to heavy rain as a limitation whereby a huge number of the questionnaires got messed up, and significant time was lost while some appointments had to be cancelled as the researcher was busy reprinting new ones for respondent distribution.

7.5.5.5 Visiting grantee homes

The issue of being unable to visit some of the interviewee's homes in Cape Town became a disadvantage in that I was unable to observe the conditions under which they live unlike with Gauteng and the KwaZulu-Natal province where I was able to see a few.

7.5.5.6 Missed appointments

The point of not missing appointments is valuable if this were to apply to future research, and this point emanates from the fact that I also missed one of the WCAPD appointments following a miscommunication that took place between myself and the social worker who is a supervisor during our WhatsApp conversation.

7.5.6 KZN St Giles limitations

In the last section of study limitations, I presented the challenges I faced when I was collecting data at St Giles.

7.5.6.1 St Giles bound grantees as opposed to home bound

Research tended to focus on disability grantees who are housed at St Giles premises rather than home bound clients which may have overlooked certain critical aspects of this research. The main limitation of St Giles bound grantees was that they're only exposed to many challenges such long travels, transport issues and poor connections only if they're visiting their homes occasionally unlike the minority that was interviewed by default from the village settings who live daily under the circumstances.

7.5.6.2 Passed employees

An additional problem is that St Giles lost quite a significant number of its employees due to covid-19 who contributed significantly on my master's study which this time, it was like I am starting all over again, instead of building up from previous research content.

7.5.6.3 Confined interviewing space

One of the major drawbacks to using an interview method for St Giles was that they had confined spaces which created an unsafe environment for both the researcher and clients in terms of covid-19 protocols, subsequently, the proceedings had to be rushed as clients were considered more vulnerable since they live with disability conditions. This is something of a

disadvantage because interviews with paraplegic clients requires one to exercise patience and consideration of many other health aspects.

7.5.6.4 Disruptive grantee environment

A well-known serious criticism of St Giles around neighbourhood was that it is situated proximity to the supermarket which made the beneficiary respondents to be up and down going to buy goodies which sometimes delayed the interview progress as the researcher constantly had to wait for missing clients.

7.5.6.5 Time constraints

A key problem with much of the literature on disability grants disbursements in relation to non-profit organisations such as St Giles is that they rarely focus on grant application challenges faced by the social workers who look after the disability clients housed at the NPOs which made the study to not have enough time to address all the issues this organisation faced. This raises many questions about this study all-encompassing nature regarding whether SASSA disability grant policy should not cater for the needs of the personnel who take care of the disabled group.

One question that needs to be asked is how much does SASSA policy overlooks following the neglect of considering the needs of those who work very closely with the disability groups? Unfortunately, this study fails to explain why SASSA systems disintegrates with the systems of the NPOs who house the disability grantees.

The questionnaire method for St Giles staff suffers from a plethora of pitfalls. For an example, there is still considerable ambiguity about whether this study should have used interviews for this NPO staff as they had so many things to say but were limited by time and the semi-structured questionnaires this study used. It is to be borne in mind that the study was dealing with three provinces which means there had to be a way to downscale the high volumes of data that was not going to be manageable. This is to say, many experts may contend, however, that this evidence is not conclusive. What is more is, a related hypothesis maintained that SASSA policy can improve to a better service, suggesting that in this way the client needs will be

addressed amicably. However, other observations would seem to suggest that this explanation is insufficient as much more than improving will be required to salvage the disabled community from the scourge of poverty.

7.6 MAKING FUTURE RECOMMENDATIONS FOR RESEARCH

Herein this section I forwarded the recommendations that were agreed on the obtaining literature incorporated in chapter 2, 3, 4 and 5 of the theses including the empirical evidence denoted to in chapter 6 from the respondents as borne witness to in chapter 6. I used this section to explain how the emerging and established researchers can take this study and build on it further to explore subjects related to the same field. The reader will notice that most of the recommendations dwelled on the findings and limitations discussed. The ultimate purpose of the section is to allow the future researchers the opportunity to investigate what sophisticated methods can they use to overcome what I projected as limitations of this study.

Another fundamental basis for this section is to project interesting areas to be explored such as the issue of SASSA creating special IDs for foreign nationals for them to access disability grant as citizens of the SA country, and that studies investigating issues that surrounds comminating from care-dependency-grant to the disability grant. Clearly, this study did not explore these areas as they were not outlined as part of the objectives which however does not make them any less relevant to explore. This study believed that these could pinch an interest of other scholars in the field.

7.6.1 Guidance to postulated issues

The agency needs to redirect most of its existing disbursement systems that are outdated and replace it with more strategic and viable methods which embraces the effective and efficient service delivery as suggested by Theory of Change in Figure 4.3 which is designed to elevate SASSA service centre (s) through change management plans. The savviness of a policy dwells on how the agency has instituted the needs of the disability grantees if efficient service delivery is anything to go by and be fit for a policy disbursement purpose. Agency policies act as drivers of the disbursement systems used to implement whatsoever nature of social grant service, and

they can only be useful if they are adapted into such instead of shoehorning systems into redundant old fashioned disbursement methods that are backwards with times.

- There cannot be embedment of policy and needs of the grantees if the agency excludes the inputs of the non-profit organisations who house the persons with disabilities in the policy formulation, and grantees should be capacitated and given an autonomous power to decide whether they want to work or run a business as the grant is not sufficient to sustain all their needs.
- For SASSA disbursement systems to be fit for a purpose, an adequate policy improvement plan should be instituted having swiftly looked at the current disbursement methods and fostered proper integration strategies to bring back the persons with disabilities into the mainstream of the society as exonerated through the evidence of the previous chapters that shows how the disability group have been excluded.
- The provision of grantee services should cultivate correspondingly to the socio- economic changes and development of social grants to put the grantees on par with the real-life demands. By adapting into change management plans illustrated in Figure 4.3, the improvement in social grants is inevitable.
- Grantees and SASSA exist for a common purpose. This is to say, there should be a stronger alignment between the real needs of grantees and SASSA support methods such as to visit the homes of their clients on schedule to create visibility and make them feel as part of what goes on at SASSA as this is part of service delivery to them (nothing for clients without client involvement).
- Time should be invested in creating a closer relationship between the agency strategic and local offices as their engagement is much broader than narrow, they exist for the same purpose, more so to the offices on the outer skirt or that are off terrain to the main offices as this neglect prove to dispel confusion.

7.6.2 Pertinent areas for forthcoming research

If SASSA officials and responsible NPO social workers want a better understanding of the real grantee needs and the factors related to social grant disbursement success, then the examining of how successful the disability grant policy has been in resolving grantee needs is critical. Future research, could for instance, investigate how the low performing provincial and local offices of the agency may achieve service excellence, whilst also retaining satisfied employees who do not feel overworked. Such research could contribute to identifying specific strategies and patterns of use that can relate to successful management and integration of social disability grant disbursement. The ‘improving disability grant administration charter’ (IDGA Charter) placed as an original contribution of the study captures the essence of grantee centred service provisioning, which will allow the regional management of the SASSA to shape, as the agency gets to be reconfigured by the innovative strategies such as the ‘integrated SASSA labour software’ (ISLS System) which was also suggested by the researcher as another useful method in the original contribution section. Further, the IDGA Charter and the ISLS System may trigger debate as established and emerging social scientist/s question, interrogate and transform these models into suiting their differing circumstances which will give rise to future research.

7.7 REFLECTION AND AUTONOMY ON DISABILITY GRANTEE VOICES

This section presents my cognitive lens of the overall study following the first-hand experience with the disability grantees. Positionality can be understood in the context of a prober’s socially placed responsibility into understanding and immersing oneself into issues such as race, gender as well as nationality, and it is determined by the lived experiences as well as account of one’s own life which may impact data collection to a variable magnitude (Macbeth, 2001). The researcher perceived this as an important disclosure to adequately and truthfully describe how this study analysed the generated data in the qualitative section. The researcher is a thirty-seven-year-old, South African male from a very destitute habitat in Umlazi Township, H-section. He perceives himself to be of mixed cultures, and immediately recognised as an urban and worldly-wise temperament. My upbringing was mainly of the broken-down circumstances. My fondest memory of this period was having no one to turn to for help and side-lined by society because he was from an impoverished home.

He carried this awareness of my destituteness throughout my social and valuable academic experiences. He lived as an orphan for a significant number of years without any support where my dignity was stripped off by society from well off families. When my turning point finally arrived after graduating, I was introduced to different people from all walks of life with ranging demographics. This was, for me, a first-hand experience of what it means to be treated as a real person who matters in a real world full of life and opportunities. When I interacted with the disability grantees who earnestly shared what it means to live with disability as they narrated some their most gruesome lived experiences when it comes to SASSA service it awakened in me that my study was much more than just a study for PhD. It was a dose of what it means to be voiceless in a society and has since pushed me to look forward to presenting the study findings to the REMANCO which is SASSA strategic committee as the grantees referred to me as their beacon of hope.

The needs of persons with disabilities being unmet is not just another one of the government issues topping the agenda waiting for many unpromising years to be resolved, their needs are real life experiences lived everyday by them with a life definition which dwells on defied expectations, and SASSA empty promises. Grantees have endured being subjected to not getting their grants, not even knowing the amount they earn, abused physically and emotionally, let alone being treated inhumane as their voices are simply not heard. Therefore, my PhD has become a project that is a voice to the voiceless whether interviewed or not interviewed grantees, supposing that they feel the rejection daily which is part of me acknowledging my positionality as a researcher inside the disability scene which helps to explain my theoretical lens, a consciousness or belief that influences my insights of the theories argued for herein this study.

7.8 PHILOSOPHICAL AND PERSONAL WORLDVIEW

This study argues that issues need to be resolved considering the year they are in and not using the theories of the early 1900s. This section addressed the congeniality aspect of the study. It was rather concerning for this research to notice that the current knowledge show that people are living through the form of knowledge that was passed by old theories, and not by the experiences of what people are going through now. The researcher used this section as part of epistemic Freedom which formed part of the study doctoral attribute. The researcher further

used the section to demonstrate that the silencing of spiritual gifts by researchers has implications on the purity of results they come across in the field. This section can be understood in the context of indigenous frame of reference having to do with showing an intuitive aspect of this research. This is another methodology that can be used to transfer knowledge in the disability grant filed.

The section implies that there are indigenous ways of knowing more about the research that emerging scholars can use as they undertake their different kinds of studies. Understanding that grantees are the life bearers of the poor disability grant administration SASSA is providing is important. This helps one to understand that grantees need to be looked at the way that they look and understand themselves in their lived situations. The researcher also used the section as an argument against the notion that studies are only meaningful if they hinge on the academic side only. This study expressed its value by addressing the healing component of the disability grantees as an important contribution. This was very important understanding that this study was undertaken in SA where the persons living with disability have a history of being perceived as cursed individuals that were born because of sinful acts from parents. This means over and above resolving the disability grant problems the study had a huge responsibility of reshaping the thinking of the society in terms of what the disability can be developed into.

The intention was that the reader come into grip with the spiritual aspect of this study. I was also trying to do away with the fundamental enslavement in the academic writing field which limits the writers from being real self spiritually which then detaches them from projecting the real emotions of their studies. Therefore, I used this section as some form of writing liberatory aspect. The study line of thinking was that one cannot separate the spiritual issues from the study problem as the disability grantees are real life bearers of these emotions. I give an analogy to why most thesis neglect the emotional aspect of their research which then throws some emotional contribution of their studies to waste. This study argued in favour of making some contributions which pertains to what the SASSA officials and NGO social workers go through in their field of practice emotionally when they serve grantees and trying to resolve their issues. With this section I was also trying to show that people have different ways of knowing and ways of being to which it is not then justified to resolve their problems using a one size fits all kind of solutions.

The criticality of this study argues that the spirituality aspect in disability grants disbursement cannot be overturned from the contexts in which it exists, emotionality. Therefore, it remained critical that the novelty of the study also addresses the issue of preconceived western way of resolving problems which may not necessary be a holistic solution to the disability grant problem. Hence, I view the repetitive nature of disability grant problems that keeps repeating the same solutions over again as another problem faced by the SASSA institution. What this meant was that many solutions failed to understand that issues are co-created to the spiritual well beings of people who live with disability, although they were resolved by the universe in academic manner only. I maintained that the research field needed to constantly search out for the experiences that relate to people whom they were resolving the problems for.

Hence, this study highlighted the importance of the presenting the findings that teaches the reader about this PhD's spiritual findings. The paragraphs show the new knowledge acquired from the spiritual new me (as the researcher). I once more argued that as researchers we need to start our research where the people we are researching about are from which is why in this study one could not have neglected the African diasporic way of the results which showed how it is the disability grant community lived (their way of being), as that was the only way in which the study could restore the missing justice for the grantees. I was opening a new road to heeding community advice as part of original research contribution as some issues connects to the spiritual well-being of the disability society.

This study suggested that the spiritual journey of disability grantees was worth noting as an integral part of its academic conversations. Researchers need to approach their investigations in a way of not denying the forces of human nature as they resolve real-life problems. What I have noticed during this PhD journey was that the new age movement make us believe that our historic spiritual well-being matters less, or it is insignificant. Therefore, this study argues that the universe is needing for us to take the spiritual aspect of our respondent problems and give it the dignity it deserves. I found that most available knowledge is ancient history gone by and it only addressed issues on an academic side of things, and very well neglected the spiritual realm of issues that our societies are faced with in their daily lives. So, for me there was a gap in philosophical worldviews which ensured that as much as studies are mostly formulated in

such a way that they should resolve research problems, but they should also find a way to make sure that the impacted heal emotionally and psychologically.

This was to say research can also be used to heal the brokenness in our societies which proved to be another pandemic overlooked by many research studies. I argued that when research studies resolve problems they must first know who they are resolving the problems for. I argued that studies immediately become valueless when they turn a blind eye on the spiritual well-being aspects of the societies they are investigating for as such problems cannot be treated as exclusive problems, in fact, they are, part of the main problems our societies face in their daily space. Studies need to go above and beyond and find ways to bring out the aristocracy aspect of respondents to avoid the norm of having to keep perpetuating colonialism through our own systems which does not find the right way into issues studies investigate. My view is, we need to educate researchers that being in an educational situation does not mean one has to neglect the respondent's way of life or doing things.

I further argued that researchers should first interrogate themselves as to whether their new ideas on knowledge creation caters for the indigenous knowledge contribution after they have exhausted their research. No one can argue that people come from different places of different societies which makes their intrapersonal aspects valuable for studies to consider. I deemed including the genealogy aspects which has to do with (where people come from), as a very critical aspect of this study. It helped this research to understand at a broader context as to why the disability grantees were in the situations they were in, what were they were like in terms of the way they practiced things, which was also part of addressing their historicity aspect before coming to understand the surface problems they faced which was their disability grant administrative problems.

7.9 CLOSING SUMMARY

The last chapter concludes by indicating that it was aimed at exhibiting, codifying, and clarifying the different sets of data that were extracted from the operational and strategic officials at SASSA, disability grantees and the NPO professionals who look after them at the selected areas of Gauteng, KwaZulu-Natal, and Cape Town. The chapter may be considered a

further validation of data and analysis triangulation which the researcher deemed important because of the qualitative and quantitative tools that were used to induce information by the aid of words as well as statistical inference which is accounted for in the methodology chapter five. Keel (1996) concludes that data interpretation is confined to theory linkage for it to be complete which the researcher considered as a promising aspect of this study having linked its data analysis to literature reviewed in the foregoing chapters.

This research's results on disability grant administration are broadly consistent with the practices which became apparent in respondent responses, the contraventions of these practices including the intricately connected variables, prodigies, and their allusions, as I took heed to what the respondents were appealing to in the data extracted as provided for by (Grove and Fisk, 1992). Ideally, the findings were replicated in this study as the researcher worked side by side with the statistician to develop a statistical regression as shown in Figures and Tables in chapter six.

More generally, the developed models were consistent with this research trying to show the responses of grantees, officials, and professionals as they were all adapted to this type of demographical analysis. This model added to a growing corpus of research which shows an 'Integrated SASSA Labour Software (ISLS) System' in (Figure 7.1), and the 'Improving Disability Grant Administration Charter' (IDGA Charter)' in (Figure 7.2) as first contribution to knowledge economy which would improve the administration of disability grants across the satellite offices of the national entity recognised as SASSA. This improvement was also done to ensure that there would be no effective service delivery vacuum on social disability grants. Chapter 7 concludes the overall study on the provision basis of effective service delivery when disability grants are disbursed as this becomes a key factor for disability client's livelihood without which their fundamental rights are violated whilst such practices are publicly perceived inhumane.

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APPENDICES

28 September 2021

Mr M S Luthuli
Flat 905 Penzance
31 Prince Street
South Beach
Durban
4000

Dear Mr Luthuli

Improving the administration of disability grants in South Africa's Social Security Agency

Ethical Clearance number IREC 115/21

The Institutional Research Ethics Committee acknowledges receipt of your notification regarding the piloting of your data collection tool.

Kindly ensure that participants used for the pilot study are not part of the main study.

In addition, the IREC acknowledges receipt of your gatekeeper permission letters.

Please note that **FULL APPROVAL** is granted to your research proposal. You may proceed with data collection.

Any adverse events [serious or minor] which occur in connection with this study and/or which may alter its ethical consideration must be reported to the IREC according to the IREC SOP's.

Please note that any deviations from the approved proposal require the approval of the IREC as outlined in the IREC SOP's.

Yours Sincerely

Prof J K Adam
Chairperson: IREC

Appendix F



LETTER OF INFORMATION

Dear Participant,

I am currently registered for a Doctoral Degree in Management Sciences specializing in Public Administration at the Durban University of Technology. This requires me to conduct a study on the disbursal of security grants looking at the mechanisms used by SASSA in the selected provinces of South Africa and its bearing on the public service delivery in the social security context.

Title of the Research Study:

Improving the administration of disability grants in South Africa's Social Security Agency

Principal Investigator/s/researcher: Mr Mthokozisi Sydney Luthuli

Qualifications:

National Diploma: Public Administration

Bachelor of Technology Degree: Public Administration

Degree of Master of Management Sciences specialising in Public Administration

Co-Investigator/s/supervisor/s: Professor N. Dorasamy

Highest Qualification: Doctor of Philosophy: Administration, University of KwaZulu-Natal

Brief Introduction and Purpose of the Study:

Improving the administration of disability grants in South Africa's Social Security Agency is the primary focus of the study. I hope to get input from disability grant beneficiaries and experts in the social security sector on what they deem as specialists and recipients of grants are the causes of the allegations of disability grant policy weaknesses. Beneficiaries receive disability grants as a constitutional requirement to sustain a living, more particularly in their homes or non-profit organisations that house and serve them. The study will therefore adopt mixed method approach using South African Social Security Agency offices in Gauteng, Western Cape and KwaZulu-Natal. Also, the study will look at the Gauteng Provincial Association for Persons Living with Disabilities, Western Cape Association for Persons with Disabilities and the Association for the Physically Challenged which are the non-profit organisations that house and serve the disabled through SASSA social disability grants across the three provinces including the Gauteng, Western Cape and the KwaZulu-Natal. Amongst an array of social security grants offered at SASSA housed in various facilities, the grant of interest for the purpose of the study is the social disability grant. A lot of literature has largely focused on social security grants in general, however there is limited literature focusing on the service ability of the mechanisms used to disburse grants in the social security sector. Weak disability grant mechanisms is a growing challenge globally, particularly in South Africa. Disability grant policy is a very specific framework; therefore, specific knowledge and skills about the sector is crucial when grants are disbursed. The study aims to fill this gap and further propose possible disbursal remedies as expansion approaches to assist disability grant policy experts and beneficiaries acquire specific skills for social security development. The aim of the study is to determine the Disbursal of Social Security Disability Grants in Selected South African Provinces and forward recommendations.

Outline of the Procedures

The target population for the study will comprise the following:

- a. Beneficiaries of disability grants enlisted with SASSA at GP, WC and KZN. The study will solely focus on beneficiaries that are active on the SASSA SOCPEN system used to provide social security grants and enlisted with the specified non-profit organisations. It must be noted that providing social security grants for all three provinces (GP, WC and KZN) is a constitutional requirement for all beneficiaries, therefore they reserve a right to be issued their grant within means of fairness and constitutional obligations. An information provided by SASSA monitoring and evaluation unit will be used, comprising the number of recruit staff and beneficiaries of disability grants that are currently served by SASSA. The data base of enlisted grant beneficiaries that are housed by non-profit organisations will be requested at these associations through the social workers who look after the disabled. The accurate sample size will depend on the number of beneficiaries registered with this non-profit organisation who are currently receiving disability grant at the time of data collection. The exact, accurate figure will be available upon data collection, and once ethical clearance has been obtained which will allow me the researcher to request such information when needed for the current year.
- b. SASSA Regional and local managers, doctors, administrators, social workers and association supervisor where disability grant beneficiaries are served will be selected. Purposive and convenience sampling will apply for SASSA and associations fraternities and data will be collected through questionnaires.
- c. Through purposive sampling, non-profit organisation social workers and these institution's managers from all three associations, that is, GPAPD, WCAPD and APC will be issued with questionnaires to complete.

Quantitative data collection is applicable to experts employed by SASSA at GP, WC and KZN who serve disability grants to beneficiaries and deal with policy issues. Electronic questionnaires will be used in order to eliminate the costs associated with printing and distribution of paper-based questionnaires.

Encryption of electronic questionnaires

In order to maintain security, research files with confidential information will be compressed and encrypted before they are transferred to you. Your participation is purely voluntary. Encryption will ensure that the compressed file cannot be read by anyone who does not have the password that was created when the file was compressed and encrypted.

Participation is Purely Voluntary

Even though SASSA has granted access to the participants but the researcher does not have a right or authority to force participant participation. All participant's participation in the study will in NO way influence their grant status. Although this study is endorsed by SASSA but is not commissioned by SASSA to ensure that participants do not feel pressured.

Sample size for the quantitative component

The sample size will depend on the number of enlisted beneficiaries of disability grants appearing at SASSA and selected associations at the time of data collection. The exact, accurate figure will be available upon data collection, and once ethical clearance has been obtained which will allow the me to request such information when needed for the current year.

Qualitative data collection is applicable to disability grant beneficiaries from all three associations, that is, GPAPD, WCAPD and APC. Interviews will be used as a data collection instrument in the qualitative component of the study. Supervisors/managers from organisations that house DG beneficiaries of SASSA will be issued with semi structured questionnaires.

Time and place of interviews

The time and place for the interviews will be determined by you, depending on your availability and convenience. Your rights will be protected by keeping the information confidential and anonymous and by ensuring your participation in the study is voluntary. The research framework and agenda shall be objective and clear. The administration of the research will be consistent with research principles; the purpose of the research will be explained and introduced in the covering letter. The methodology will be further explained to you. The duration of each interview or of completing questionnaires is anticipated to be approximately 30 minutes.

Sample size for the qualitative component:

Guest, Bunce, and Johnson (2006:62) propose that saturation often occurs around 12 participants in homogeneous groups. To ensure that you have saturation you have to go beyond the point of saturation to make sure no new major concepts emerge in the next few interviews or observations. Consequently, 15 as a minimum for most qualitative interview studies works very well when the participants are homogeneous group (Latham, 2013:16). Therefore, for each target population, that is, association social workers and beneficiaries from GPAPD, WCAPD and APC, each homogenous group will have 15 participants. The SASSA staff and medical doctors form a single homogenous group, and the association's supervisors form another homologous group.

The study will adopt a mixed method approach using the South African Social Security Agency, GPAPD, WCAPD and APC, which are the key provincial disability associations in South Africa that provide and housed a larger group of disability grant beneficiaries.

The justification of using Provincial APDs and SASSA Regional offices in relation to disbursement of social disability grants is supported by literature

In terms of the pronouncement made in Section 9 of the South African Social Security Act 13 of 2004, the disability grants and other forms of social grants have become a need rather than an ordinary source of income. Provisions made in Section 9 of the Constitution of the Republic of South Africa clarifies that social grants were created as a bail out strategy that provides the social relief of distress to all persons who live with paraplegia. What is more is that the regulations encompassed in section R898 of the Social Assistance Act (2008) assist the government to control the operations envisaged in the social grant policies. The SASSA is charged with a responsibility to account and control the qualifying criteria used to screen disability grant applicants when retrieving social security grants in South Africa. As of late, SASSA still experience systematic challenges as an article by the South African Government (2020) made a public announcement that the glitches on beneficiary payments between the old age pension and the disability grants has been resolved, as their funds were only released later on Monday, 04th May 2020.

The National Treasury (2019) revealed that between the year 2016 to 2019, the rise in disability grant payments proves significant growth in claims, as a considerable sum of (US\$0.6 billion) continued to climb up to a burgeoning (US\$1.5 billion). As of late, there has been furthermore substantial increase that has moved further to R 6.3 billion (US\$0.9 billion) in disability grant spending. Another rapid growth was especially noticed between the provinces Gauteng, Western Cape and the KwaZulu-Natal province (Madlala, 2006). Robust growth also came out during the period 2000-2004 when the disability grants and care dependency doubled in beneficiaries moving from 600 000 to 1.3 million in 2004 (Nattrass, 2005). Ideally, the aim of this study is to measure the instruments or the tools that the South African government uses to reduce inefficacy and fraud towards disability grant disbursements. The strife on the disability grant control mechanisms include issues such as identity theft whereby the government have lost about 5% of the R3Bn that was meant for social security grants.

As of 2020, few months after the Covid-19 issue came into notice, the SASSA issued several warnings about the stimulus social security defrauds. This plan was supposed to be a special grant for the first 6 temporary months of the covid-19 situation. On the contrary, this relief grant rather became an opportunity for fraudsters to temper with the system by applying fraudulently for social security grants using multiple non-existent employees to receive R350 as an unemployment insurance fund (UIF) (Lourie, 2020). Newman (2018) revealed that the biometric cards that are used to pay beneficiaries proved not to be as effective following the realisation that the KwaZulu-Natal alone losses a considerable R25 million per year on issues linked to disability grant frauds.

Risks or Discomforts to the Participant:

Not applicable.

Benefits:

As expected by SASSA agency, the findings and recommendations of this study will be presented to the Regional Manager Committee (REMANCO). A few journal articles will be published in DoE accredited journals. The study will serve as an instrument designed to sensitise the government on the loopholes (should there be any) and this in turn will assist in bridging such gaps after evaluating the published results of this study.

Reason/s why the Participant May Be Withdrawn from the study

Your participation in study is purely voluntary and there will be no consequences should you decide to withdraw.

Remuneration:

You will receive no monetary or any other form remuneration.

Costs of the Study:

No costs are applicable to you.

Confidentiality:Anonymity and confidentiality

Confidentiality and anonymity will be demonstrated by requesting you to sign a consent letter prior to commencing with the interviews and filling in questionnaires. You will have a solemn right to participate and/or withdraw from the inquiry. I will obtain an informed written consent letter from you throughout the interviews. You will be given an assurance by me that the information shared would remain between the study supervisor and myself beforehand, in the course of and to the rear of the investigation. In an attempt to retain confidentiality, I will use specific codes to describe respondents, excluding all the names and other identifiers. You will be informed of the five-year waiting period for record keeping before all the information supplied could be discarded.

Data storage and security

I will further opt for a data security strategy that uses encryption in which digital information will be encoded in such a way that only me can view it. This will include data collected from electronic questionnaires. To reinforce data security, I will activate lock out functions for screen savers. This implies that any computer used for data analysis will be configured to "lock out" after 5 minutes of inactivity. This reduces the risk of theft or unauthorized use of data in situations where the researcher working with confidential data leaves his/her desk and does not log off immediately.

Digital data

Digital versions of qualitative data will be held in a number of forms, including digitally recorded voice files (of interviews or fieldwork notes) held in MP3 format or similar and transcriptions of voice files held in word-processed documents. I will use Protect+ Voice Recorder with Encryption which is a full-featured audio/voice recording app with which offers recording and encryption of the digital data.

Physical data security

All non-digital data will be locked away. Paper documents such as consent forms, printouts, or case tracking sheets that contain personal identifying information will be stored securely in locked file cabinets when not in use and will be handled only by me.

Data disposal

Deleting files and even formatting from a hard drive might not be effective as the files might still be retrievable. I will therefore physically destroy the drive in which the data from the respondents will be stored. I will achieve this by using an approved secure destruction facility at which I will be physically present. Physical data will be destroyed by shredding.

Social Worker Voluntary Participation and Non-Disclosure Agreement

The social workers are not allowed to be privy to conversations. Their role will only be required if there are any health or physical injury related events, to which the researcher commits himself into ensuring safety of all the participants, including himself. Otherwise the role of social workers will be highly restricted and is purely voluntary, which means there is no fringe of financial benefits that are attached to the participation of this study. Should a need to request social worker assistance in the events specified above, social workers will be made to commit themselves into non-disclosure agreement by signing a form in this section's clause.

Research-related Injury:

This is not applicable to the nature of the study. The study does not involve any clinical trials or anything that will be tested on the participants. I will collect data in two forms, which is through the dissemination of electronic questionnaires and face-to-face interviews. This will be completely voluntary, at your convenience.

Persons to Contact in the Event of Any Problems or Queries:

(Supervisor and details) Please contact the me (033 845 8844), my supervisor Professor Dorasamy on (031 373 2781) or the Institutional Research Ethics Administrator on 031 373 2375. -

Complaints can be reported to the DVC: Research, Innovation and Engagement Prof S Moyo on 031 373 2577 or moyos@dut.ac.

Appendix G



CONSENT

Statement of Agreement to Participate in the Research Study:

- I hereby confirm that I have been informed by the Mr M. Luthuli about the nature, conduct, benefits and risks of this study - Research Ethics Clearance Number: To be confirmed.
- I have also received, read and understood the above written information (Participant Letter of Information) regarding the study.
- I am aware that the results of the study, including personal details regarding my sex, age, date of birth, initials and diagnosis will be anonymously processed into a study report.
- In view of the requirements of research, I agree that the data collected during this study can be processed in a computerised system by the researcher.
- I may, at any stage, without prejudice, withdraw my consent and participation in the study.
- I have had sufficient opportunity to ask questions and (of my own free will) declare myself prepared to participate in the study.
- I understand that significant new findings developed during the course of this research which may relate to my participation will be made available to me.

_____	_____	_____	_____
Full Name of Participant Thumbprint	Date	Time	Signature / Right

I, Mr M. Luthuli herewith confirm that the above participant has been fully

informed about the nature, conduct and risks of the above study.

Mthokozisi Luthuli

Full Name of Researcher

Date

Signature

Full Name of Witness (If applicable)

Date

Signature

Full Name of Legal Guardian (If applicable) Date

Signature

Okuxhunyelwe G



INCWADI YOLWAZI

Kobambe iqhaza othandekayo

Okwamanje ngibhalise iziqu zobudokotela kwezokuphathwa kwezobuchwepheshe ngixile kwezokuphathwa komphakathi enyuvesithi yezobuchwepheshe yase Thekwini. Lokhu kufuna mina ukuthi ngenze ucwaningo ngokusabalaliswa kwesibonelelo sikahulumeni ngokubheka izindlela ezisetshenziswa iSASSA kulezifundazwe ezikhethiwe eNingizimu Africa Kanye nokuletha izinsiza emphakathini kumongo wokuphepha komphakathi.

Isihloko socwaningo:

Ukuthuthukisa ukuphathwa kwesibonelelo sabakhubazekile enhlangwaneni eyengamele lokhu iSASSA.

Umphenyi omkhulu/s/ umcwaningi: Mnu Mthokozisi Sydney Luthuli

Iziqu:

Idibhuloma: public administration

Iziqu zebachelor degree: public administration

Iziqu ze masters yokuphathwa kwezesayensi egxile ekuphathweni komphakathi.

Umsizi womphenyi/s/umphathi/s: uProfesa N. Dorasamy

Iziqu eziphezulu: Doctor of philosophy: administration, kwinyuvesithi yaKwaZuluNatal.

Isingeniso esifushane Kanye nenhloso yalesifundo:

Ukuthuthukiswa kokuphathwa kwezibonelelo zabakhubazekile kwinhlangano eyengamele loluhlelo kuleli iSASSA iwona mgogodla walesifundo. Ngiyethemba ukuthola umthelela kubazuzi besibonelelo sabakhubazekile Kanye nongoti embonini yokuphepha komphakathi nokuthi yini abayibhekayo njengongoti Kanye nabahola lezibonelelo abayimbangela esolwa ngobuntekenteke bomthetho wezibonelelo zabakhubazekile. Abazuzi abathola loluxhaso njengokugunyazwe umthethosisekelo ukucina impilo, ikakhulukazi emakhaya abo noma kwizinhlangano ezingenzi nzuzo emakhaya ababhekayo. Lesifundo sizobuye sibheke izindlela ezahlukene ezisetshenziswa ilenhlango yakwa SASSA emahhosisini ayo esesifundazweni iGauteng, iWesterncape Kanye neKwaZuluNatal.

Siphinde futhi, lesifundo sibheke kwinhlangano ebhekelela abantu abaphila ngokukhubazeka kulesifundazwe ngamafuphi i (Gauteng Provincial Association for Persons Living with Disabilities), Kanye ne (Western cape Association for Persons with disabilities and the association for physically challenges) okwiyizinhlangano ezingenzi nzuzo ezihlalisa ziphinde zibheke

abakhubazekile ngesibonelelo sabakhubazekile kulezifundazwe ezintathu kubalwa I *Gauteng*, i*Western cape* Kanye nesifundazwe saKwaZuluNatal. Kwizo zonke izibonelelo ezikhishwa iSASSA nokuhlaliswa kwizikhungu ezimbalwa, isibonelelo lesifundo esigxile kwiso ileso sabakhubazekile. Imibhalo eminingi isigxile kakhulu kwisibonelelo nje qha, noma kunjalo kunemibhalo engandile egxile ekwenziweni komsebenzi kanye nendlela ezisetshenziswa ukukhokhela izibonelelo kwimboni yezibonelelo. Ukuntenga kwezindlela zabakhubazekile inselelo ekhula mihla namalanga umhlaba wonke, ikakhulukazi eNingizimu Africa. Umthetho wesibonelelo sabakhubazekile isisekelo esiqondile; ngakho-ke, ulwazi oluqondile Kanye namakhono ngalemboni kubalulekile uma kukhokhwa izibonelelo. Lesifundo sihlose ukuvala leligebe Kanye nokuhlongoza izindlela ezahlukile zokukhokha nokwengeza izindlela ezizosiza ongoti bomthetho wezibonelelo zabakhubazekile Kanye nabazuzi bathole amakhono abafanele ukuze kuthuthuke umphakathi. Inhloso yalesifundo ukubheka ukukhokhwa kwesibonelelo sabakhubazekile kwizifundazwe ezikhethiwe zakuleli Kanye nokudlulisa izincomo.

Uhlaka lwenqubo:

Iqembu eliqondiwe ngalesifundo lihlanganisa laba abalandelayo.

- a. Abazuzi besibonelelo sabakhubazekile ababhaliswe kwaSASSA esifundazweni IGP, WC, Kanye neKZN. Lesifundo sizogxila kakhulu kubazuzi ababonakala bemandla kuhlelo lwalenhlango olaziwa ngokuthi *Isocpen* olusetshenziswa ukunikezela ngalesibonelelo luphinde lubhalise izinhlangano ezingenzi nzuzo. Kufanele kuqashelwe ukuthi ukunikezela ngezibonelelo kulezifundazwe ezintathu I (*Gauteng* ne *Western cape* Kanye neKwaZuluNatal) isidingo somthethosisekelo kubo bonke abazuzi, ngakho-ke banelungelo lokunikwa isibonelelo sabo ngokufanele Kanye nokulandela umthethosisekelo. Ulwazi olunikezelwa iSASSA ukuqaphela Kanye nohlaka oluhlalayo luzosetshenziswa, okuhlanganisa inombolo yezisebenzi Kanye nabazuzi besibonelelo sabakhubazekile okuyimanje bahlinzekwa iSASSA ngaso. Ulwazi lokubhaliswa kwabazuzi olugciniwe lalabo abahlaliswa izinhlangano ezingenzi nzuzo luzocelwa kuwona lombutho ngohlelo lwabezenhlalakahle ababheka labantu abakhubazekile. Isilinganiso esiqondile sizovezwa inani labazuzi ababhalise kulezinhlangano ezingenzi nzuzo abathola isibonelelo sabakhubazekile ngesikhathi sokuqoqwa kolwazi. Inani okwilonalona lizokwazi ukutholakala ngesikhathi sokuqoqwa kolwazi, Kanye futhi uma igunya eligunyaza lesifundo selitholakele elizovumela mina njengomphenyi ukucela lolwazi uma ludingeka lwalonyaka esikuwo.
- b. Abaphathi besifunda nabezindawo bakwa SASSA, odokotela, abaphathi, abasebenzi bezenhlakahle Kanye nabaphathi bombutho lapho abazuzi besibonelelo sabakhubazekile besetshenzwa khona kuzokhethwa. Ngenhloso nangokuba lula izibonelelo zizokwenziwa e SASSA Kanye nasezinhlanganweni ezihlangene kanti kuzokwenziwa ngohlulwemibuzo.
- c. Ngenhloso yezibonelelo, izisebenzi zezenhhlakahle ezisebenza kwizinhlangano ezingenzi nzuzo Kanye nabaphathi balezikhungo kusuka kwizinhlangano ezintathu, okwiyi, GPAPD, WCAPD Kanye ne APC bazonikezwa ngohlulwemibuzo okuzofanele baluphendule.

Ukuqoqwa kolwazi ngobuningi kuqondene nongoti abaqashwe kwa SASSA EGP, WC Kanye nase KZN abahambisa izibonelelo kubazuzi abaphinde bebhekane nezinsalelo

zomgomo. Uhlulwemibuzo lokukagesi luzosetshenziswa ukuze kungabi nezindleko kulenhlango mangabe benza amaphepha noma behlinzeka ngamaphepha awuhlulwemibuzo.

Ukufihlakala kohlu lwemibuzo lukagesi

Ukuze kugcineke ukuqapha, amafayela ocwaningo anolwazi oluyimfihlo luzogcinwa futhi lubethelwe ngaphambi kokuthi lufike kuwe. Ukubayingxenywe kwakho kukuzikhethela. Ukufihlakala kuzoqinisekisa ukuthi lamafayela angeke ekwazi ukufundwa omunye umuntu ongenayo inombolo eyimfihlo eyakhelwa ukuvula lamafayela.

Ukubayingxenywe kwakho kukuzikhethela

Noma I SASSA inike igunya kwabayingxenywe yalesifundo kodwa abaphenyi abanalo ilungelo lukuphoqa abayingxenywe ukuba babayingxenywe. Bonke abazoba yingxenywe ukubayingxenywe kwabo angeke kusithikameze isimo sabo sezibonelelo. Kepha lesifundo sixhaswe iSASSA kodwa akuthunyelwe I SASSA ukuba iqinisekise ukuthi abayingxenywe abazizwa becindezekile.

Inani lesibonelo sesilinganiso esifanele

Inani lesibonelo lizovezwa inani labantu ababhalisele isibonelelo sabakhubazekile abavelayo kwa SASSA Kanye nezinhlangano ezikhethiwe ngesikhathi sokuqoqwa kolwazi. Inani okwilonalona lezibalo luzotholakala uma kuqoqwa ulwazi, nangesikhathi sokutholakala kwegunya eligunyaza lesifundo elizovumela mina njengomphenyi ukuthi ngicele lolulwazi uma ludingeka lwalonyaka esikuwo.

Uhlelo lokuqoqa ulwazi lokungabalwa kuqondene nabazuzi besibonelelo sabakhubazekile kuzozonke lezinhlangano zontathu okuyiGPAPD Kanye ne WCAPD Kanye ne APC. Ukuxoxisana kuzosetshenziswa njenge thuluzi lokuqoqa ulwazi ngohlelo oluthile lokuqoqa ulwazi oluqondene nalesifundo. Abaphathi Kanye nezimenenja balezinhlangano ezihlalisa abazuzi besibonelelo sabakhubazekile sase SASSA bazonikezelwa ngohlulwemibuzo oluhlelekile.

Isikhathi Kanye nendawo yalezingxoxo

Isikhathi Kanye nendawo yalokuxoxisana kuzoshiwo uweni, kuzobhekeka ukubanesikhathi kwakho Kanye nokufaneleka. Amalungelo akho azovikeleka ngokugcina ulwazi lungadaluliwe futhi lwimfihlo ngokuqinisekisa ukuthi ukuba yingxenywe kwakho kwalesifundo kukuzikhethela. Uhlaka lwalolucwaningo Kanye nomgomo fanele ucece futhi usebenze. Umphathi walolucwaningo ozoqondisa imithetho yocwaningo; inhloso yalolucwaningo izochazwa iphinde yaziswe kwincwadi ehambisana nalolucwaningo. Indlela yocwaningo izochazwa kuwe. Isikhathi esicatshangelwayo salezingxoxo noma sokugcwalisa uhlulwemibuzo singaba imizuzu engamashumi amathathu.

Inani lesibonelo sohlelo lokuqoqa ulwazi olungabalwa olufanele

UGuest no Bunce Kanye no Johnson (2006:62) baveza ukuthi ukugcwala kuvamise ukwenzeka amahlandla ayishumi nambili kwiqoqo elifanayo. Ukuqinisekisa ukuthi uyagcwalisa futhi wenza okungaphezulu kokugcwalisa nokuqinisekisa ukuthi akunazinto ezintsha ezivelayo kwizingxoxo ezilandelayo Kanye nokubhekisisa. Ngokulandelana, inani labayishumi nanhlanu elincane kuhlobo lwengxoxo engaqondene nokubalwayo ukufunda kusebenze kakhulu uma abayingxenywe beyiqoqo elifanayo futhi elilinganayo (Lathan, 2013:16). Ngakho-ke, elinye nelinye iqoqo eliqondiwe, eliyi, nhlangano yosonhlalakahle noma abazuzi abasuka kwi *GPAPD*, *WCAPD* Kanye ne *APC*, iqembu ngalinye elifanayo lizoba nabayingxenywe yalesifundo abawu 15. Izisebenzi zase *SASSA* Kanye nodokotela bayiqoqo elilodwa, abaphathi nabo bayiqoqo labo.

Lesifundo sizolandela izindlela ezixutshiwe ezisetshenziswa ilenhlango ephakela ngezibonelelo Kanye ne *GPAPD* Kanye ne *WCAPD* Kanye ne *APC*, okwibona abakhulu abayizihlangano zezifundazwe zabakhubazekile kuleli ezinikezela ziphinde zihlalise inani elikhulu labazuzi bezibonelelo zabakhubazekile.

Ukuchazwa kokusebenzisa I *APD* yesifundazwe Kanye namahhovisi e *SASSA* esifunda mayelana nokukhokhwa kwesibonelelo sabakhubazekile eyesekwa umbhalo.

Ngokwesimemezelo esenziwa ngokwesigaba sesishagalolunye sase *SASSA* kumthetho wesi 13 wango 2004, isibonelelo sabakhubazekile Kanye nezinye izibonelelo sezibe isidingo esikhulu kangangokuba ejwayelekile nje indlela eletha imali. Ukuhlinzekwa okwenziwa ngokwesigaba sesishagalolunye kumthethosisekelo waseNingizimu Africa uchaza ukuthi isibonelelo sakhandwa njengohlelo oluzonikezela ngethuba lokwehisa ukukhathazeka kubo bonke abantu abaphila nokugula kwamathambo. Okubalulekile ukuthi imithetho ehambisana nalesigaba *UR898* wokusizwa komphakathi umthetho wango (2008) uzosiza uhulumeni ukuthi alawule izinhlelo ezicatshwangayo kwimigomo yesibonelelo. I *SASSA* inikwe umsebenzi wokulawula nokwenza izindlela zokulungela ezisetshenziswa ukuhlola abafaki bezicelo zezibonelelo zabakhubazekile uma kubuyiswa isibonelelo zokuphepha komphakathi kuleli. Kungasikudala, I *SASSA* izobhekana nezinsalelo zohlelo njengoba umbhalo owakhishwa uhulumeni wakuleli (2020) owenza isimemezelo emphakathini ukuthi izinkingana zokukhokhwa kwezibonelelo phakathi kwezibonelelo zempesheni yabadala Kanye nezibonelelo zabakhubazekile sezixazululekile, njengoba izimali zabo zakhululwa ngokuhamba kosuku ngomsombuluko, zizine kuNhlaba kowezi 2020.

Umgcinimafa (2019) wazeza ukuthi phakathi konyaka wango 2016 kuya ku2019, ukukhula kwezinkokhelo zezibonelelo zabakhubazekile kuveza ubumqoka bokuphakama kwama kleyimi, njenge samba esibalelwa (kwizigidigidi zamadola ezu 0,6) ekhulile yayofika (kwizigidigidi zamadola ezu 1,5) njengamanje, kunokunye ukukhula esukusuke kwayothi cababa ku 6,3 wezigidigidi zamarandi (u0,9 wezigidigidi zamadola) uqondene nesibonelelo sabakhubazekile. Okunye ukukhula ngokushesha kuqaphelwe phakathi kwesifundazwe iGauteng ne Western cape Kanye ne KwaZuluNatal (Madlala, 2006). Ukukhula ngamandla kubekakhulu phakathi konyaka ka 2000 no 2004 uma isibonelelo sokukhubazeka Kanye nesokunakekela siphindaphindekile kubazuzi sasuka kukwizinkulungane ezu 600 saya kwizigidi ezu 1,3 ngo 2004 (Nattrass, 2005) kahle,

inhloso yalesifundo ukuhlola amathuluzi noma izindlela uhulumeni wakuleli ozisebenzisayo ukwehlisa ukungasebenzi noma ukukhwabanisa okubhekiswe ekusabalalisweni kwesibonelelo sabakhubazekile. Umbango wezindlela zokulawula isibonelelo sabakhubazekile kufaka izinkinga zokwebiwa kwemininingwane yakho lapho uhulumeni eselahlekelwe amaphesenti amahlanu kwizigidigid ezintathu zamarandi owawuhlose ukuba ube isibonelelo sokuphepha komphakathi.

Ngo nyaka ka2020, enyangu ezibalwa ngaphambi kwenkinga yobhubhane lwe covid-19 luqaphelekile, I SASSA ikhiphe izexwayiso eziningana ngokuphepha komphakathi nenkohlakalo. Lelisu lalifanele kube isibonelelo esisheshayo kwizinyanga eziyisithupha zokuqala kwisimo sobhubhane kwe covid-19. Ngokuphambene nalokho, lesibonelelo sokwehlisa ukukhathazeka ukunalokho saba ithuba labakhwabanisi ukuthi bafake izicelo zekohlakalo zezibonelelo besebenzisa abasebenzi abaphindiwe futhi abangekho ukuthi bathole isamba esingakho 350 wamarandi njenge (UIF) (Lourie, 2020). Ngokuka Newman (2008) waveza ukuthi lamakhadi asetshenziswa ukukhokhela abazuzi avela njengasebenzi kulandela ukubonakala ukuthi KwaZuluNatal nje kukodwana balahlekelwa imali engangezididi ezu 25 ngonyaka kwizinkinga eziyamanisa ukukhwabaniswa kwezibonelelo zabakhubazekile.

INgcuphe noma ukungaphatheki kahle kwabayingxeny:

Ayifanelekile

Izinzuzo:

Njengoba kulindelwe I SASSA, iziphumo Kanye nezincwadi zalesifundo zizokwethulwa kwikomidi labaphathi bezifunda I (REMANCO) ngamafuphi. Kunemibalwa imibhalo ezoshicilelwa kwi DoE *accredited journals*. Lesifundo sizosebenza njenge sikhethiwe esizosebenza ukukhuthaza uhulumeni kwizikhala (uma zingaba khona) ngalendlela kuzosiza ukuvala lezozikhala emva kokubheka imiphumela yokushicilelwa kwalesifundo.

Isizathu/s kungani obambe iqhaza engasuswa kulesifundo

Ukuba yingxeny kwakho kulesifundo kukuzikhethela futhi angeke kube nemiphumela ethile uma ungathatha isinqumo sokuthi uyaphuma.

Inkokhelo

Angeke uthole inkokhelo noma yini engaba uhlobo lwenkokhelo

Izindleko zesifundo

Akunazindleko ezizofunwa kuwe.

Ukungadalulwa kolwazi

Imfihlo Kanye nokungadalulwa kolwazi

Ukungadalulwa Kanye nokuba yimfihlo kolwazi kuzolandelwa ngokuthi kucelwe wena ukuthi usayine incwadi eyimvume kuqala ngaphambi kokuthi uqale ngezixoxo Kanye nokugcwalisa uhlulwemibuzo. Uyoba nelungelo lokuba ingxeny/ noma; lokushenxa kuloluphenyo. Ngizodinga incwadi eyimvume ebhalwe wuwe kwizozonke izingxoxo. Ngizokunika isiqinisekiso sokuthi ulwazi esiluxoxile kuzogcinwa phakathi kwami Kanye

nomphathi wophenyo, ngenhloso Kanye nengemuva lophenyo. Ngemizamo yokugcina kwimfihlo, ngizosebenzisa amakhodi athile ukuchaza abaphendulile, uma ngingafaki wonke amagama Kanye nezinye izinkomba. Uzokwaziswa ngeminyaka emihlanu eyisikhathi sokulinda sokugcinwa kwama rikhodi ngaphambi kokuthi ulwazi olwanikezelwa lungahlwa.

Ukugcinwa kolwazi Kanye nokuphepha

Ngizophinda ngikhethe uhlobo lokuphepha kolwazi olusebenzisa ukubethelwa okokuthi iminingwane yedijithali ifakwe ikhodi ngendlela yokuthi kube imina ngedwa engizokwazi ukuyibona. Lokho kuzofaka nolwazi oluqoqwe ngohlulwemibuzo lukagesi. Ukuqinisa ukuphepha kolwazi, ngizofaka ukhiye ozokhiya isikrini. Lokhu kuchaza ukuthi noma iyiphi ikhompuyutha eke yasetshenziselwa ukucubungulwa kolwazi izofakwa ukuthi (izicime) emva kwemizuzwana emihlanu ingasebenzi. Lokhu kunciphisa ubusela noma ukusebenzisa okungagunyaziwe kolwazi kwizimo lapho umphenyi esebenza ngolwazi olwimfihlo eshiya lasebenzela khona noma engaphumi ngaso lesosikhathi.

Ulwazi lobuchwepheshe

Uhlobo lalolwazi lobuchwepheshe bohlobo lokuqoqwa kolwazi olungabaliwe luzobanjwa ngezinhlobo ezimbalwa, kubalwa amafayela okuqoshwa kwamazwi ngokobuchwepheshe (izingxoxo noma imibhalo yomsebenzi wasendaweni yokusebenza) uzobanjwa ngendlela ye Mp3 noma efanayo Kanye ukuhumushwa kwamafayela anamazwi abanjwa ekucubungulweni kwamagama kwidokodo. Ngizosebenzisa *iprotect+ voice recorder* nokufihla ngekhodi okufaka umsindo oqoshiwe Kanye ne *APP* yokuqoshwa kwezwi nayo ezoba nokufihlwa kolwazi oluqoqwe ngobuchwepheshe.

Ukuphepha kolwazi olubonakalayo

Lonke ulwazi okungelona olobuchwepheshe luzovalelwa. Amadokhumenti angamaphepha njengama fomu ezimvume, aphrintiwe, noma amashithi aqukethe ulwazi oludalula umuntu siqu sakhe azogcinwa ngokwehlukana kwifayela elikhiyiwe uma engasetshenziswa kanti futhi azobanjwa yimina kuphela.

Ukulahlwa kolwazi

Ukusulwa kwamafayela Kanye nokufomathwa kwamathuluzi lakugcinwe khona ulwazi angeke kulunge ngoba amafayela asangakwazi ukutholakala. Ngizobe sengiyazimoshalezinto ezigcine ulwazi engaluthola kwababeyingxenyeye yesifundo. Ngizokwazi ukukwenza lokhu uma ngingasebenzisa izinsiza ezigunyaziwe ukwenza lomsebenzi ezizobe zibonakala ngaleso sikhathi. Ulwazi olubonakalayo luzomoshwa ngokushiswa.

Ukubayingxenyeye ngokuzikhethela kosonhlalakahle Kanye nemvumo engadalulwa

Osonhlalakahle abavunyelwe ukwazi ngalezingxoxo. Umsebenzi wabo uyobafuna uma kubakhona ukulimala noma okuhambelana nezempilo, okokuthi umphenyi uyazibophezela ngokuphepha kwabayingxenyeye, kubalwa naye, ngaphandle kwalokho umsebenzi wezenhlalakahle angeke avunyelwe noma kuyobe ukuzikhethela, lokho kusho ukuthi akukho ukuzuza ngokwenkokhelo okuzobakhona ngokuba yingxenyeye yalesifundo. Uma kuba khona isidingo somsizi kasonhlalakahle kokubaliwe ngenhla,

usonhlalakahle uyokwenziwa ukuba azinikele ekusayineni isivumelwano esingadalulwa kwisigatshana sesigaba.

Ukulimala okumayelana nocwaningo

Lokhu akuqondene nomsuka wesifundo. Isifundo asifaki ukuhola noma yini ezohlolwa kobambe iqhaza. Ngizoqoqa ulwazi ngezindlela ezimbili, okuwukusabalalisa kohlulwemibuzo lukagesi Kanye nezingxoxo zesiqu nesiqu. Kanti kuzoba ukuzikhethela Kanye nokulungela wena.

Umuntu ongaxhumana naye uma kuba nezinkinga noma imibuzo

(Umphathi Kanye neminingwane) ngiceka uxhumane name ku (033 845 8844), umphathi wami uProfesa Dorasamy ku (031 373 2781) noma umluleki kwisikhungo sokuziphatha kocwaningo ku 031 373 2375.

Izikhhalazo zingaqondiswa kwi DVC:Research, Innovation and Engagement uProfesa S Moyo ku 031 373 2577 noma ku moyo@dut.ac.za



Imvume

Isitatimende sesivumelwano sokuba yingxenye yalesifundo socwaningo

- Ngilapha ngiqinisekisa ukuthi ngazisiwe ngu Mnu... M. Luthuli ngenhloso, nokubamba Kanye nengcuphe yalesifundo- inamba yemvumo yokucwaninga izokuqinisekisa.
- Ngiphinde ngathola, ngafunda ngaphinde ngakuqonda okubhalwe ngenhla (incwadi enolwazi bobambe iqhaza) mayelana nesifundo.
- Ngियाqonda ukuthi imiphumela yalesifundo, kubalwa neminingwane yolwazi lwami Kanye nokugula enginakho kuzogcinwa kwimfihlo kumbiko wesifundo.
- Ukubheka isidingo salolucwaningo, ngiyavuma ukuthi ulwazi oluqoqiwe ngesikhathi salesifundo lungacina kuhlelo lwamakhompyutha ngumpheni.
- Ngingakwazi nanoma inini ngaphandle kokwephula umthetho ukushenxisa imvume yami noma ngishenxe kulesifundo.
- Ngibe nethuba lokubuza imibuzo (ngesikhathi sami) nokuzilungiselela ukubayingxeny yalesifundo.
- Ngiyakuqonda ukubaluleka kokuthuthukiswa kolwazi olusha ngesikhathi salolucwaningo olungayamana nokubayingxeny kwami luzonikezelwa kumina.

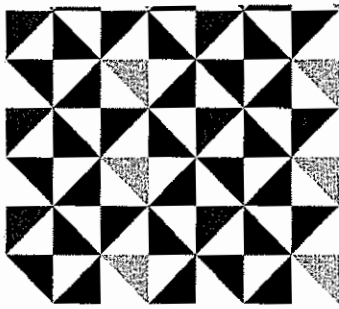
Amagama aphelele Obambiqhaza	usuku	isikhathi	sayina
---	--------------	------------------	---------------

Ngingu, Mnu.... M, Luthuli ngiyakuqinisekisa ukuthi obambe iqhaza ngenhla waziswa ngokugcwele ngomsuka, nokubanjwa Kanye nezingcuphe zalesifundo esingenhla. Mthokozisi Luthuli.

Igama lomphenyi	Usuku	Sayina
------------------------	--------------	---------------

Igama lofakazi (umekhona)	Usuku	Sayina
--------------------------------------	--------------	---------------

Igama lomqaphi (umekhona)	Usuku	Sayina
--------------------------------------	--------------	---------------



Enq : Mr M S Luthuli
Date : 18 November, 2019
E-mail : Mthokozisi1@dut.ac.za

The Regional Executive Manager
South African Social Security Agency
Western Cape Region
Adderley Street
Golden Acre
Private Bag X9189

Dear Mr Henry De Grass,

SUBJECT: Request For Permission to Conduct Research Study within SASSA in Western Cape (Gate Keepers Letter) at Western Cape SASSA village or township setting.

A request is hereby made for permission to conduct a research study at SASSA Regional and local offices using any Gauteng SASSA Regional and local offices as a case study preferably in a village or semi urban setting.

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

My research topic thus reads: **Disbursal of Social Security Grants, perspectives from selected areas of Gauteng, Western Cape and KwaZulu-Natal, South Africa.** The study will be conducted under supervision of the Durban University of Technology scholar. The objective of the study is to determine the effectiveness of the mechanisms used by SASSA to disburse social disability grants and then forward recommendations for service delivery improvement.

I intend to interview one local Administrator: Booking, one local SASSA Medical Practitioner: Disability, one Team Leader district level, one Manager: Disability district level, Manager: Disability Regional office, Practitioner: Regional office in order to get their view point insofar as the disability grant disbursement policy is concerned.

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

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

Yours Faithfully

Mr M S Luthuli

Mobile Number: 067 9266 982

Office Number: 033-845 8844

Support of Dissertation Supervisor

This is to confirm that I fully support the request made by Mr Luthuli and trust that you will enable us to allow DUT, which is rated one of the best researching university among all South African universities-to contribute to ways of improving service delivery for our citizens by giving Mr Luthuli permission to conduct the study.

Dr. D C Hlenzwa

Mobile Number: 083 3074 814

Office Number : 033 845 8858

D-Tech Business Administration (DUT); Masters in Business Administration (MBA); Masters Recreation & Tourism; B A (Hons) Geography; B Paed (UNIZULU); PGDTE (UNISA).

Approval granted for the student to undertake the research, provided that a copy of the dissertation is made available to BASSA: Western Cape to learn from the findings.

H. J. M. CRASS

AREM

18/2/2020
NB = copy to Ms Letempae & D.M.U.

Enq: Ms YN Sithole

Office number (011) 241 8354

Date 28 December 2019

Mr. M.S. Luthuli
Durban University of Technology
PO Box 1334
Durban
4000

Dear Mr. Luthuli,

Re: Request for Permission to Conduct Research within Orange Farm Local Office, Gauteng Region.

1. Your letter and mail dated 26 November 2019 has reference.
2. I acknowledge receipt of your letter requesting permission to conduct survey research on **"Disbursal of Social Security Grants, perspectives from selected areas of Gauteng, Western Cape and KwaZulu-Natal, South Africa"**. SASSA is a progressive Agency which promotes research that enhances knowledge and development.
3. Please be advised that permission is granted for you to undertake this study in the Johannesburg District - Orange Farm Local Office, within the SASSA Gauteng Region. Please present this letter when you access SASSA offices or engage with staff.
4. Note that SASSA cannot consent 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 publication process. It is advisable to remove identifiers such as names, vernacular terms and geographical hints when writing up your dissertation.
5. 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.
6. 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 gladly appreciate to be furnished with a copy of your completed dissertation.

Kind regards, ..

Mr. M.T. Matlou
Regional Executive Manager: SASSA Gauteng
Date: 2019/12/02



Kindly NOTE THAT MR.M.S.
LUTHULI HAS NOT CONDUCTED
HIS RESEARCH WITHIN SASSA
AS PER CONTENTS OF THIS LETTER:
THIS LETTER IS STILL VALID &
HE MAY CONTINUE WITH HIS RESEARCH

South African Social Security Agency
Gauteng Region

28 Harrison Street • Johannesburg 2000
Private Bag X120 • Marshalltown 2107
Tel: +27 11 241 8300 • Fax: +27 11 241 8306
www.sassa.gov.za



paying the right social grant, to the right person
at the right time and place. (SASSA)



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 "**Investigation of Social Security, disbursal in the South African Provinces**". 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...

Mr Simlindile W. Jabavu
Acting Regional Executive Manager

SASSA KZN

Date: 09/09/2021

GAUTENG PROVINCIAL ASSOCIATION FOR PERSONS WITH DISABILITIES

HEAD OFFICE

1 Western Boulevard,
City West,
Johannesburg

(GPAPD)

NPO: 044 069 / PBO: 930029312



PO Box 612

Crown Mines, 2025

Tel: 011 838 3012/6

Fax: 011 838 2636

Email: (1) millicent.gapd@gmail.com

(2) beena.gapd@gmail.com

(3) reception.gapd@gmail.com

9 September 2021

Durban University of Technology

P.O Box 1334

Durban

4000

Dear Mr. M. S. Luthuli

RE: REQUEST FOR PERMISSION TO CONDUCT RESEARCH STUDY IN GAUTENG (ORANGE FARM)

Your letter requesting permission to conduct research at Gauteng Provincial Association for Persons with Disabilities (GPAPD) refers. This is with regards to "Investigating the effectiveness of disbursing social disability grants in South Africa" with emphasis on your selected area in Gauteng (Orange Farm) which falls under GPAPD's area of operation. GPAPD is a progressive organisation, which promotes research that enhances knowledge and development. Please present this letter when you access the GPAPD offices and when you engage with respondents who are beneficiaries of GPAPD.

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 the publication process. Although GPAPD will assist you in accessing beneficiaries, we absolve ourselves on any responsibilities for your safety. There will be no financial assistance provided by GPAPD for your research study.

Please provide the organisation with a copy of the final approved dissertation for our records.

Kindly note that this letter is valid from today until 31 December 2022

Yours sincerely

Ms. B. Chiba (Director-GPAPD)

SUB OFFICES:

1. SEBOKENG

Stand 00, Zone 18, Sebokeng Tel / Fax: 011 988 0000 Cell: 061 464 5700

2. TEMBISA

43 Benin and Jacky Street, Emtelen Section Tembisa, 1632 Cell: 061 461 1626 / 061 462 7570

3. ORANGE FARM

Stand 15747, Ext 4 Orange Farm Cell: 061 462 4598

4. TSHWANE

FUNDED BY:

**Department of
Social Development**

SAINT GILES

A NON PROFIT ORGANISATION FOR THE DISABLED



10 September 2021

**Durban University of Technology
PO Box 1334
DURBAN
4000**

Dear Mr MS Luthuli

RE: Permission to Conduct Research Study at SAINT GILES

Your request to do research at SAINT GILES Association for the Disabled refers.

Permission is herewith granted to conduct your Research Study at our Association. Kindly note that participation of our beneficiaries is voluntary and therefore the Association cannot guarantee the number of beneficiaries who will be willing to participate.

SAINT GILES expects you to adhere to all ethical considerations in terms of confidentiality of data analysis or during the publication process. Although SAINT GILES will assist you in accessing the beneficiaries, we will not be liable for any payment or take any responsibility for damages during your research study.

Kindly provide SAINT GILES with a copy of the final approved dissertation for our records.

Yours sincerely

David Storm
Managing Director

SAINT GILES ORGANISATION FOR THE DISABLED (RF) NPC T/A SAINT GILES
CO REG NO: 2000/009990/08 002-298 NPO
4 Prince Street, Durban 4001 PO Box 38015, Point 4069 Tel: 031-337-4404
info@saintgiles.org.za www.saintgiles.org.za

PBO130000783
Fax: 086-668-9348
Facebook: Saint Giles Durban

Directors: C.D.C.S. Dos Santos, R. Gowling, K.C. Kyd
G.S. McDonald, A. Stewart, D. Storm (Managing)

Cape Town

Association For The Physically Disabled
Vereniging Vir Liggaamlik Gestremdes
Umbutho Wabalimele Ngomzimba

006-473 NPO



6 July 2021

Durban University of Technology
PO Box 1334
DURBAN
4000

Dear Mr MS Luthuli

RE: **Permission to Conduct Research Study at Cape Town APD**

Your request to do research at Cape Town Association for the Physically Disabled refers.

Permission is herewith granted to conduct your Research Study at our Association until 2022. Kindly note that participation of our beneficiaries is voluntary and therefore the Association cannot guarantee the number of beneficiaries who will be willing to participate.

Cape Town APD expects you to adhere to all ethical considerations in terms of confidentiality of data analysis or during the publication process. Although Cape Town APD will assist you in accessing the beneficiaries, we will not be liable for any payment or take any responsibility for damages during your research study.

Yours sincerely

Wilfred Diedricks
Chief Executive Officer

Name of the Local Office – Archie Gumede

To : DUT IREC Committee
From : SASSA Clermont Team Leader Grants Administration
Subject : Letter confirming study pilot testing for Mthokozisi Sydney Luthuli-
20716929
Date : 29 June 2021

Dear IREC Committee,

This letter serves to confirm that Mr Mthokozisi Sydney Luthuli ID Number: 861005 5393 084 student number: 20716929 enrolled for PhD in your university with the study entitled: Improving the administration of disability grants in South Africa's Social Security Agency has pilot tested his study using our Clermont SASSA branch. His questionnaire tools are done satisfactorily to achieve the anticipated outcomes of his study with the SASSA fraternity.

I hope that this letter meets with your anticipated requirements for his PhD study.

Thanking you for your time.

Yours sincerely,

Nonceba Sithole

031 285 0761



[*paying the right social grant, to the right person,
at the right time and place. NJALO!*]



Tel: 0123483134
Cel: 081 347 6060
Fax: 086 592 4049

Offices 204, 2nd Floor Glenrarr
62 Glenwood Roa
Lynwood Gle
Pretoria 008

E-mail: info@frenchside.co.za

Reg No: 2011/102722/2

Date : 23rd June 2021

To whom it may concern,

Company Name : Frenchside Translation and Interpreting Service cc.
Trading as : Zulutranslation

We hereby confirm that we are professional translators, and we will translate for the below mentioned student for his research tool instruments from English to IsiZulu.

Name (s): Mr Mthokozisi Sydney Luthuli
Student number: 20716929
ID Number: 861005 5393 084

Hope all is in order.

Yours sincerely

Sibusiso Ntuli
Language Coordinator
Tel : 012 348 3135

FRENCHSIDE
Translation and Interpreting
22/23
frenchside.co.za
Tel: 012 348 3135
Fax: 086 592 4049

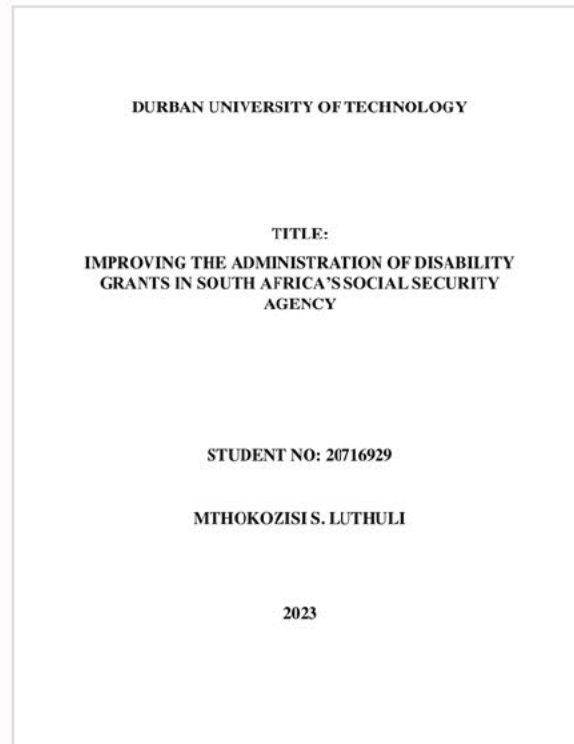


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Page count: 347
Word count: 111,229
Character count: 612,155
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EDITOR'S LETTER

Researchers Beyond-Borders (PTY)
Umhlanga, Durban
South Africa
30 April 2023

To whom it may concern

Editing of Doctoral Thesis: Mthokozisi S. Luthuli (Student number -20716929)

Title of dissertation: Improving the administration of disability grants in South Africa's Social Security Agency

This letter serves as confirmation that the aforementioned dissertation has been language edited.
Any queries may be directed to the author of this letter.



Regards

Maleni Pillay
Researchers Beyond-Borders
consult@researchersbeyondborders.com
www.researchersbeyondborders.com