

Assessing the Implementation of the eThekweni Municipality's Military Veterans Policy

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ABSTRACT

The study was premised on understanding the implementation of the eThekweni Municipal Military Veteran Policy in 2018. The Military Veterans Policy (MVP) aims to help improve the quality of life of Military Veterans and their dependents so that they may realize socio-economic advances years after their role in fighting for democracy ended. Hence, this study aimed to assess the implementation of the eThekweni Military Veterans Policy within the eThekweni Municipality. A qualitative research design based on an interpretive paradigm has been applied for this study using a Critical Theory approach. Arising from the analysed data, a significant discovery revealed insight into who a military veteran is, as well as insight into the issues affecting the implementation of the eThekweni Military Veterans Policy, including insights into who a military veteran is and furthermore, an understanding of the implementation of the eThekweni Military Veterans Policy in the eThekweni Municipality. Additionally, there has been deliberation on the areas of significant weaknesses and ways the eThekweni Municipality can improve their relationship with military veterans in the area. The study offered informed recommendations, prospects for future research, and some conclusions based on the study objectives.

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DECLARATION

I, Philani Zondi, hereby declare that the dissertation submitted for the Degree Master of Management Science: Public Administration in the Faculty of Management Sciences at the Durban University of Technology is my own original work and has not previously been submitted to any Institution of Higher Education. All the resources that I used for this study are cited and referred to in the bibliography list by means of a comprehensive referencing system.

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Mr. Philani Zondi

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ACRONYMS

African National Congress	ANC
Annual Performance Plan	APP
Azanian National Liberation Army	AZANLA
Azanian People's Liberation Army	APLA
Central Business District	CBD
Department of Military Veterans	DMV
Disarmament, Demobilization and Re-integration	DDRR
Disarmament, Reinsertion and Re-integration	DRR
Durban University of Technology	DUT
KwaZulu-Natal	KZN
Medium-Term Expenditure Framework	MTEF
Member of Executive Council	MEC
Memorandum of Understanding	MOU
Military Veterans	MV
Military Veterans Policy	MVP
Ministry of Ex-Combatants and Veterans of the Motherland	MACVP
Peoples Liberation Army of Namibia	PLAN
Qualitative Data Analysis	QDA
South Africa	SA
South African National Military Veteran Association	SANMVA
South African National Defence Force	SANDF
South African Defence Force	SADF
South Africa Police Service	SAPS
South West African People's Organisation	SWAPO

South West African Territorial Force	SWATF
Southern Africa Development Community	SADC
Statistics South Africa	StatsSA
UMkhonto we Sizwe Military Veterans Association	MKMVA
UMkhonto weSizwe	MK
United Kingdom	UK
United Nations	UN
United States of America	USA

CHAPTER ONE

OVERVIEW OF THE STUDY

1.1 INTRODUCTION AND BACKGROUND TO THE STUDY

This chapter introduces the study and provides an overview of the dissertation, which is research conducted to assess the eThekweni Municipality Military Veterans Policy. It provides an introduction and background to the study; The Problem statement; Aims of the study; Objectives of the study; Research questions; Significance of the study; Scope of the study; Definition of concepts; Structure of the chapters; and Summary of the chapter. The study is about a historical liberation struggle event and a post-liberation ex-combatant. There has been no study on the eThekweni Military Veterans Policy. This is the first case study regarding the South African liberation struggle, military veterans (ex-combatants) and National Military Veterans Policy. Much documentation and research mainly happened from 1994 to 2015, but currently, research interest into the ex-combatants' matters have declined, making it difficult to find recent literature. This highlights the importance of this study. New materials published in 2018 are scanty regarding the ex-combatants' matters. The researcher is compelled to utilise information and data from previous documentation before 2018. The study has performed historical material and report reviews to understand the background context and enabling balanced assessment of the eThekweni Military Veterans Policy implementation.

The focus of the study centred on the welfare of former military veterans, namely the South African National Military Veterans Association (SANMVA), which formed after the successful military campaign against the Apartheid regime from the 1990s until today. The SANMVA encompasses military veterans (ex-combatants) of former African anti-apartheid Liberation Movements such as the Azania People's Liberation Army (AZANLA); Azania National Liberation Army (APLA); Bophuthatswana Defence Force (BDF); Ciskei Defence Force (CDFMVA); uMkhonto weSizwe (MK); Transkei Defence Force (TDF); and Venda Defence Force (VDF) (South Africa Military Veterans Association, n.d.). As the research has been situated in the eThekweni Municipality, there is a need for an overview of the historical background of eThekweni before narrowing down to historical matters about the liberation struggle and the post-liberation democratic era of South Africa and how that critically relates to the military veterans.

The entire KZN Province has Zulus, a dialect of the Nguni ethnicity, who have historically been the main occupiers of the area that borders Xhosa, Sotho, Swazi, Ndebele, and Shangaan people, to the east of which is the Indian Ocean (KwaZulu-Natal Economic Development, Tourism & Environmental

Affairs, 2021). There were successive generations of various Kings until the famous King Shaka organised the Zulu people into one Kingdom under his rule, and subsequent Kings maintained that unity.

Vasco da Gama, the Portuguese explorer, happened to pass by Durban Bay in 1497 as he navigated around the continent from the West. He named the Bay area Rio de Natal (Christmas River) on the presumption that several rivers flowed into the bay. The area became a place that sailors marked as a stopping point (SA History Online (a), 2011). Several years after da Gama's arrival, the English settlers arrived in 1823 on the vessel 'The Salisbury' under Lieutenant James King's command to trade up and down the South African coast. The importance of the Bay made King campaign for support from England to make it a permanent English settlement. The Bay catchment maintained the Portuguese name Port Natal, even with the English settlement, until it earned its name after the Governor of the Cape Sir Benjamin D'Urban, in 1835, which happened after the death of the Lt. King in 1828. The new English settlers in 1844 annexed extra land in the southern portion of Natal as an addition to their Cape Colony, beyond what King Shaka had ceded to them for settlement, which was a breach of the settlement agreement (eThekweni Metropolitan, 2021, p. 7).

The British were compelled to look elsewhere, namely east to India, for labourers as the local Zulu people resisted working for them. That resulted in the importation of several thousand indentured labourers from British India to take up work in the sugarcane fields (SA History Online (b), 2011). Durban developed as a town and later became a city and municipality, had its foundation with a young British immigrant:

George Cato to lay out the town properly with three main streets, each 100ft wide – enough to turn a wagon and 16 oxen (the reason why city centre roads in South Africa are so wide). In 1860, a railway linked the harbour with the small town, and within 30 years, it reached all the way to Johannesburg, as the town of Durban began to expand from the swampland to the cooler hills of the Berea. The discovery of gold was a major boost to the port, and the discovery of coal in Dundee resulted in many ships using the port for bunkering (eThekweni Metropolitan, 2021, p. 8).

The great improvement in Durban helped shape the mining industries that had started, like the discovery of coal in Dundee that resulted in many ships using the port for bunkering. The expansion of the town happened in 1932, with many suburbs being created with the immigrants' influx. In 1935,

Durban was granted city status. With the demise of apartheid and the advent of democracy and freedom from racism and segregation in 1994, that achievement, to which the military veterans contributed much, unleashed a new flow of development in Durban and its enclave. The city attained Durban Metro status by the inclusion of large areas at the northward section beyond the uThongathi River and southward into Amanzimtoti, and westward to almost Cato Ridge. The metro was in 2000 renamed eThekweni, derived from the Zulu word iTheku which means a bay or lagoon, as an inclusive Unicity (eThekweni Metropolitan, 2021, p. 8).

Considering the preceding background and the promulgation of apartheid policy in the 1940s, the political situations based on South Africa's apartheid history later triggered the need for a freedom struggle by African, Coloured, and Indian people who had been suppressed and excluded from the mainstream economy. They resorted to armed struggle after several protests failed to achieve the desired cooperation for dismantling racial segregation and establishing democratisation in a non-racial South Africa (Benson, 1992, pp. 20-26). The defunct National Party's adamance to comply with the majority population pressure compelled resistance by various freedom fighting movements like the ANC, AZAPU and PAC to resort to rebellion and armed violence to fight the unjust, oppressive, and inhumane apartheid regime of the white minority, with external support from African and non-African countries (Fonseca, 2019, pp. 107-108; Schade, 2019, pp. 94-95). As part of the ANC strategy, the formation of the UMkhonto we Sizwe wing was inevitable, as well as other militant groups formed by the PAC and AZAPU.

UMkhonto WeSizwe, which has been the military wing of the ANC, was founded outside the country in December 1961 (Saeboe, 2002, pp. 16-17) and from the mid-1970s played its role in the battle to overthrow the Apartheid government since its formation (Kasrils, 2016). Many young people were drawn from across the country and smuggled outside as recruits to Angola where the initial training camps were set up with the support of the new Angolan state Government and other stakeholders (Saeboe, 2002, pp. v. 50-52). It has been acknowledged that the crop of recruited young people had ample education, that made them useful compared to the military from Zimbabwe. The militant movement or force was re-launched in the country at the behest of the ANC National Executive Committee in December 1975 (Saeboe, 2002, p. 50).

The ground for the success of home-based underground MK was feasible because, according to Saeboe (2002, p. 46),

A new wave of struggle was under way at "home" with the workers' unrest in Durban in 1973. With the formation of the students' movements and the black consciousness organisations, South Africa witnessed the first organised resistance movements since the banning of the ANC and the PAC in 1961.

This had further been considered plausible with other neighbouring states like Mozambique and Zimbabwe being ready to be independent. It was expected that this would add to the pressure on the apartheid government. However, the contrary happened as the apartheid government in SA grew fiercer, threatening war with neighbours that allowed ANC insurgency through their territories to SA (Kasrils, 2016). The starting and location of the militant cadre movement were ideal for distant Angola.

The glimpse of the task and operations of the MK cadres can be seen as very arduous with enormous life risk, especially those that had to operate within the country facing the voracious apartheid force, the South African Defence Force (SADF) and the fierce killer police (Kasrils, 2016). Hence, with many dying within operations, many others survived within the country and the cadre returnees were needed in the successful aftermath with the demise of apartheid.

The post-apartheid move into the democratic dispensation has seen policies made, and entire departments established to handle and ensure the proper functioning of the SANMVA. The Department of Military Veterans, as established, has a mandate from the Military Veterans Act 18 of 2011 and other human rights legislative instruments to commandeer its obligations as:

"...to provide national policy and standards on socio-economic support to Military Veterans and to their dependants, including benefits and entitlements to help realise a dignified, unified, empowered, and self-sufficient Military Veterans' community" (Department of Military Veterans, 2014, p. 35).

Indeed, the enormity of the challenge can be seen with the establishment of entire departments to handle their matter.

However, for the better part of freedom and democracy, the contribution and sacrifices of military veterans such as UMKhonto we Sizwe has to a large extent been one of the most important aspects of South African history as “armed pillars that became the vehicles to achieve democracy” (Department of Military Veterans, 2021). It is against this background that the current study attempts to unravel the issues surrounding the SANMVA policy at the local municipal level.

1.2 THE PROBLEM STATEMENT

Premised on the historical past of South Africa, post-conflict re-integration regarding the post-conflict dynamic of the country has become a complex and long-term process, especially regarding the process of military veterans and their dependants settling into their communities (social re-integration), becoming part of the decision-making process (political re-integration), engaging in sustainable civilian employment and livelihood. As of 2017, Government information stated, “The Department of Military Veterans has provided education support to over 7 000 military veterans and their dependants” (Government Communication and Information System, 2018). It also includes adjusting their attitudes and expectations to the new realities of the country and their lives, and to deal with war-related trauma (Dzinesa, 2018: 5).

The main problem of this study is premised on the fact that Military Veterans (MVs) contributed during the struggle for freedom and democracy. Thus, there is a view that MVs have not been given enough attention and, to a certain extent, feel ignored and neglected. Although Ocayah (2021, p. 9) has stated that there has been an “upsurge in literature on how to prevent conflict relapse”, which pertains to Disarmament, Demobilization and Re-integration (DDRR) in particular internationally, Dzinesa (2018:5) and Heinecken and Bwalya (2013, p. 43) have pointed out that in South Africa, there is a shortage of research that deals with policies that guide the provision of MVs benefits and the satisfaction or dissatisfaction of MVs about the provision of these benefits. In line with the preceding statement, the need for an informed policy to guide and sustain the preceding assertion is now imperative. In this regard, this study utilises insights into holistic support from other disciplines to investigate the implementation of the Military Veteran Policy with the case study of the eThekweni Metro.

The ANC government remains recalcitrant for the glaring issue that has sparked numerous picketing and demonstrations across the country (Heinecken and Bwalya, 2013). The problem can be described as political broken-heartedness and management deficiencies, culminating in disappointment and unfairness to some SANMVA members after almost 30 years into democracy. Whilst some of them have been able to surmount the challenges, some of their fellows are facing situations of redundancy (SABC, 2017). The main problem of this study is premised on understanding the level of sporadic agitation sometimes started by the SANMVA members and how that is justified by theory. Thus, the eThekweni Municipality has been selected as a case study. There is a policy crisis, and the research will explore identifying the very issue and how that theoretically plays out in politics and the entire society.

1.3 AIM OF THE STUDY

The aim of this study is to assess the implementation of the Military Veterans Policy in within eThekweni Municipality.

1.4 OBJECTIVES OF THE STUDY

The following objectives guided the research design and its culmination with this report. The following objectives were pursued:

- i) To assess the implementation of the eThekweni Municipality's Military Veterans Policy;
- ii) To record the historical background and rationale for the establishment of the Military Veterans' Policy of eThekweni Municipality;
- iii) To review the success and challenges associated with the implementation of the Military Veterans' Policy in the eThekweni Municipality; and
- iv) To offer future recommendations to strengthen the effectiveness of implementing the Military Veterans Policy in the eThekweni Municipality.

1.5 RESEARCH QUESTIONS

These questions were identified based on the research aim, the problem statement, and the three objectives guiding the study for answers using the research findings:

- i) How is the implementation of the eThekweni Municipality's Military Veterans Policy?
- ii) What led to the establishment of Military Veterans' Policy in the eThekweni Municipality?
- iii) How has eThekweni Municipality navigated their successes and challenges in their implementation of the Military Veterans' Policy?
- iv) What future views and recommendations can be offered to implement policy for Military Veterans in eThekweni Municipality?

1.6 THE RATIONALE FOR THE STUDY

The study is critical because it assesses how eThekweni Municipality has been able to implement and adapt National Policy within the sphere of local government. The study attempts to contribute to the body of knowledge, by providing data on some of the challenges and the effectiveness that the municipality experiences when MVP is being implemented. The benefits of the study are that it will provide a platform for understanding the problems surrounding MV's. Equally, the study becomes pivotal in a sense that it serves to propose ideas found by even placing recommendations. The views and recommendations will assist in reducing tensions between various role players like policy makers. MVs themselves must find a place to record their ideas through empirical and academic study.

1.7 SIGNIFICANCE OF THE STUDY

The study is important as it offers relevant information on the effective use and implementation of the important policy to manage and acknowledge the role of ex-combatants in the bring freedom and democracy to South Africa. The benefits of the study are that it provides insight into understanding problems surrounding military veterans' interests and concerns at the local level at eThekweni; and it serves as a reference for future researchers.

1.8 SCOPE OF THE STUDY

The scope of the study is limited to the eThekweni Municipality's recognised military veterans' organisations. Therefore, the study is confined only to that vicinity and not the entire KwaZulu-Natal Province. Some factors beyond the researcher's control did not enable him to get access to the eThekweni Military Veterans directorate relevant documents and the Officials' side about certain allegations ex-combatants raised in the interviews. These limitations have partly impacted the conclusions drawn based on one side of the story.

1.9 THE STUDY LIMITATIONS

The research started well; however, it is not without inadvertent challenges that are limitations to the findings and the conclusions, despite the rigorous research design and comprehensive data collection process, this study on the eThekweni Military Veterans Policy has certain significant limitations that should be acknowledged as required in any standard research reporting.

- a. **Sample size:** The study utilized a relatively small sample size of 15 participants, which may limit the generalizability of the findings. The small sample may not fully capture the diverse perspectives and experiences of all military veterans in eThekweni. Future studies with larger sample sizes could provide a more comprehensive understanding of the issues surrounding the policy.
- b. **Sampling bias:** The participants were selected using a purposive sampling method, which may introduce bias and limit the representativeness of the sample. The findings may not fully reflect the views and experiences of all military veterans in eThekweni. Using alternative sampling methods, such as random sampling, could mitigate this limitation and enhance the external validity of the study.
- c. **Saturation limit in interview responses:** A saturation point was reached during the data analysis, where no new or meaningful information was obtained after analysing a certain number of interviews. As a result, nine of the responses were nullified, potentially omitting important perspectives or experiences from the final results. The interviews, because of cost, could not be repeated but utilise the adequate number of responses that were available, and

have been used to respond to the research questions. This limitation may affect the breadth and depth of the data analysis as not representing all the participants, and coupled with the absence of some Municipal Officials whose response could have been of value to shed light on the weaknesses on the side of the eThekweni Municipality implementation of the eThekweni Municipality Military Veterans Policy, and researchers should consider ways to address this issue in future studies.

- d. **Self-reporting bias:** The study relied on self-reported data obtained through interviews, which may introduce bias in participants' responses. Social desirability bias or participants withholding certain information due to personal motivations or concerns about confidentiality could impact the accuracy and reliability of the data. Using multiple data collection methods, such as observations or document analysis, could help triangulate the findings and enhance the validity of the study.
- e. **Time constraints:** Conducting a comprehensive study on the eThekweni Military Veterans Policy within a limited timeframe posed challenges. The time constraints may have limited the depth of data collection and analysis. Future studies with extended timeframes could allow for a more thorough exploration of the topic and provide a more nuanced understanding of the policy's implementation and impact.
- f. **Limited generalizability:** The study focused specifically on the eThekweni Military Veterans Policy and its implementation in a specific geographic location. Therefore, the findings may not be directly applicable to other contexts or regions with different policies or socio-political dynamics. Researchers should exercise caution when generalizing the findings beyond the scope of this study.
- g. **Contextual factors:** The research was conducted within a specific socio-cultural and political context, which may have influenced the participants' perspectives and experiences. The unique characteristics of eThekweni and its military veteran community may limit the transferability of the findings to other settings. Future studies could explore the policy's implementation in different contexts to provide a more comprehensive understanding of its effectiveness and challenges.

Awareness of these limitations is crucial in interpreting the findings of this study as they were beyond the control of the research, who has been under the constraint of time to complete and submit this

work. Despite these limitations, this research contributes valuable insights into the eThekweni Military Veterans Policy and lays a foundation for future studies to build upon.

1.10 DEFINITION of CONCEPTS AND TERMS

i. Epistemology

Epistemology is the study of what knowledge is, its sources, and its structure (Åberg, 2021, pp. 11, 34-35). It is the way one knows what one knows about that reality and how one represents it (Pervin and Mokhtar, 2022, pp. 422-424; Cooper and White, 2012, p. 16). Epistemology is also referred to as “transactional and subjectivist” (Guba and Lincoln, 1994, p. 110), thereby implying that the object of investigation and the investigator (researcher) are interactively connected, which makes the investigator not separated from the findings. The word originates from “epistemic”, a means of knowledge production. Edwards and Holland (2013, p. 27) identify knowledge as what humans’ fashion to make meaning from a universe of unlimitedness. To illustrate, it is like being in the ocean and using a search light to find one’s way. Thus, researchers must generate words and knowledge, which are products of knowing and knowing as they want. Hence, in an attempt to generate knowledge and try to know just like a researcher will be doing, the environment and culture all contribute within one’s peculiar predisposition to knowing and making meaning from knowing. Hence, the role of epistemology is to make concepts or conceptualisations to shape what one gets to know.

ii. Ontology

This describes what one knows to be the nature of reality, as how things are (Pervin and Mokhtar, 2022, pp. 421-422; Cooper and White, 2012, p. 16). The concept originated with the Greek philosopher Aristotle who used it to describe the state “being qua being,” learning about attributes that belong to things because of their very nature (Guarino, et al., 2009, p. 1f). In that case, ontology deviates from science and positivism which assumes discovery contrary to letting things be as they are in reality. Goldkuh (2012, pp. 5-6) has argued that ontology and epistemology are connected in “interpretivism because knowledge (understanding, meanings) is so essential in the ontological assumptions of the constitution of the world”.

iii. Military veterans

Some experts argue that there is no precise definition, but countries prescribe their definition based on what being a military signifies culturally. This is because attaining the honour of being a veteran does not translate into exciting benefits. Nevertheless, it has some social honour. Thus, in some western countries like the UK and USA, a very short-term in the army can earn one the honour of a veteran. In other countries, strict forms of definition apply, entitling the honour to only those that have served in combat. Yet other authors would distinguish a combat veteran from a veteran. Most importantly “most nations include as veterans those who have served on any type of operational mission (i.e., deployed outside of their home nation)” (Truusa and Castro, 2019, pp. 6-7). In South Africa, those that have passed through the SANDF are surely military veterans (so long as nothing of dishonour disapproves that). However, the Military Veterans’ Affairs Act 1999 Part 1 Section 1, item I, gives recognition to “recognised military veterans’ organisations” who were not members of the SANDF. That enjoins military veteran organisations such as uMkhonto WeSizwe, Azanian People’s Liberation Army (APLA) and Azanian National Liberation Army (AZNLA) for example, who are recognised military veterans. However, they were not state instruments but created by liberation movements.

iv. Ex-combatant

An ex-combatant is appropriately described as “actors in the conflict, ...need to surmount the trauma and face new challenges to survive in a society where conflict has destroyed most of the social, economic and human capitals” (International Labour Organisation, 2010, p. iii). The category of an ex-combatant requires such a person to have “laid down or surrendered their arms with a view to entering a DDRR process. Former combatant status may be certified through a demobilisation process by a recognised authority. Spontaneously auto-demobilised individuals, such as deserters, may also be considered ex-combatants if proof of non-combatant status over a period can be given” (UN, 2006, p. 7)

v. Re-integration

The-term ‘reintegration’ is simply for an ex-combatant. It is described by agencies involved as “a set of support activities issued to ex-combatants” (Torjesen, 2013, p. 2), and the UN defines reintegration as

the process by which ex-combatants acquire civilian status and gain sustainable employment and income. Reintegration is essentially a social and economic process with an open timeframe, primarily taking place in communities at the local level. It is part of the general development of a country and a national responsibility, and often necessitates long-term external assistance” (Secretary-General, note to the General Assembly, A/C.5/59/31, May 2005). (UN, 2006, p. 19).

Many reintegration projects have taken place across Africa and globally. In Southern Africa, ex-liberation movements in Namibia, Zimbabwe, Mozambique, and Angola, which used cadre military or recruited civilians to wage liberation wars, must embark on reintegration by re-civilising the ex-combatants.

vi. Transitional justice

Transitional justice is as “a set of legal, political, and moral dilemmas about how to deal with past violence in societies undergoing some form of political transition” Sharp (2014, pp. 5-6). It is a concept that started in the 1980s to early 1990s as some countries in Latin America and Eastern Europe had to deal with the consequences of violence from wars and revolts, as well as the end of the Cold War confusion to the demise of apartheid in South Africa. As such, there are various mechanisms of transitional justice. For example, large-scale human rights atrocities and physical violence—including murder, rape, torture, disappearances, and other crimes against humanity. Hence, the scope of transitional justice is nebulous as issues of economic violence, which includes the violations of economic and social rights, corruption and plunder of natural resources, all summing up as economic violence and economic injustice, fall under this concept (Albin-Lackey, n.d., p. 163).

vii. Policy management

As defined by Sager and Gofen (2022) a "policy implementation is a process that takes place within a given institutional setting and requires a specific organizational structure", which becomes the “implementation arrangement”. Thus, the institutional setting is the outer layer of the executive core wherein resides decision-making responsible for providing the parameters, for which effectiveness comes as meeting set goals required by the policy and the "competences of the resources available to the implementing agents". Policy management is the pre-occupation with “the establishment, communication, maintenance, and execution of enterprise information processing policies. As such, it spans a wide spectrum of organizational activity, from the high-level goals conceived by human intelligence to the sets of management tasks executed by computer automation” (Masullo and Calo, May 1993, p. 14).

viii. Case study

A case study is a qualitative research method type. Various experts have coined their definitions which cannot all be cited here. For example, according to Schwandt and Gates (2018, p. 600)

a case is an instance, incident, or unit of something and can be anything—a person, an organization, an event, a decision, an action, a location like a neighbourhood, or a nation-state... cases can be located at the micro (persons and interpersonal relations), meso (organization, institution), or macro levels (communities, democracies, societies) and involve one actor or multiple actors.

The authors see a case as “theoretical constructs” and as evidential, thus “discoverable”, and researchers must determine a case by giving it the required parameters. The definition that suits this study is seeing a case study as

a ticket that allows us to enter a research field in which we discover the unknown within well-known borders while continually monitoring our own performance; scalability; and our own, as well as general, existing knowledge” (Starman, 2013, p. 42).

There are two main classifications of case studies, namely i) classification according to the time dimension (Retrospective case studies, Snapshot studies, Diachronic studies); and ii) classification according to the theory formation. The essence of classification is to enable a researcher to use a case study based on empirical and abstract constructs such as purpose, time/period dimensions or theory/non-theory building, which all help in the theory selections and research designing.

1.11 STRUCTURE OF THE CHAPTERS

The structure of the dissertation is outlined below:

Chapter One: Introduction to the Study

This chapter provides an introduction to the study, presenting background information that inspired the research. It establishes the framework for the dissertation by highlighting the study's aim, research objectives, research questions, significance, and limitations. Key concepts and terms are defined, and an outline of the dissertation is provided. The chapter concludes with a summary.

Chapter Two: Literature Review

The second chapter explores the relevant literature related to the research problem. It begins with an introduction and then delves into thematic subjects such as Africa Liberation Struggles and Ex-combatant and Military Veterans Policies. The chapter also discusses the broader role of public policy and its implementation in the public sector. A section on Critical Theory is included, followed by a summary of the chapter.

Chapter Three: Research Methodology

This chapter provides a detailed discussion of the research methodology and research design employed to address the research questions. It covers the research paradigm, theory applied, data sampling and collection methods, ethical considerations, and the trustworthiness and reliability of the findings. A summary of the chapter concludes the discussion.

Chapter Four: Study Findings and Analysis

Chapter Four presents the findings of the research and provides an analysis of these findings using the identified research themes. The chapter concludes with a summary of the key points discussed.

Chapter Five: Conclusion and Recommendations

The final chapter begins with a summary of the dissertation and the lessons learned from the research. It is followed by a conclusion that wraps up the report, summarizing the main findings and their implications. The chapter then provides recommendations for various stakeholders involved in managing military veterans' policies, including the SANMVA members and the eThekweni Municipality authorities. Finally, a suggestion for future research is presented, bringing the study to a close.

By following this chapter structure, the dissertation ensures a logical flow of information, from introducing the study to presenting the findings, and concluding with valuable recommendations and directions for future research.

1.12 SUMMARY OF CHAPTER

Chapter 1 of the dissertation provides an overview of the entire study. It begins by introducing the historical context of the South African liberation struggle and highlights the research problem that arises in the post-liberation democracy period. This sets the foundation for the research aim, objectives, and questions that will be addressed in the study. The significance of the research is also discussed, emphasizing its relevance and potential contribution to the field.

Furthermore, key concepts and terms used in the dissertation are defined to ensure clarity and understanding. The chapter concludes with an outline of the dissertation structure, giving readers an overview of what to expect in subsequent chapters.

The next chapter, which is the literature review, will delve deeper into the relevant literature concerning the South African freedom struggle. It will specifically focus on the role of military veterans and explore the various issues surrounding policies related to the economic reintegration of ex-combatants. By examining existing research and scholarly works, the literature review will provide a comprehensive analysis of the topic and lay the foundation for the subsequent chapters of the dissertation.

CHAPTER TWO

LITERATURE REVIEW

2.1 INTRODUCTION

Chapter 2 plays a pivotal role in this dissertation as it delves into a thorough examination of existing literature pertaining to the research topic. It serves as the foundation for the analysis by establishing a robust theoretical framework that will guide the interpretation of the findings. The chapter has been meticulously organized to provide an extensive review of the South African Liberation Struggles, incorporating both domestic and international perspectives. Additionally, it explores the dynamics within the SADC Sub-Region and delves into the intricacies of the SA national and local eThekweni Military Veterans Policies.

One significant aspect that will be explored in this chapter is the policy cycle. The policy cycle is a conceptual framework that offers a comprehensive understanding of the different stages that policies typically undergo. This framework helps shed light on the complexities of policy formulation, implementation, evaluation, and revision. By comprehending the policy cycle, we can gain insights into the various factors that influence the effectiveness and impact of military veterans' policies. The chapter ultimately concludes with a concise summary section, which synthesizes the key findings derived from the extensive literature review. This summary serves as a crucial reference point for further analysis and serves as a springboard for the next chapters of the dissertation.

2.2 THE SOUTH AFRICAN LIBERATION STRUGGLES

The promulgation of apartheid policy in the 1940s that resulted in racial segregation unleashed consequential misery and dehumanization for all people of South Africa, particularly those who were marginalized and oppressed by the discriminatory system. The rationale for the apartheid policy against the indigenous people in the land until today cannot be rationally justified. According to Hetherington (1994, p. 24),

Blacks [Africans] grew and ginned the first cotton ever sold on the Pietermaritzburg market, and they owned at least two sugar mills, which they supplied from their own farms. Their knowledge of the care and breeding of cattle attracted international attention. Dissatisfied with the trade skills their children were being taught at mission schools, they initiated and financed their own private schools, and hired white teachers to teach their children the commercial and management skills they needed to become business owners rather than employees.

This dispels the notion that Africans were doing nothing and that it was whites who taught Africans farming and herding and makes it frivolous. Hetherington (1994) further asserts that the hard working nature and expertise of Africans rather provoked jealousy, which resulted in the lobby embarked upon by white farmers who could not compete with the indigenous people for state intervention and contributed to the imposition of segregation and narrowing the African people from the main economy. According to Hetherington (1994, pp. 23-24):

A little over a hundred years ago, in South Africa itself, black entrepreneurs were doing very well. They dominated the transport industry, and there were many superb farmers. They quickly recognized the benefit of Western technology. Blacks grew and ginned the first cotton ever sold on the Pietermaritzburg market, and they owned at least two sugar mills, which they supplied from their own farms. Their knowledge of the care and breeding of cattle attracted international attention. Dissatisfied with the trade skills their children were being taught at mission schools, they initiated and financed their own private schools and hired white teachers to teach their children the commercial and management skills they needed to become business owners rather than employees.

The unfolding scenario as captured by Hetherington (1994, p. 24) deteriorated into sharp rivalry where white farmers found themselves pushed into a corner, which some authors describe as non-cooperation from Africans to collaborate with them. Africans were unwilling to work for white farmers and mining industries because they were capable and involved in their local economic activities. As a result, indentured Indians and Chinese labourers were imported from across the Indian Ocean.

Subsequently, the punishment was inflicted on indigenous Africans by unjustified restrictions imposed on them, and Africans were restricted in land ownership (lands were forcefully taken from Africans (Ngcukaitobi, 2018, pp. 19-22, 68, 69, 159, 259, 272). From the 1950s, Africans were restrained from entrepreneurial and extensive commerce activities. The dispossession of land culminated in dwindling African farmers and obviously their displacement from serious farming ventures. Furthermore, the

education of African children was downgraded to sub-standard to make them unqualified for good wage jobs and incapable of competing with whites. That pushed the majority of Africans to menial low-wage labourer jobs without benefits. Thus, Africans were pushed from their lands which were taken over by whites who subsequently became owners of 87% of the country's land; whilst Africans as the majority population were forced to occupy 13% of the country's land, mainly in unfertile areas which have not been good for human settlement – townships and locations (Hetherington, 1994, p. 24).

The restraint on African socio-economic activities was not the end, but it went as far as segregation in employment roles at workplaces. For example, Africans in the mines were confined to hard labour and exploited, while whites occupied supervision roles and were well paid. Africans were allowed only subordinate roles in civil service and the private sector (The CJPME Foundation, 2014, pp. 2-4). The segregation and marginalisation have resulted in the gradual pauperisation of South African indigenous people, and those who had the means left the country or joined the forces that were set to rebel against the structurally exploitative and apartheid system in South Africa (Strauss, 2019, p. 154; Modise and Mtshiselwa, 2013, pp. 7-8; Williams, 2010, p. 16). The anger that was fomenting amongst all the other races of colour culminated in the growth of liberation movements into the 1960s.

With the new democratic dispensation in South Africa from 1994, and the release of Nelson Mandela in 1990, the expectation of a new Rainbow nation (non-racial) where race does not determine a person's social and economic status has been high. The promulgation of the new South African Constitution that prescribed tenets for such a non-racial and non-discriminatory society has been globally lauded, especially the human rights values, which most of the liberation movements had fought for championed by the ANC (Ngcukaitobi, 2018, pp. 269-273). The constitution's human rights span widely covering not only the essence of equality amongst all races but also recognition of diverse religions, and sexual orientations, such as all being equal before the law (refer to section of the Constitution.).

Therefore, to address the past injustice that undermined the socio-economic welfare of the African people, various policy imperatives that require enhancing the economic opportunities of African people were promulgated after years of marginalisation and exclusion. Such policies include Black

Economic Empowerment, Affirmative Action (which grants job opportunities and positions to the most vulnerable – African women at the foremost in preference and previously disadvantaged), Youth Development Programmes and others. Yet poverty among Blacks remains acutely high. The “Gini coefficient, a ratio of inequality between 0 and 1 representing a perfectly equal and unequal society respectively, is 0.65, the highest in the world” (Bertelsmann Stiftung, 2022, pp. 5, 18). The state has implemented various funding schemes to ensure that the previously disadvantaged are empowered to rise and take space in the South African economy (Ngcukaitobi, 2018).

Despite the legislative instruments mandated constitutionally, most African people still languish in poverty and social mediocrity (Bertelsmann Stiftung, 2022, pp. 4-5). Over twenty-five years into democracy, the state of African citizens’ welfare remains deplorable under circumstances still dictated by the shadow of apartheid that lurks behind the prevailing socio-economic structures. Welfare policies put in place as social safety nets for the aged, poor mothers, children, and disabled people, amongst others, have been helpful though not adequate for the recipients (Bertelsmann Stiftung, 2022, p. 23).

The existing welfare immediate social relief facilities contributed to the inclusion of recognised military veterans for state support where such personnel were rendered unemployed over the years (Department of Military Veterans, 2014, pp. 12, 14, 22). Military veteran grants and stipends will not suffice unless they are considered for other benefits, considering the sacrifices they made during the liberation struggle. The next section will look at military veteran issues regarding veterans’ support and its legislative dimensions internationally, in the SADC sub-region, and narrowed to eThekweni Metro.

2.3 EX-COMBATANTS (RECOGNISED MILITARY VETERANS) AND MILITARY VETERANS POLICIES

The focus of the dissertation has been on military veterans in South Africa. Achieving the set objectives would require a critical study of veterans’ policy, issues around that, and how that shapes veterans’ behaviours in various countries. Danilova (2007, p. 2) states, “A starting point for the study of veterans’ policy is a review of military legislation. Such legislation defines a veteran position at different times,

determines what kind of groups of ex-service personnel are considered as veterans and how the state determines a veteran's right to privileges, and so on". In this vein, this sub-section will review veterans' policies of some selected countries overseas and in Africa to enable comparisons and benchmarks that will be useful for the analysis later in the dissertation.

2.3.1 The Disarmament, Demobilization and Re-integration as a Right of Ex-combatants

There are various kinds of human rights today. They encompass civil, political, economic, social, and cultural rights enshrined in the Bill of Rights in the South African constitution (refer to section of the Constitution). Thus, rights in most countries are statutory, and citizens can litigate in lieu of where their rights have been infringed upon. In the 1980s, when there was multiple inter and intra-state conflicts, the issue of rights emerged as a significant factor in conflict resolution and peace pursuits (Sharp, 2014, p. 9). The DDRR is one area in the post-conflict of ex-combatants to promote peace and forestall conflict awakening (International Labour Organisation/ILO Crisis Response and Reconstruction Programme (ILO/CRISIS), 2010, p. 9). Ex-combatants' rights must be assured and protected to avoid grievances that can lead to a resurgence of conflict (Department of Military Veterans, 2014, p. 14).

The context of DDRR should not be seen as a political reward to ex-combatants, but it is a deserving legitimate right to have ex-combatants adequately recognised and to ensure lasting peace. Internationally, the United Nations Security Council (UNSC) and United Nations High Commissioner for Refugees (UNHCR) have promulgated standards under which DDRR has to be enacted as legal and implemented (United Nations High Commissioner for Refugees, 2004, p. 4ff). In assessing the DDRR issues in South Sudan, Boshia (2013, p. 2) enacted the framework for ex-combatants as having three options for implementation in the post-conflict situation:

- i. Through a constitutional right only.
- ii. By an act of parliament or law bestowing rights, as with South Africa and Namibia.
- iii. Or both, a constitutional right and enabling law detailing how rights are to be enforced, such as in the cases of Zimbabwe and Mozambique.

Bosha (2013, p. 2) picked on case examples from Southern Africa and argues that when including the rights of war veterans in a constitution, certain considerations are at play, which are:

- The question of which type of war veterans will receive special rights. It may be feasible to only have special rights for the physically and mentally disabled, their widows and orphans (until legal adulthood).
- The danger of creating welfare-dependent war veterans.
- The maximum available resources the country can devote to the upholding of such rights.

While certain Disarmament, Demobilization, Rehabilitation, and Reintegration (DDRR) programs within the Southern African Development Community (SADC) have been commended for their design and execution, the situation in Zimbabwe presents a contrasting narrative. In Zimbabwe, the DDRR process underwent politicization, leading to an undesirable political affiliation between the ruling ZANU Party and the Zimbabwe Veterans Association. This dynamic created a scenario where resources became instruments of negotiation and exchange rather than being utilized for their intended purpose. Africa, Heinecken and Bwalya (2013, p. 43) argue that in South:

The promises made are extensive and while the Military Veterans Act, 2011 has the potential to improve the quality of life of veterans, ‘the challenge of adequate funding, human capital, ability to operationalise plans and monitor and evaluate its implementation are likely to impact on the delivery of the benefits and service to military veterans’.

Therefore, with sound policy, DDRR faces the challenge of execution crisis over resource availability. This scenario prevails in all the SADC states and beyond, even to the advanced Western world in cases mentioned below (item 2.4). DDRR is significant and costly where there is a high number of ex-combatants. In South Africa, the population of ex-combatants “estimated 56 000 – is not far off the number employed in the full-time forces of the SANDF” (Heinecken and Bwalya, 2013, p. 43).

The value of DDRR is to forestall a relapse into a violent conflict state where peace has been achieved. Thus, DDRR is defined as,

...a process of removing weapons from the hands of combatants, taking the combatants out of military structures, and helping them to integrate socially and economically into

society, DDRR seeks to support ex-combatants so that they can become active participants in the peace process (Heinecken and Bwalya, 2013, p. 43).

As an integrated programme of ex-combatants, DDRR often occurs in stages and is defined as follows:

- i. Disarmament: the collection, documentation and disposal of arms and ammunition from ex-combatants before transferring them to civilian status upon release.
- ii. Demobilization: the confinement of soldiers to barracks in order to conduct a census and other registration and documentation activities. It is the formal and controlled discharge of active combatants from armed forces or other armed groups.
- iii. Reinsertion: a form of short-term (often up to 1 year) transitional assistance to help cover the basic needs of ex-combatants and their families and can include transitional safety allowances, food, clothes, shelter, medical services, short-term education, training, employment, and tools.
- iv. Reintegration: a process that often includes providing training/rehabilitation programs to enable them and their families to become productive civilians.

The following section will provide a case review of some international countries and how DDRR has been implemented and conducted in the context of Military Veterans Policy.

2.3.2 International Cases - Implementation of Military Veterans Policy in the West

In the former Soviet Union and Russia today, the symbolism of a soldier in a country where the military bears the state's pride embodies not just respect but significance. Russia had been a bipolar power to the USA until the later 20th century when China ascended in its military might, creating the global military tri-polarity. At the end of the Cold War, the former Soviet Union shed 8.5 million soldiers who were retired as veterans (Danilova, 2007, p. 3). It was significant size, and their retirement went not without some benefits. Such benefits included entitlement to employment and education privileges.

Those that were war maimed or permanently injured had a onetime cash-compensation and a pension. It was after the post WW period into the 1960s that, according to Danilova (2007, p. 2), “the

Soviet Union developed the veterans' policy as an instrument to enhance public, military and state interrelations, to provide veterans' support for the current political actions". The attempt in the Soviet Union in coming up with veterans' policy to show the state's concern for the participants in the Great Patriotic War (the World Wars) has been essential in boosting the "public, military and state interrelations, to provide veterans' support for the current political actions" (Danilova, 2007, p. 2); and it also emboldens the significant role played by the ex-combatants and the emphasis of such value to the state.

The military will ever be the pride of Russia; its belief in effective militarism and sense of defending its communist system and safeguarding its heritage in astute professionalism starts with the military. Furthermore, the promulgation of military veterans' policy has been done to justify the value placed on the state army and those that happen to sacrifice should be rewarded satisfactorily. It is upon that the Russian veterans' policy enjoins veterans to be:

... eligible for an impressive set of privileges in health provision, housing, transports, tax, nursing care allowance for the severely disabled, including an automobile free of charge (model: Zaporozhets) with free service and payment for gasoline. Public transportation was free for veterans as well as a one-year trip to a health resort. They were entitled to telephones installed for free, to buy groceries at special stores and to have them delivered, and they were first in line to purchase scarce goods. Veterans were also the first citizens on the waiting list to get a flat or to build a house (Danilova, 2007, p. 3).

Honouring and veneration for veterans is nothing less than a shrine which Russian leaders must work to achieve cooperation within the Russian system. The veterans are a major lobby and influential group. In Russia, the veterans' community have different groups. It has been rational the force wielded by the military veterans that made Putin appease them. According to (Nichol, 2011, pp. 32-33):

Putin pledged to increase military pensions by 70%, perhaps to appease disgruntled former officers who had been forced to retire. It is possible that the recall of some officers slated for dismissal similarly reflected an effort to mollify discontent. These efforts also may well have been aimed at gaining military support in the run-up to the December 2011 legislative and March 2012 presidential elections.

According to the source (Nichol, 2011, pp. 32-33), Russian President Vladimir Putin made promises to increase military pensions by 70%, potentially as a means to address the grievances of retired officers who had been compelled to leave the military. It is also suggested that the decision to recall some officers who were scheduled for dismissal could have been a strategic move to appease any discontent among the military ranks. These actions by Putin's government were likely intended to garner support from the military leading up to the legislative elections in December 2011 and the presidential elections in March 2012. Furthermore, it is widely known that the military veterans in Russia have a strong political influence and are highly aligned with the ideology of the Russian communist system. They are considered the vanguard of the communist movement, actively promoting and defending its principles. The politicization of military veterans in Russia underscores their significant role in the country's political landscape, with their support and alignment being crucial for maintaining the current regime (Troianovski, et al., 2021; Danilova, 2007, p. 3).

The influence of the Russian military might have helped in conscripting people for the Afghanistan war. The emergence and mobilisation of the Afghantsi (as the Afghan war veterans came to be known) in Ukraine where many fighters came from, led to the formation of the Ukrainian Union of the Veterans of Afghanistan (UUVA) in June 1990. Hence, that went with the lobby for social benefits for those that qualified the judicial category of “veterans–participants of military conflicts on the territory of other states” (Sklokina, 2015, p. 134). Whilst the Afghantsi members were seen by others as ““occupants”, “aggressors”, and even “killers” in polemical texts published on this issue in the 1990s”; their adherence to unite from various Afghan veterans’ groups of military and patriotic clubs and paratroopers’ circles (administered by the former officers of the famous) had been useful (Sklokina, 2015, pp. 136, 138).

Furthermore, Afghantsi pride themselves on the excellency of the:

military skills and the ability to survive in extreme circumstances, developed by Ukrainians in Afghanistan, became important for the participation of the independent Ukrainian state in peace-making missions for the UN, OSCE and other international forces, as well for the development of the independent state’s armed forces (Sklokina, 2015, p. 142).

In the aftermath of the collapse of the Soviet Union, the Ukrainian government found the legacy of commitment to military veterans essential by adopting “laws that were quite beneficial for the veterans, benefits that were largely later taken over officially by the Ukrainian government in 1994” (Sklokina, 2015, p. 136).

Under Putin's leadership, Russia has supported the empowerment and self-realization of military veterans by offering opportunities for them to tap into their creative potential. This has enabled veterans to form an independent civil society group with the ability to influence the government and advocate for political and social transformations in Ukraine. The case exemplifies how implementing social protection policies can stimulate veterans' self-awareness and personal growth (Sklokina, 2015, p. 165).

In the United Kingdom (UK), the state policy officially grants recognition to any ex-service member as a veteran, including individuals who served in the army for at least over one day in the military and have drawn a day's pay (Office of Veterans Affairs, 2020, p. 2). Comparatively, this description is the most inclusive definition of military veterans that do not necessarily require being ex-combatant. However, that does not imply that their benefits have been satisfactory. Armed forces covenant which is a moral obligation, exists in the UK under Armed Forces Act 2011, and it guarantees that all members of the Armed Forces community should not suffer because of their service to the nation (Ministry of Defense - UK, 2020, p. iv; GOV.UK- Civil Service, 11 November 2015). There is the understanding that military veterans can achieve a decent life by transition into civilian life from the military one. That can be key for future success and wellbeing if that transition is successful with appropriate support and interventions such as uncomplicated housing assistance (Fleuty, et al., 2021, pp. 233-236). This led to enacting the Veterans' Strategy Action Plan: 2022-2024 which was enacted to achieve the following: understanding of the veterans' life and community experiences (UK Office of Veterans Affairs, 2022).

The UK Strategy Action Plan: 2022-2024 is also aimed at transforming service and support for veterans. The veterans have enabled the right to health and wellbeing support. Furthermore, within the Strategy Action Plan: 2022-2024, a recognition of the veteran's contribution will be acknowledged. By so doing, the UK government has committed itself to supporting all veterans to access the services they need to thrive in civilian life, regardless of their age, gender, marital status, disability, race, religion, belief,

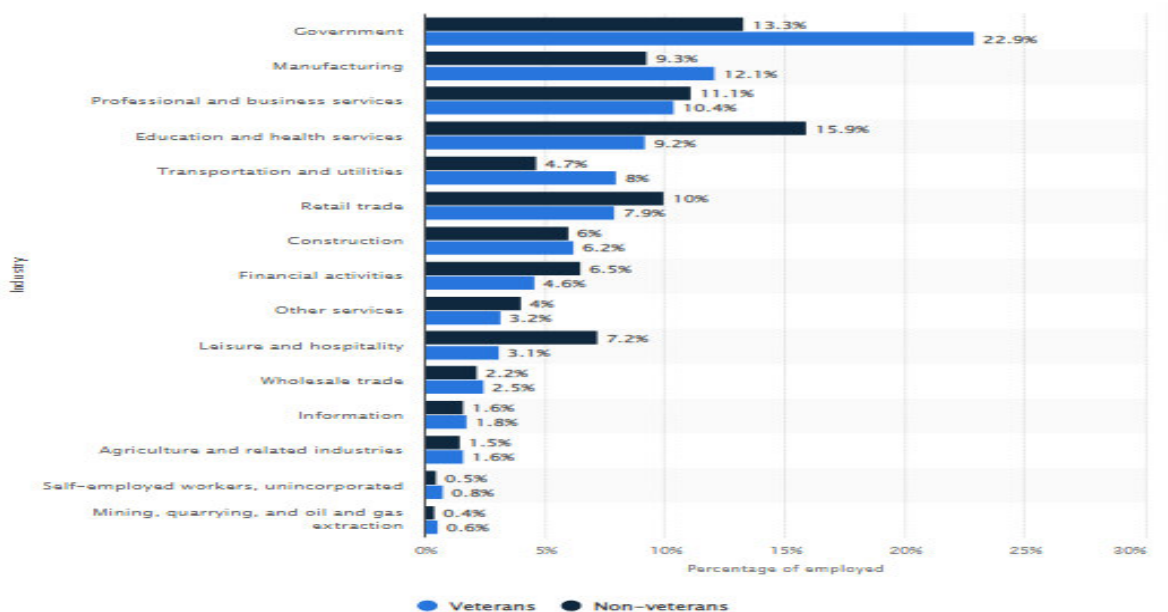
sex, or sexual orientation. The UK government, within the Strategy Action Plan: 2022-2024 wants all veterans and their families to feel their service has been valued and recognised (UK Office of Veterans Affairs , 2022).

According to Burtin (2020), the United States of America (USA) cabinet budget for veteran affairs:

reached an all-time high of 220 billion dollars for fiscal year 2020. With a staff of over 370,000, the VA is in charge of a total veteran population of over 18 million, for whom it administers not only healthcare benefits (via the single largest integrated hospital system in the nation), but also disability and death pensions, education benefits, job search services, and life insurance, among other programs.

This has placed the USA on top as the best in caring for veterans. Its Department of Veterans Affairs has made it possible for veterans to have access to a wide range of administered benefits. There are provisions that cover life insurance, among other programs.

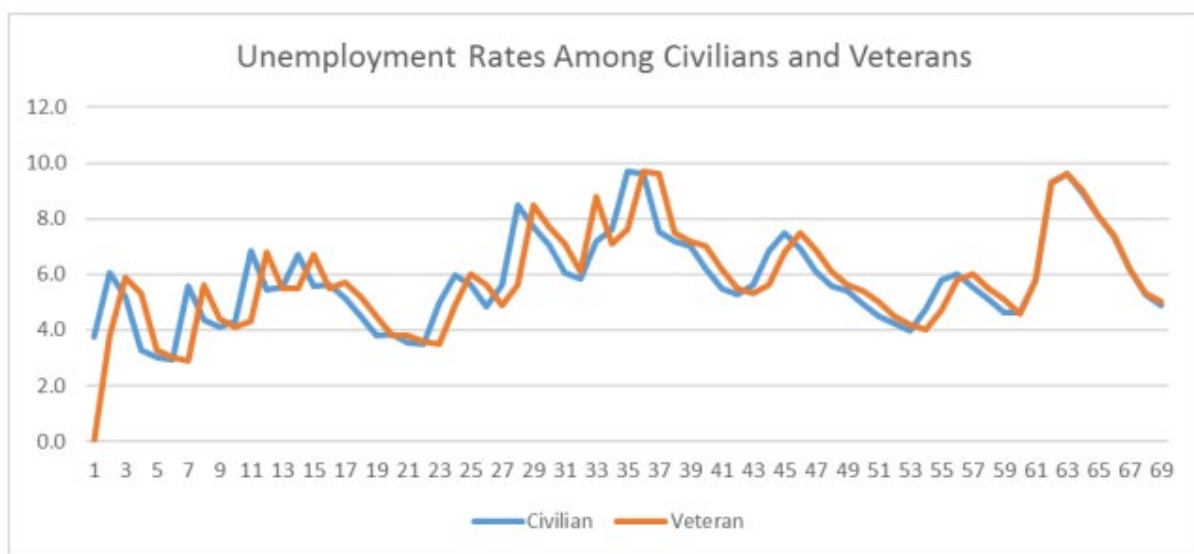
Figure 2.1. Percentage of employed veterans in the United States in 2021, by industry



Source: Statista (2022)

The USA veterans are favoured by an affirmative action, that gives preference over other applicants in civil service jobs where they apply. It is estimated that almost a third of the federal workforce are veterans. The assertion that veterans comprise one-third of the federal work force has been disputed by McCarthy (Mar 20, 2018). Figure 2.1 above shows that the sectors that have more veterans are the Government (22.9%), followed by Manufacturing (12.1%) and the Professional services sector with 10.4% (Statista, 2022). Lampka and Kowalewski (2017, pp. 21-22) found that the unemployment rate among veterans in the USA is not different from civilians who also contests the assertion that veterans are well-employed.

Figure 2.2. Comparison of Unemployment Rates Among Civilians and Veterans



Source: Lampka and Kowalewski (2017, p. 23)

Lampka and Kowalewski argue that as much as veterans are rich in skills and experiences, they remain comparatively unemployed. The reason has been explained as lacking education and information on the benefits veterans can bring to the work space.

All non-U.S. citizens that have served in the USA military (as well as their relatives) are entitled to naturalisation with more favourable conditions. Depending on their business activity, other former soldiers can enjoy various local or state-level benefits such as tax breaks. Together, these various programs form what can be described as the veterans' welfare state - a range of benefits available only to former soldiers and their relatives or survivors, which are like but legally separate from the policies available to civilians. Other challenges facing military veterans in the USA that are a concern

include transitioning from a structured environment to a non-structured environment, problems with family relationships, and identity issues related to separating from military service (Lester and Flake , 2013, pp. 122, 126, 130).

According to Giampagua (29 March 2019), “the government also states that it failed to make good on its promises to those who served. Veterans returning from Vietnam were met with an institutional response marked by indifference”. The public repulsion of the Vietnam War entirely affected the Vietnam veterans. Hence, the nature of war in the West determines public perception of its veterans. Beamis et al. (1995, p. 356) argue that “The Vietnam syndrome is redefined as blaming the troops who did the fighting rather than blaming the men who ordered them to do it,” which is attributed to formal and public perceptions and media portrayals. In the USA, service personnel have undergone multiple deployments, increasing the risk of veterans suffering post-traumatic stress disorder (PTSD) (Inoue, et al., 2021). The outcome has been high numbers of veterans and active-duty personnel committing suicide over the past six years “estimated as high as 8,000 suicides per year” (Haveman-Gould and Newman, 2018, pp. 21-22).

The National Guard and Reserves have been used for operational instead of strategic reserves. In such instances, the deactivation at the end of deployment affects such veterans, who cannot continue accessing the veterans’ benefits and must use the civilian health care system. In addition, “reserve veterans with health insurance from their employers do not fully cover their specific war injuries and needs” (Korb and Diallo, 2019, p. 2).

2.4 SADC STATES MILITARY VETERAN POLICIES CASES

This subsection presents military veteran policies strategy in some SADC countries. Such policies have been implemented to deal with military veteran’s welfare matters. The selected countries are Angola, Mozambique, Namibia, Zimbabwe, and the case of South Africa’s Military Veterans Policy is considered, which, thereafter, narrows on eThekweni Municipality, where its local Military Veterans Policy is discussed.

2.4.1 Angola Military Veterans Policy

Angola has been well mentioned concerning its ex-combatants, yet there have been hitches. Angola has established the Ministry of Ex-Combatants and Veterans of the Motherland (MACVP), which has the responsibility to help military and police veterans. The Ministry's mandate is included a social protection programme which aims to provide "social assistance to the ex-combatants with disabilities, reintegration of ex-combatants, the registry of ex-combatants and transfers to the association of ex-combatants" (World Bank, 2018, p. 80).

There is evidence that some ex-combatants might be in better positions with better benefits than some other members of their Association. Heinecken and Bwalya (2013, p. 33-34) observed that "liberation fighters and their children under 18 were eligible to receive a car every five years, an annual subsidy, a monthly pension, and free travel abroad for medical reasons". Heinecken and Bwalya further observed the politicisation of the veterans' situation where support for former ruling Movimento Popular de Libertação de Angola (MPLA) party was threatened. The wake of discontent among the Angolan ex-combatants has also been attributed to inadequate integration into society due to the nature of the Angolan veterans' support scheme, which has resulted in unpaid pensions leading to several protests by some of the ex-combatants. Hence, the establishment of MACVP.

The Angolan government's commitment to helping the military veterans has been genuine, though the challenges faced by military veterans can be endless in a liberated developing country like Angola. Despite the Angolan government's mindedness about ex-combatant welfare with financial guarantees, vocational rehabilitation assistance and post-war trauma counselling, the Angolan military veterans have not been adequately integrated into communities (World Bank, 2018, p. 80).

Housing provision has been one of the priority needs of military veterans in Angola. During the initial post-war period, the government focused on implementing modest-scale housing initiatives with the objective of reintegrating military veterans. One of these projects was the Aldeia Nova project, designed specifically for army veterans in the province of Kwanza Sul (Croese, 2016, p. 13). The goal has been relocating ex-combatants to rural areas and settling them in beneficial modern agricultural communities, which to Colletta et al., (1996, p. 77) is proven to be "comparatively useful".

2.4.2 Namibia Veterans' Policy

In Namibia, dealing with the ex-combatants happened in three phases: demobilization, reinsertion, and reintegration. Demobilization was implemented within Resolution 435 and the Brazzaville Accords to disarm and repatriate PLAN fighters in Angola and disarming and disbanding fighters of the South West African Territorial Force (SWATF) in Namibia. The reinsertion was planned for the short-term needs of PLAN (and SWAPO) returnees and ex-SWATF soldiers for up to one year. Colletta, et al. (1996, pp. 128-129) further argue that “neither demobilization nor reintegration initiatives targeted ex-combatants as one group but reinforced the separation between ex-PLAN and ex-SWATF”.

In responding to and meeting military veterans' welfare, the Namibian programs took a progressive timeline implementation. It took the Namibian government 20 years to solidify programmes for military veterans into a period of independence from the Republic of South Africa. According to the Namibia Military Veterans Act of 2008, “a veteran is anyone who contributed ‘consistently’ in the liberation struggle from 1966 to 1989” (Mazarire, 2019, pp. 6, 121). Therefore, providing welfare for such people has been the obligation of the national government. This definition has been criticised as discriminatory and seeks to exclude some other veteran groups whose version of involvement in the liberation history is not directly combat but had been with those that combated (Heinecken and Bwalya, 2013, p. 33).

According to Matshoba (2017, p. 18), through legislative mechanisms, Namibia offers military veterans' opportunities in the public sector private sector. This was accomplished based on which essential companies adopted government proposals to employ military veterans. Heinecken and Bwalya (2013, pp. 33, 35) also assert that Namibian veterans received a gratuity payment and skills development training as reports that the children of the liberation threatened to withdraw their votes from the South West African People's Organisation (SWAPO) if their plight is not addressed. Dzinesa (20 July 2012, p. 8) states that, in Namibia, military veterans have protested over their poor living conditions as compared to those of the ruling elite. This led to establishing the Socio-Economic Integration Programme for military veterans, aimed at affirmative action job placements in the public service for about 11 950 military veterans.

Additional benefits that military veterans received in Namibia included houses, burial, vocational skills, farms, and specialised income generation grants. These were provided under the social protection programs (Chiripanhura and Niño-Zarazúa, n.d., pp. 6,11,12f). Social Protections Programs allowed them to reintegrate into society and be able to carry on with their lives as civilians. Yet there are an estimated 3 000 liberation struggle veterans yet to be recognised formally for their benefits due (Kahiurika, 30 June 2020).

2.4.3 Zimbabwe Military Veteran Policy

One of the most cited cases of DDRR the Zimbabwean state military veteran policy (Bosha, 2013, p. 3). Zimbabwe's military veterans' policy was introduced to promote all military veterans in the army. The government banned the retirement of military veterans in the army because the state could not provide pension funds. Hove and Mutanda (2014, pp. 125-126) claim that the absence of sound economic policy pushed the country to economic collapse and engendered social and political strife. Military veterans became the subject of political manipulation by Zimbabwean President Robert Mugabe, who stimulated them to occupy thousands of white-owned farmsteads. In Zimbabwe, the liberation struggle veterans received financial assistance to start small-scale enterprises and skills training, and all received some form of pension (Kriger, 2003, p. 70; Hove and Mutanda, 2014, p. 117). In addition to the welfare assistance, the Zimbabwe war vets were promised twenty (20) percent of all land to be acquired by the state and residential determinations (Sadomba, 2008, p. 93). In this regard, Hove and Mutanda (2014, p. 126) assert that when the compensation and reintegration of military veterans are not appropriately managed, the consequences for the entire country can be dire.

2.4.4 Mozambique Military Veteran Policy

In Mozambique, the non-adherence to the reintegration needs of Military Veterans caused riots and disruptions in military barracks and an onslaught on the Mozambican National Assembly by disgruntled ex-combatants (Heinecken and Bwalya, 2013, p. 35). The Mozambican government provided ex-combatants with an 18-month subsidy and an agricultural kit to help them into civilian life (Alusala and Dye, 2010, p. 4). Furthermore, their needs were met with an education assistance package that was viewed as reinsertion or reintegration programmes intended to help military veterans tackle short-term post-war challenges (Wiegink and Sprenkels, 2020, p. 425).

The effective management of military veterans in Mozambique has been lauded by (Wiegink, 2020). Wiegink argued that the swift and seemingly unproblematic reintegration of the former ex-combatants of both Mozambican National Resistance (RENAMO) and the government forces was partially due to a well-planned and implemented disarmament, demobilization, and reintegration (DDRR) programme led by the United Nations (UN) Mission to Mozambique.

2.4.5 South Africa National Military Veterans Association

In South Africa, many recognised military veterans' organisations have been organised under one umbrella body known as South African National Military Veterans Association (SANMVA). This body is legally incorporated under the Department of Military Veterans (DMV). Their goal has been "A United Military Veterans' Community successfully integrated into the South African society" (South Africa Military Veterans Association, 2013, p. 1). This august body brings all the liberation movement ex-combatants together for state support and care. Currently, the following MVAs are the legally recognised ones:

- ✓ Azania People's Liberation Army Military Veterans' Association (AZANLAMVA)
- ✓ Azania National Liberation Army Military Veterans Association (APLAMVA)
- ✓ Bophuthatswana Defence Force Military Veterans' Association (BDFMVA)
- ✓ Ciskei Defence Force Military Veterans' Association (CDFMVA)
- ✓ Council of Military Veterans' Organisation of the Republic of South Africa (CMVO)
- ✓ Ukhonto weSizwe Military Veterans' Association (MKMVA)
- ✓ Transkei Defence Force Military Veterans' Association (TDFMVA)
- ✓ Venda Defence Force Military Veterans' Association (VDFMVA).

(South Africa Military Veterans Association, n.d.; Council of Military Veterans' Organisations of the Republic of South Africa (CMVO), n.d.).

A Military Veterans Policy has been formulated together with constitutional mandate gazetted to ensure that military veterans are catered for. SANMVA, thus, is "...a civil society (statutory & advocacy) body, which shall consist of a group of autonomous military veterans' organisations being a unified

umbrella, coordinating, and governing, directing and consultative body speaking with one voice on behalf of South African military veterans” (South Africa Military Veterans Association, 2013, p. 5).

a) Military Veterans Policy (MVP): Legislative Instrument

Recognised military veterans in South Africa have emerged as an outcome of the liberation struggle era. The struggle had different phases, with the negotiations for an equal society in the 1940s into violence and armed struggle (Benson, 1992, p. 11). Thus, some people in South Africa (various races) became involved in all the phases of the liberation struggle and other entities became instrumental, such as unions, churches or religion, school leadership formations, academia, armed wings of liberation movements, and many other formations (Houser, 1992, pp. 38-39f).

The armed wings have been UMkhonto weSizwe (MK) under the banner of the African National Congress (ANC); Azanian People’s Liberation Army (APLA) under the hospices of the Pan-Africanist Congress and Azanian National Liberation Army (AZANLA) (Khumalo, 2020, pp. 10-12). Against this background, those who became involved in military activities ended as recognised military veterans or ex-combatants, some of whom spent years outside the country. Some got military training inside the country (Heinecken, 2021).

The necessitated African resistance and compelled armed struggle against the unjust and inhumane conditions left some ex-combatants naturally with altered attitudes and a tendency to violence. Due to the perceived capacities for violence and collective action associated with military veterans (Heinecken and Bwalya, 2013, p. 31), they have been seen as a potential threat, in terms of political unrest and conventional crime. According to Davis (2021), “Only 13 members of the group of self-proclaimed “military veterans” who held ministers’ hostage over demands for veterans’ benefits last week do not have a criminal record. This emerged at the bail hearing for the group of 53, with the Hawks announcing that 29 have previous convictions for “minor cases” and 11 have previous convictions “which include murder, kidnapping, armed robbery, rape etc”.

Heinecken and Bwalya (2013, pp. 30-31) cited the siege at ANC headquarters in Johannesburg by 250 military veterans demanding legitimate attention or the government face the consequence of “unprecedented mass action”. In November 2019, for example, some disgruntled group claiming to be of Umkhonto WeSizwe Military Veterans Association (MKMVA) went out on a violent rampage on

the pretext of expelling illegal immigrants out of eThekweni taking the law into their hands (Mercury, 4 November 2020; Simelani, 2021). Thus, the aftermath has prompted the need to make provisions for military veterans and properly ensure they are not provoked to misbehave, knowing what they can do.

Heinecken and Bwalya (2013) contend that the decades before 1994 embodied many people suffering for their skin colour in South Africa. The tyrannical apartheid system had been in full swing at its last stage of democratic transition. The apartheid rule that had oppressed and marginalised people of colour for well over forty (40) years, from 1948-1994, was its decline into moribund (Mphambukeli, 2019, pp. 1-3). Indeed, the end of the oppressive regime and era stopped, but not without challenges for the new ANC government to deal with a load of development and DDDR of ex-combatants.

As negotiations intensified for government attention on the redundancy and sufferings of military veterans in South Africa, it took the President Zuma regime in 2007 for the state intervention to begin prescribing legislative instruments to be gazetted (Matshoba, 2017, p. 4). In 2011, with the enacted Military Veterans Act, President Zuma ordered the organisation of the various recognised military veterans as recognition for their contribution to the struggle for freedom and democracy. By so doing, eight recognised military veterans groups accepted working together under the SANMWA ambit in 2008 to provide for military veterans and offer them legitimate state support.

Indeed, Military veterans are not generally all jobless and redundant people; some of them have been enrolled in the South Africa Nation Defence Force (SANDF) (Mashike, 2008, pp. 447-448; Engelbrecht, 2007, pp. 3-4), and South Africa Police Service (SAPS). What has been worrying, according to Gear (2002, p. 96) is that:

...ex-combatants are commonly regarded as a particularly vulnerable constituency. They are required to find alternative means of income generation and insert themselves into the structures and systems of civil society, leaving their militarized pasts behind. For these reasons, they are considered to represent a threat to peace and security in 'post-conflict' societies.

Gear (2002, p. 96) highlights the concerns surrounding ex-combatants as a vulnerable group in post-conflict societies. The author emphasizes that ex-combatants face the challenge of transitioning from their military roles to civilian life, which includes finding new sources of income and integrating into civil society. This process of reintegration is seen as crucial for maintaining peace and security in post-conflict societies. The statement suggests that ex-combatants are often perceived as a potential threat to peace and security due to their unique circumstances. The expectation for them to abandon their militarized past and adapt to civilian structures and systems can be challenging. The difficulties they encounter in establishing themselves in society and securing livelihoods may make them susceptible to engaging in activities that could disrupt peace and stability.

There is therefore the need to support and assist ex-combatants during the transition process. It suggests that addressing the vulnerabilities and providing opportunities for income generation and social integration are crucial for preventing potential risks and fostering sustainable peace in post-conflict settings. By recognizing and addressing the specific needs of ex-combatants, societies can mitigate the perceived threats and contribute to their successful reintegration into civilian life. Hence, the issues of perception and paradox have helped frame and categorise the ex-combatants, sometimes negatively, compelling them to justify integration into civil society. Other authors differ on the stance that military veterans should be viewed with suspicion as ex-combatants.

Some authors expressed how these associations, while generally pursuing their legitimate objectives, are also susceptible to manipulation by political groupings (Heinecken and Bwalya, 2013, p. 35). They further interest unrelated to military veterans and can become a source of political instability (Kramm, 2017, p. 36). They can become an influential political group that pressures the administration to address their interests, demanding state capital and jeopardising the economic well-being of a country, as seen in the case of Zimbabwe. Sadomba (2008, p. 204) pointed out that:

...President Mugabe was adept enough to forge an alliance with the land movement to withstand a political surge from a wider opposition alliance. This allowed the presidency and its backers to regain political control, through using War Veterans and the land movement as campaigning asset during the 2000 general elections and 2002 presidential elections.

The backlash has been the dominance of the Zimbabwe military veterans in the ZANU affairs, because ZANU always needed the endorsement of the ex-combatants (Musemwa, 2011, pp. 124, 125, 129, 130) (Bulawayo24, 2022).

According to Heinecken and Bwalya, (2013, p. 36), the South African government established SANMVA to bring under “control and defuse the possibly volatile condition that is emerging among the more vocal former liberation force associations and others”. Hence, the voice of SANMVA was officially endorsed once the Military Veterans Act 18 of 2011 was in place. In concluding that pact, it is worth noting that literature seems to have drawn some similarities. Some countries show similarities in the behaviour of military veterans and how they organised themselves into associations that became influential lobbies or pressure groups. The study is focused on how these associations and veterans' influential lobby groups play some role in the Municipalities, in this case eThekweni Metro Municipality, and how that affects the Veteran Policy implementation positively and negatively.

For example, the Supernumerary Post of Water Services Agent Supervisors and Water Services Agents in the Water and Sanitation Unit by the eThekweni Metro resulted in court contestation which was won by SA Municipal Workers Union (SAMWU), Independent Municipal and Allied Trade Union (IMATU) and the SA Local Government Association disputing the granting of the privilege to military veterans which resulted in 47 of them being made permanent with increased salaries. That was a political effort, but it did not follow the municipal stipulated rule, and the process and decision were flawed by “adoption and implementation of a glaringly partial and inequitable appointment system which favoured one group of employees to the exclusion of others” (Magubane, 2021). Now, what is the Military Veterans Act 2011, and does it necessarily place the importance of the ex-combatants above other ordinary citizens in the workplace?

b) Military Veterans Act, 18 of 2011

The Military Veterans Act 18 of 2011 outlines several objectives. These include the establishment of principles and policy objectives recognized by the State to govern the affairs of Military Veterans. The Act also grants the President the role of Pardon-in-Chief for all military veterans. It provides for various benefits specifically aimed at supporting military veterans. The Act establishes The Advisory Council on Military Veterans and the Military Veterans Appeal Board and assigns certain functions to the

Department of Military Veterans. Furthermore, the Act covers matters that are incidental to its main provisions. (South African Government, n.d.; Department of Military Veterans, December 5, 2011).

Hendricks and Bwalya (2012) highlight and summarise some of the issues raised by the Military Veterans Act 18 of 2011. It proposed that military veterans are entitled to access healthcare, while they, and their dependents are entitled to counselling and treatment for severe mental illnesses. The authors point out that the Act allows for honouring fallen military veterans, where their existing beneficiaries become the recipients. In addition, veterans are also entitled to assistance with finding employment and securing business opportunities. Military veterans and their dependants are entitled to a pension, education, skills development, and training. They are also entitled to housing, burial support, and the provision of, or subsidisation of, public transport. Section 5 (3) (b) of the Act requires that all organs of state assist in providing and paying for these benefits (Government Gazette, 5 December 2011). It is on this basis that in 2018 SANMVA wanted to meet the South African President Cyril Ramaphosa in 2019 over some lingering issues including alleged corruption at the Department of Military Veterans; the President avoided meeting the Association leaders and their attempt to seek legal recourse was made public (Sokutu, 2019).

The Military Veterans Act recognises military veterans for their sacrifices (Heinecken and Bwalya, 2013, p. 38). The Act endorses assistance to military veterans to help them transition into civilian life. Table 2.4.5.1 below shows the initial compensation scale for the ex-combatants (non-statutory force).

2.4.5. 1. Scale of compensation for non-statutory force members

Year joined	Gratuity amount
1961–1972	R42 058
1973–1967	R34 313
1977–1982	R28 721
1983–1989	R20 201
1990–1994	R12 734

Source: Department of Defence, Defence Review Report, 1998 cited in (Heinecken and Bwalya, 2013, p. 34).

Apart from these once-off cash payments, further assistance entails, for example, disabled veterans and improved quality of life, extended to their dependents. Furthermore, the policy aims to provide benefits and services to military veterans and to ensure that they can contribute to the advancement of the nation. Lastly, the Act aims to contribute to nation-building by the impact its injunctions and the implementation can make on recognised military veterans. The Act provides a legal guideline for all military veterans' legitimate demands from the government.

c) Local eThekweni Municipality Military Veterans Policy

In 2015, the eThekweni Metro promulgated its local Military Veterans Policy to assist many frustrated and demoralised ex-combatants. According to Mbanjwa (2017), "...the Military Veterans policy paves the way for military veterans to be given preferential treatment when it comes to housing allocation, tenders and skills development". The demands of the policy for the ex-combatants raised eyebrows among the opposition and civil society. An opposition member from Democratic Alliance (DA) doubted if the policy was not made to satisfy and make way only for the ANC MKMVA members. A section of the policy has been criticised as over bias in prioritising the concerns of the ex-combatants above other citizens.

The support for ex-combatants and their dependants in areas which include access to municipal health services, housing, facilitation of job placement, advice on business opportunities and any other relevant support have been set as priority above others. It called for amending: the "municipality will amend its supply chain policies to make reference to Military Veterans and prescribe conditions under which set asides may be permissible" (Mbanjwa, 2017). In view of all that consideration and concern expressed as the Metro's honest and needed intervention, to let justice prevail in rewarding the ex-combatants duly, there continue, still, sporadic public outburst by the military veterans on matters relating to their critical life issues not being addressed despite the existence of policies that mandate their needs to be addressed lawfully.

In October 2016, some former APLA combatants disrupted an executive committee meeting at the Durban City Hall, demanding employment while members of MK occupied houses in Cornubia and Kingsburg. Wicks (2018) and Mngoma (2015) reported about MKMVA veterans invading "42 housing units in the Cornubia development north of Durban, and 24 units in the Kingsburg West housing

development". Other examples of ex-combatants' public outbursts have been cited above (section 2.4.5 item a., pg. 33-34). What has come of the eThekweni Military Veterans Policy remains the exploration of this study in Chapters 4 and 5. Therefore, it came out glaringly that over four years since the implementation of the eThekweni Military Veterans Policy, there remain a significant amount of implementation intricacies which the subsequent Chapters 4 and 5 will seek the answers to within the parameters of the research objectives and the research questions, through the findings from interviews. The following paragraphs will look at the nature and some nitty-gritty of the eThekweni Municipality Military Veterans Policy.

A policy document has been produced with a vision and mission statement, a set of guiding objectives and a framework for monitoring, assessment, and evaluation. The policy proposed three key recommendations, which stipulate: i) That the adopted Military Veterans policy be fully implemented; ii) That the Military Veterans Directorate deals with all issues pertaining to Military Veterans; iii) That the amendments and policy review be done annually or when a need arises (Directorate of Military Veterans Affairs, 2015). What constitutes this policy is what is presented below as key features setting its agenda.

As a policy for military veterans in the eThekweni Metro or eThekweni Municipality Area (EMA) has its cardinal end-vision of achieving "Working Together to Honour, Restore Dignity and Empower Military Veterans to be self-sufficient for Nation Building" (Directorate of Military Veterans Affairs, 2015). Its mission statement is "To initiate, manage and administer military veterans' affairs with dignity and compassion through overall coordination and facilitation of the activities of Government and the private sector" (Directorate of Military Veterans Affairs, 2015). This mission statement, if implemented successfully as the path to its vision, will enable and ensure as its overall purpose of delivering "a dignified, empowered, and self-sufficient Military Veterans within the eThekweni Municipal Area" with its scope reaching mainly ex-combatants living within the EMA (Directorate of Military Veterans Affairs, 2015).

The eThekweni Military Veterans Policy encapsulates its definition of a military veteran as: "A South African citizen who rendered military service to any of the military organisations involved on all the sides of South Africa's liberation war from 1960 to 1994; served in the Union Defence Force before 1961; or became a member of the new South African National Defence Force after 1994, and has

completed their military training and no longer performs military service, and has not been dishonourably discharged from that military organisation or force. Provided that this definition does not exclude any person referred to above who could not complete his or her military training due to an injury sustained or associated with military training and resides in the eThekweni MA” (Directorate of Military Veterans Affairs, 2015).

The eThekweni Metro Military Veterans Policy highlights the importance of setting clear objectives to achieve its vision and mission. These objectives focus on various aspects such as allocating resources and opportunities to military veterans, streamlining legislation and policies, maintaining an accurate database of veterans, initiating programs to support veterans, honouring their contributions, ensuring efficient service delivery, and repatriating fallen heroes and heroines. These objectives provide a framework for the policy's implementation and demonstrate the commitment to supporting and recognizing the contributions of military veterans in the eThekweni Metro area (Directorate of Military Veterans Affairs, 2015).

In order to fulfil its mission and meet its objectives, the Policy document recognizes and addresses several challenges. Firstly, military veterans have a justifiable expectation for a fair return on their political investments, which have played a crucial role in shaping a better and more democratic South Africa. However, many veterans face obstacles in accessing basic necessities such as housing, decent jobs, and universal healthcare. To alleviate the situation, it is necessary to identify and provide immediate relief to destitute veterans, offering them hope for a better quality of life. Additionally, veterans often find themselves underemployed, which leads to feelings of being undervalued within the former economy and public sector.

Despite these challenges, there is a reservoir of skilled and knowledgeable veterans who are eager to continue contributing to the nation-building process. Furthermore, the exclusion of dependents from training and vocational support, even when veterans themselves believe it should be directed toward their children, needs to be addressed. The inclusion of a Research Specialist role within the Military Veterans Directorate facilitates research to inform policy development and planning. Finally, the timely delivery of socio-economic support services to veterans is an absolute imperative that requires unwavering commitment from all stakeholders involved (Directorate of Military Veterans Affairs, 2015).

To address the challenges faced by the eThekweni Military Veterans Directorate, the policy establishes a framework for implementing its mission and objectives. The key goals include enabling military veterans to achieve self-reliance through targeted programs and initiatives. To ensure the success of these programs, the Directorate will appoint Department Liaison Officers who will work within various municipal departments to secure a 10% allocation of resources and opportunities for military veterans. The implementation of these programs will be incorporated into the Directorate's Annual Operational and Project Plans to ensure effective execution, accountability, and monitoring. Additionally, specific implementation goals have been outlined, such as providing decent housing, universal access to health support, employment opportunities, education and skills development, burial support, and the promotion of heritage and legacy through memorials and commemorations. The policy aims to drive the agenda of the Directorate within a defined time frame and foster economic empowerment for military veterans in the eThekweni area (Directorate of Military Veterans Affairs, 2015).

The projects and programmes require regular monitoring and evaluation, which falls under the responsibility of the Military Veterans Directorate (MVD). Hence, the eThekweni Military Veterans Policy requires line managers to “report monthly to the Divisional Head through the Monthly Departmental Management meeting on the progress of the programmes that they manage and any problems that have encountered with regard to the implementation of the policy” (Directorate of Military Veterans Affairs, 2015). The importance of setting clear goals and measurable objectives for the eThekweni Metro Military Veterans Policy to materialize its vision and mission. Without well-defined goals and benchmarks, it becomes challenging to effectively pursue and execute the mandated objectives of the policy.

The policy document recognizes the significant contributions made by military veterans in advancing a better and democratic South Africa. These veterans have a reasonable expectation of receiving a decent return on their political investments. However, it is observed that a majority of military veterans face various challenges, such as limited access to housing, decent employment, and universal health care. This indicates a need for targeted interventions and initiatives to address these issues and provide immediate relief to destitute veterans. Furthermore, the text emphasizes the plight of military veterans who often find themselves accepting work positions below their qualifications, competencies, and experience. This leads to a sense of being undervalued and unappreciated within the former economy and public sector. The policy recognizes the desire of veterans to continue

contributing to nation-building and emphasizes the importance of including their dependents in training and vocational support programs.

To effectively address these challenges and meet the needs of military veterans, the policy outlines a comprehensive framework for implementation. This includes the establishment of the Directorate of Military Veterans, which is tasked with enabling veterans to progress toward self-reliance through the implementation of targeted programs and projects. The policy further emphasizes the importance of collaboration and coordination with various departments within the municipality. Department Liaison Officers are appointed to ensure that the designated 10% allocation for military veterans is appropriately utilized and that the right beneficiaries benefit from the programs and initiatives.

The implementation goals outlined in the policy cover a wide range of areas. They include providing decent housing for military veterans within the eThekweni Metro Area, ensuring universal access to health support and facilities for veterans and their dependents, facilitating access to driver's licenses, creating employment opportunities, and providing access to public transportation. The policy also focuses on education, skills development, economic empowerment, and the recognition and memorialization of military veterans through the establishment of monuments, renaming of streets, and the construction of memorials and museums.

By setting these goals and outlining specific actions to achieve them, the policy aims to bring about positive change in the lives of military veterans and their families. It underscores the urgency of delivering socio-economic support services to veterans and highlights the importance of preserving their heritage and legacy. The eThekweni Metro Military Veterans Policy acknowledges the challenges faced by military veterans and outlines a comprehensive set of objectives, strategies, and goals to address these challenges. By prioritizing the provision of essential resources, support services, and opportunities for military veterans and their dependents, the policy aims to improve their overall well-being, promote self-reliance, and ensure their recognition and appreciation within the eThekweni Metro Area. By implementing targeted programs and initiatives, the policy seeks to empower veterans, provide them with essential services, and ensure their contributions to the nation are recognized and honoured.

2.5 THE ROLE OF PUBLIC POLICY AND POLICY IMPLANTATION IN THE PUBLIC SECTOR

2.5.1 Introduction

Public policy theory has a rich history that spans several decades, characterized by the evolution of theoretical frameworks and influential thinkers. Understanding the historical development of public policy theory provides valuable insights into the foundations and evolution of the field. This section provides a brief background on the history of public policy theory, highlighting key theoretical approaches and influential scholars, followed by an overview of the subject.

2.5.2 The Historical Development of Public Policy Theory

One of the earliest and prominent theoretical frameworks in public policy is the "rational-comprehensive" model, popularized by Charles E. Lindblom (1959, p. 80). This model emphasizes a systematic and analytical approach to policy decision-making, advocating for policymakers to thoroughly evaluate all available alternatives and carefully consider the consequences of each option before making a rational choice. However, the rational-comprehensive model has been critiqued for its unrealistic assumptions and the challenges of fully analysing complex policy issues.

In response to the limitations of comprehensive analysis, Charles E. Lindblom and Aaron Wildavsky developed the "incremental" model (Wildavsky, 1979, p. 193). This model acknowledges the bounded rationality of policymakers and recognizes that decision-making often occurs incrementally, focusing on small adjustments to existing policies rather than undertaking wholesale reforms. The incremental model accounts for the complexities and constraints of policy-making processes and highlights the importance of feedback loops and learning from past experiences.

The policy process approach, advanced by scholars such as David Easton and Harold Lasswell, views public policy as a dynamic and iterative process involving multiple actors, institutions, and stages (Hill,

2013; Easton, 1953, p. 49; Lasswell, 1951, p. 3). It recognizes that policy-making is not a linear process but rather a continuous cycle that includes agenda-setting, policy formulation, implementation, and evaluation. This approach emphasizes the importance of understanding the interactions and power dynamics among various stakeholders involved in the policy process.

Another influential theory in public policy is the "advocacy coalition framework" proposed by Paul Sabatier and Hank Jenkins-Smith (1993, p. 130). This framework highlights the role of advocacy coalitions, which are groups of actors sharing common policy beliefs and goals. Advocacy coalitions engage in long-term policy debates and seek to influence decision-making through various strategies such as lobbying, information dissemination, and coalition-building.

These examples illustrate the diverse range of theoretical perspectives that have shaped the field of public policy over time. Each theory offers unique insights into the complexities of policy formulation, implementation, and evaluation. By studying the history of public policy theory, scholars and practitioners gain a deeper understanding of the intellectual foundations and conceptual frameworks that underpin contemporary policy analysis and decision-making.

Defining public policy accurately is essential for comprehensive understanding. According to Peters (2020, p. 12), public policy is "a purposive course of action or inaction chosen by public authorities to address a societal problem or achieve a desired outcome." This definition underscores the intentional nature of public policy, focusing on the decisions and actions of governmental authorities in resolving societal issues. Public policy encompasses a range of interconnected processes, including agenda-setting, policy formulation, implementation, and evaluation (Sabatier & Weible, 2014, p. 9). It encompasses the decisions made by government officials, the laws and regulations enacted, and the programs and initiatives implemented to address public concerns.

Public policy theory is crucial for policymakers, scholars, and practitioners as it provides insights into the complexities of governance, resource allocation, and the pursuit of societal goals. By analysing and evaluating public policies, stakeholders can assess their effectiveness, identify areas for improvement, and make informed decisions to shape the future course of action. In the South African context, public policy theory holds significant relevance for understanding the dynamics of policy-making and

implementation. Studies by Dye and Schick (2019, p. 78) and Winkler and Tsauroi (2020, p. 112) have explored public policy theory within the context of South Africa, emphasizing the importance of understanding political institutions, stakeholder engagement, and the role of policy entrepreneurs in shaping policy outcomes.

2.5.3 Policy Cycle

The policy cycle provides a framework for understanding the stages that policies typically go through, from agenda setting to evaluation. While the policy cycle model is not a linear process, it helps conceptualize the various steps involved in policy development and implementation.

2.5.3.1. Agenda Setting

Agenda setting is the first stage of the policy cycle where certain issues or problems gain attention and become recognized as policy priorities. In the South African context, the agenda setting process is influenced by political dynamics, public opinion, interest groups, and media coverage (Howlett, Ramesh, & Wu, 2019, p. 45; Kingdon, 2010, p. 25). For instance, a study by Mothiba and Mthembu (2021, p. 67) explored agenda setting in South Africa's education policy, emphasizing the role of stakeholders and advocacy groups in shaping policy priorities; and also, a study by De Visser (2020, p. 43) examined the agenda setting for climate change policy, highlighting the role of advocacy groups and media coverage in shaping the policy agenda.

2.5.3.2. Policy Formulation

Policy formulation involves the development and design of policy options to address identified issues or problems. This stage often includes analysing alternative policies, conducting research, consulting stakeholders, and making trade-offs (Dye & Schick, 2019p. 112; Howlett & Ramesh, 2014, p. 62). In South Africa, the formulation of policies can be examined through policy documents, legislative acts, and government reports, such as the National Development Plan (South Africa, 2018, p. 23).

2.5.3.3. Policy Implementation

Policy implementation refers to the translation of policy decisions into actions and practices on the ground. It involves coordinating resources, assigning responsibilities, and setting up implementation mechanisms (Howlett et al., 2019, p. 67; Pressman & Wildavsky, 1973, p. 102). In the South African context, the implementation of policies can be studied by analysing the efforts of government departments, municipalities, and other stakeholders in executing policy initiatives (Mashau, 2020, p. 289; Tshitereke, 2021, p. 78).

2.5.3.4. Policy Evaluation

Policy evaluation is the stage where policies are assessed for their effectiveness, efficiency, and impact. It involves employing evaluation techniques, such as quantitative and qualitative approaches, cost-benefit analysis, and stakeholder feedback (Dye & Schick, 2019, p. 145; Dunn, 2018, p. 135). Within the South African context, policy evaluation could involve examining the extent to which policy objectives are achieved, analysing implementation processes, and considering the outcomes for the intended beneficiaries (Maserumule, 2020, p. 622).

2.6 SUMMARY OF CHAPTER

Chapter 2 delved into a comprehensive review and analysis of pertinent literature within the scope of the study's theme. While it is important to note that the literature covered in this chapter is not exhaustive, the selected sources hold significant relevance in shedding light on the South African liberation struggle and the pivotal role played by former combatants who have now been identified as military veterans.

The chapter commenced by examining the context of Disarmament, Demobilization, Rehabilitation, and Reintegration (DDRR) and the legislative framework that encompasses recognized military veterans. This provided a contextual understanding of the environment in which these individuals find themselves after their involvement in the liberation movement. Furthermore, the chapter presented an in-depth analysis of the eThekweni Municipality Veterans Policy, offering a comprehensive overview of the policies and provisions specifically designed to address the needs of military veterans within

the local context. In addition to the policy focus, the chapter explored the broader role of public policy and its implementation within the public sector. This discussion shed light on the intricacies of policy formulation, and implementation, and the challenges encountered in ensuring effective policy outcomes.

Chapter 2 served as a critical foundation for the study, synthesizing relevant literature and providing a comprehensive understanding of the South African liberation struggle, the role of military veterans, the legislative context, and the policies implemented to support them. The insights gained from this chapter lay the groundwork for the subsequent chapter, Chapter 3, which will delve into the research methodology employed in this study.

CHAPTER THREE

RESEARCH METHODOLOGY

3.1 INTRODUCTION

This chapter focuses on the research methodology and design. The chapter will explain the method being applied in this study which is standard and valid to justify the validity of the findings and analysis. The chapter then describes the research design, which includes the explanations of philosophical assumptions, methodological: research approach; research design: research setting: research population, sampling strategy, sample size, data collection, data quality, data analysis technique, ethical considerations, ensuring respect for persons, ensuring beneficence of the study, confidentiality, and justice; and then the dissemination of findings. This chapter describes the research paradigm, approach, and design chosen to solicit responses to facilitate answering the questions of the study. The data sampling strategy, collection method, and analysis are also explained.

3.2 RESEARCH METHOD - QUALITATIVE APPROACH

This research adopted a qualitative research method suitable for the type of social research conducted. Qualitative research uses mostly non-numerical data, such as words and pictures as data sources for reflection (Antwi and Hamza, 2015, p. 220). It enables experiences, thoughts, and problems to be captured as words and used for analysis (Dawson, 2009, p. 20). There are three varieties of research methodologies, namely quantitative, qualitative, and mixed method (Patton, 2002, pp. 3-5). Qualitative research methodology enables a researcher to collect data about the human perspective of the research problem. The option to use the qualitative method is based on the growing cry and public demonstrations by the SANMVA over unsettled issues over the years, since the dawn of democracy, which has both human sentiment and policy dimensions. The value of selecting a qualitative approach is further explained by Cooper and White (2012, p. 7) saying,

the qualitative researcher is primarily interested in understanding interpretations of the qualitative research at a particular point in time and in a particular context, it may be safe to suggest that one of the prime concerns of qualitative research is not the generalizability of

findings, but the understanding of the phenomenon, which may have general applications in related or subsequent areas of study.

Some other values that influence the qualitative research approach have been underscored by Mocănașu (2020, pp. 184-185) that in using a qualitative approach, the researcher only requires a smaller and more purposive and convenient sample. The small sample is appropriate and convenient in deriving richness of the data, which the researcher requires. Saunders, Lewis and Thornhill (2016: 28) posit that “qualitative research strategy focuses on people’s experiences and understanding the social reality of people,” and the core pursuit of this study has been getting close to people whose experiences have been impacted one or other way by public policy actions.

The qualitative approach enabled the researcher to probe for details in the data collection process. The method allowed the researcher to interact with the research participants closely. According to a study by Marshall, et al. (2013, p. 20), getting detailed data in qualitative research depends on sample size and not *per se* the research approach because the researcher must deal with the volume of words. The authors found that extensive samples above 40 interviewees can be a burden for detailed analysis; thus, the importance of qualitative research is the richness and quality of the inference enabled by detailed analysis afforded by small-sized qualitative research (see item 3.4.2.). Choosing qualitative research has been cost-effective and time-saving, using a small sample size that equally enhanced the quality of the findings and analysis.

3.3 RESEARCH DESIGN

Research design is a structure that is planned to guide the execution of research by showing methodology and method, how data analysis will be done and how validity is assured. A research design is essential in research methodology since it guides the researcher in addressing the research questions and problems. Neuman (2014, pp. 91-93) posits that “methodology rests on a foundation of ontological and epistemological assumption”; and research design depends on the philosophical foundation and that the logical sequence makes sense and is reasonable to the researcher (Alharahsheh and Pius, 2020, pp. 40, 42), creating a connection between various elements of the research process and its data collection strategy to the interpretation of findings (Pillai and Kausha, 2020, p. 4).

3.3 RESEARCH PARADIGM AND THEORY

3.3.1 Interpretivism

There are two main paradigm approaches: positivism (scientific based on quantitative data), and interpretivism - social science mostly utilising qualitative data (Alharahsheh and Pius, 2020, p. 41). Positivism is scientific approach to conducting research that believes that only “sensory experience and only observation or experiment can accomplish it” (Shah and Al-Bargi, 2013, p. 254). Positivism offshoots are empiricism, naturalism, behaviourism, scientism and determinism, and reductionism (Åberg, 2021, pp. 34-35). Interpretivism has often been placed in the dichotomy with the positivist methods which are “hard sciences versus social sciences, numbers versus discourse, generalisability versus situatedness” (Dean, 2018, p. 3). These two methodological foundations have guided the interpretation paths for science and social science over the years.

The study applied the interpretivist paradigm on its usefulness, enabling varied methodologies from the narrative study, and case study to ethnography; thus, interpretivism as a philosophical perspective is used as a guide in interpreting, evaluating, and analysing qualitative research findings (Pervin and Mokhtar, 2022, p. 423). There are other philosophical tools such as positivism, post-positivism, constructivism, and critical theory and among others, and these are primarily essential as “alternative inquiry paradigm” (Miskon, et al., n.d., p. 1).

In the case of Interpretivism, the role of human actions contributes to the approach and the lens through which we conduct interpretation (Alharahsheh and Pius, 2020, pp. 41-42). The implication is people shape what they see in contrast to our reality by the selective use of beliefs or philosophies (Åberg, 2021, pp. 38-39; Goldkuh, 2012, p. 5). According to Creswell (2018, pp. 35, 37), “The goal of the research is to rely as much as possible on the participants’ views of the situation being studied”; the assertion is premised on the argument that interpretivism is akin to social constructivism which believes that as much as reality is, it is a perception (Alharahsheh and Pius, 2020, pp. 41-42). In that case, an interpretivist researcher is not value free of their worldview taking part and taking shape as the interpretivist researcher endeavours to explore an unfamiliar object or situation (Pervin and Mokhtar, 2022, p. 423). That is described as a worldview with various worldviews as researcher’s perception. The relevance is to emphasize how worldview holds an assumption that is carried into how the object is interpreted.

The interpretivist paradigm is considered constructivist, naturalist, humanistic and anti-positivist, and these emerged as contradistinction to positivism (Alharahsheh and Pius, 2020, p. 41; Shah and Al-Bargi, 2013, p. 256). For the understanding and interpreting human and social reality, interpretivism has provided the philosophical context out of which varied qualitative perspectives have emerged (Kivunja and Kuyini, 2017, p. 33). The interpretive approach checks for some culturally derived elements and historically based interpretations of the social life and the milieu. Positivism has not been helpful for researchers in explaining the human predicament and administrative behaviours by reflectively narrowing meaning to the individual's perception and meaning that is in no wise subjective and communicative. Our biases are really given that individuals inherit some construct: culture (Pervin and Mokhtar, 2022, pp. 424-425).

Qualitative researchers derive their meaning not without the influence and colouration of perception, and that depends on their predisposition as a worldview that is subjective and isolated the researcher from the meaning being derived (Guba and Lincoln, 1994, pp. 108-111). Thus, (Schwandt, 1994) interpretivists' inclination sees no objective knowledge for which the interpretivists is independent of humans thinking and reasoning. That makes knowledge and meaning acts of interpretation for interpretivists. This stance is significant because it enables a researcher to be critical in exploring individuals' perceptions and developing insights about the observed case which are shared as valid in their perception.

Furthermore, the essence of the interpretivist researcher is enabled to "investigate and highlight how the subjective interpretations of individuals and groups shape the objective features of a society" (Shah and Al-Bargi, 2013, p. 257). The core of this research is not only about epistemological reflections where meaning resides but to present knowledge as facts for perusal; it aims to provoke and call for intended actions that can cause a change in the study context, linking it to a *transformative worldview* (Alharahsheh and Pius, 2020, p. 40). This depends on the tools used to carry meaning and objective passion. It is fitting that the researcher chose the interpretivist paradigm. The study pursued an understanding of success and challenges that face the implementation of the military veterans' welfare policy which critically impact on the lives of the members of SANMVA.

Adopting interpretivism makes it possible for researcher to develop a sense of understanding the meanings given by people to the phenomena and their social context; and Yin (2018, p. 56) minces no

words saying interpretivism and qualitative study are “synonymous”; the former is the foundation, and the latter is the superstructure. Thus, it was fitting to adopt interpretivism for the researcher to identify and differentiate knowledge, experience and meaning derived from the study and how that has helped in going through the research process without conflicting personal and individual experiences (Pervin and Mokhtar, 2022, p. 424).

3.3.2 Critical Theory

This section is clarified as the theoretical orientation and approach that informed this study and the interpretation and analysis of data. The choice of critical theory comes from the influence and experience the researcher has had working in the KZN legislature over issues of liberation, freedom and its appropriation, and the matter of political responsibility. To analyse qualitative data, we need to consider the meanings and contexts of the responses, not just the numbers. We need a framework that allows us to question and critique our assumptions, rather than following a fixed set of rules. We also need to acknowledge our own interpretations and perspectives, which may not be universal or objective, but still valid and relevant. (Dean 2018; Creswell 2018; Vázquez-Arroyo 2018; Goldkuh 2012). The combined paradigm of ontological interpretivism and critical theory enhanced scrutinising policies to critiquing the political validity of veterans’ entitlements or otherwise.

In light of this perspective, Marx (1972, p. 82) asserted that "the task of self-understanding (equivalent to critical philosophy) in our era...is a global responsibility that extends to all of us." This assertion emphasizes the importance of fostering a critically democratic society. During the period of the European Enlightenment, the issue of establishing a critical society was fiercely debated. This era witnessed the imposition of theocracy and a subsequent awakening known as "transcendental idealism." According to Marcuse ([1934] 1968, pp. 16-17), the essence of this movement lay in the recognition that the pursuit of truth relies on open self-expression, free dialogue, and the ability to engage in persuasive arguments that involve contradicting and critiquing one's opponents (cited in Shalin, 1992, p. 253). Therefore, it can be inferred that the historical challenges faced by the European world necessitated the encouragement of society, systems, structures, and authorities to engage in open dialogue and critique in order to overcome those challenges.

Thus, a critical approach has enabled the kind of dialogue with the ex-combatants' responses and opinions about the eThekweni Military Veterans Policy. As will be found later in Chapter 4 and 5, the effectiveness, reasonableness and consensuality of the eThekweni Military Veteran Policy implementation has been scrutinised and made possible by the critical analysis approach within the parameters of the research objectives. Critical theory foundation has been used in contesting the policy process and context issues of the eThekweni Military Veterans Policy, such as instrumental legitimacy, Apartheid oppressions, human freedom, and democracy through open communication. Critical theory's rule of self-critique enabled and enhanced the evaluation of government and social policy.

3.4 DATA COLLECTED AND MANAGEMENT

3.4.1 Research Setting/Location

The research location was eThekweni Municipality in the in KwaZulu-Natal Province (KZN). The Metro has five municipal planning regions: the North, Central, South, and Outer West (eThekweni Metropolitan, 2021, p. 8). After being ranked to Municipal category A, the Metro has expanded its land size to an area of some 2, 297 square kilometres (approximately 40 km north, south, and west). The expansion resulted in,

A number of existing apartheid local governments, as well as former black dormitory townships and traditional areas, were included into this new metropolitan area which aimed to include in its boundaries everyone who functionally related (that is, they worked, lived, and shopped in the area) (Sutcliffe and Bannister, 2015, p. 7).

eThekweni metro is divided into voters, 103 wards, each administrated by a Councillor. It is estimated that the eThekweni expansion to a category A Municipality drew a lot of rural and outskirts suburban areas making the Metro 45% rural, 30% peri-urban, and the remaining 25% urban. The rural areas, mainly the suburban locations, fall under traditional leadership administrated under communal land ownership. The affluent coastal line has massive plush accommodations, from private ownership to hospitality (hotels), and recreation resorts to commercial and entertainment development. Metro Central is bustling with all sorts of businesses and accommodation facilities (Sutcliffe and Bannister, 2015, p. 8).

Demography

The Metro, as of 2019, had population reaching 3 987 648, having grown from 3 468 415 in 2009, and has an annual steadily declining growth rate from 1.6% in 2011 to 1.2% in 2019. The Central and the North of the Metro have most of the population, and the Metro is expected to increase to 4 164 503 by 2024 (eThekweni Metropolitan, 2021, p. 10). Although eThekweni Metro is the third largest in South Africa, it had over a million people living below the poverty line in 2018. Many of the poor are the African group who were the most previously disadvantaged under apartheid. The level of inequality is acute in the Metro, standing at 0.62 in 2018 (eThekweni Metropolitan, 2021, pp. 15-16).

Economy

The Metro Gross Domestic Product (GDP) had reached R468 billion in 2018 (up from R 233 billion in 2008). Locally it contributed 59.88% to the KwaZulu-Natal Province GDP of R 781 billion in 2018; nationally its share to GDP was 9.59% in 2018. The Metro annual growth rate reached 0.94% in 2018. Provincially and nationally, its growth rate was 0.79%, higher than the national growth rate. The Metro's economic strength is in finance and community services, which are the most significant sectors at 21% each, with manufacturing (19%), trade (17%) and transport (14%) also strong in their performance in the Metro (eThekweni Metropolitan, 2021, p. 20).

Education

The Metro has a large number of basic-level schools, but education remains a challenge for many residents. This is evident from the report by the eThekweni Metropolitan (2021, p. 17), which states that almost half of the unemployed people in the Metro have not completed secondary education, and nearly 90% have no tertiary education. The number of young people without schooling in the Metro has decreased from 81863 in 2019 to 62362 in 2021, while the number of those with matric only has increased from 1065098 in 2019 to 1170346 in 2021. Additionally, the number of graduates in the Metro has also increased slightly from 123512 in 2019 to 125303 in 2021 (S&B Global Market Intelligence, 2022). These figures indicate that there is a need for more interventions to improve the educational outcomes and opportunities for the Metro residents. Education matters for economic development, as it can increase earnings, reduce poverty, enhance health, and foster social and civic engagement. Therefore, improving the quality and access of education in the Metro can have positive impacts on the well-being and prosperity of its population.

This glimpse of the socioeconomic situation of eThekweni Metro portrays the context with prosperity, yet poverty is rampant because of the apartheid past. The situation could be dire for the ordinary African people if those who participated in the struggle faced economic hardship or policy failure. This kind of failure, and what it is, has been the focus of investigation using this research. Now we can look at the research population, sampling, and sample size in the next section.

3.4.2 Population, Sampling and Sample Size

The research was set and conducted in the eThekweni Municipality in the KZN Province. Smith and Albaum (2010, p. 124) define a target population as "...the totality of all units or elements (individuals, households, organizations, etc.) to which one desires to generalize study results". The target population is the people/units with specific characteristics required for data collection. Yin (2018) says, "according to the statistical argument, the human subjects in an experiment should be considered a population sample, with the experimental results limited to the universe of the same population". That is the sum of the people in a particular place; and in a municipality like eThekweni, the population reaches millions. The need to scale down and focus on a small section of the population elements has been necessary for the research purpose of sampling (Hague, et al., 2016, p. 8). The target populations for this study were military veterans in the eThekweni Municipality.

According to Neuman (2014, p. 246), "when we sample, we select some cases to examine in detail, and then we use what we learn from them to understand a much larger set of cases". Robbins (2009, pp. 90-92) define a sample as the subset of an entire population element from which data is analysed. In Oribhabor and Anyanwu (n.d., p. 47), sampling is "a group of a relatively smaller number of people selected from a population for investigation purpose". Sample size varies depending on the type and choice of the study. A sample is representative of the rest of the population that it represents in the study. Quantitative samples tend to be bigger, and qualitative samples are normally smaller than deductive study (Anas and Ishaq, 2022, p. 91). For this study, the sample size came to 30 research participants. They were categorized according to their role within eThekweni Municipality and their relation to the structures of the military veterans. These numbers were representative of their offices, associations, and structures like councillors.

3.4.3 Data Collection

3.4.3.1. Interview

Social science (qualitative) researchers rely on interviews of candidates for main primary data collection. In this study, interviews were the main data collection protocol using semi-structured interviews. Semi-structured interviews offer flexibility making it possible for the researcher to probe participants for details enriching the data (Roulston and Choi, 2018, p. 233; Edwards and Holland, 2013, p. 3). Conducting an interview is not in any way a simplistic undertaking, but a skill to command by a qualitative researcher. It is communication and as such each person engaged as interviewer and interviewee must have their skills in asking and probing, and then skill in answering directly as demanded.

An interview, therefore, as argued by Edwards and Holland (2013, p. 72) requires:

Listening and attending to what interviewees are saying is a crucial skill for a qualitative interviewer as part of the social interaction of interviews. It involves being attuned, alert and attentive to what the interviewee is telling you, or even not telling you. Listening well is a qualitative interviewing skill that often goes unremarked in favour of a focus on how to ask questions, yet it is the foundation of being able to respond to what the interviewee is saying, and able to probe and follow up their answers to your questions effectively and sensitively.

The authors emphasize the importance of listening skills for qualitative interviewers. They claim that listening well enables the interviewer to respond appropriately and sensitively to the interviewee's answers, and to probe deeper into their perspectives. They suggest that listening is often overlooked as a key skill in favour of asking questions, but it is essential for creating a rapport and understanding the interviewee's point of view.

Thus, the interviews conducted used both electronic voice recording and handwritten notes by the researcher which were then typed for easy storage and analysis. Though Edwards and Holland (2013, p. 69) are critical of such a combination over possible distraction, but a skill in communication helps in handling both the recording of interview and notes taking. The use of electronic recording was to ensure rigour and validity in qualitative data (Creswell, 2018, p. 244; Sekaran and Bougie, 2016, pp.

119, 350). The participants were informed about electronic recordings before the interviews and focus group sessions. All the participants had, prior to the scheduled time, been briefed about the nature of the research and the interview as recommended by Edwards and Holland (2013, p. 67). The researcher cross-examined the information collected with the interviewees for validation and certainty about reliability.

The study targeted a total of fifteen research participants. This number was representative of Military Veterans, eThekweni Municipal Officials, and elected councillors. The numbers were broken down in the following segment of the order in the table below:

3.4.3. 1. List of Interviewees

Interviewees	Number
SANMVA Veterans	10
Municipal Official	1
Councillors	3
Absentee	1
Total	15

On the set day for the interview only 10 SANMVA members were present. The data/responses collected are that of the ten SANMVA members, one eThekweni Municipal Official and three Councillors.

3.4.3.2. Focus groups

Morgan and Hoffman (2018, p. 251) describe a focus group as the “use of group interaction to produce qualitative data”. Focus group has become another form of data collection in the social sciences which is reliant on the interaction of the group that discusses topics supplied by the researcher, and the group should not deviate from that of the research. As a marketing research-oriented approach, focus group interviews have come under the section of qualitative experts’ criticism of validity, but Edwards and Holland (2013, pp. 36-38) argue that:

Focus group interviews can...be a useful method in a range of contexts. As ever, the decision to use the method is dependent on its appropriateness for the particular piece of research, its theoretical and philosophical approach, and the research questions.

Hence, findings from the focus group interview would have been a useful and empowering forum for the researcher to gather more data for analysis and use in this Report.

3.4.3.3. Secondary sources

The study relied on secondary from online websites and libraries for literature such as books, eBooks, journals, and other papers and articles relevant to the study, and it also utilised materials from the eThekweni Municipality.

3.4.4 Data analysis

Sekaran and Bougie (2016, p. 332) describe data analysis as a process by which the researcher systematically organizes the research findings to make valid inferences from the generated data. It is a process of editing and reducing mass data to a manageable size (Creswell, 2018, p. 245). Individual interview responses and group discussions were meticulously compiled and captured on the electronic system Qualitative Data Analysis (QDA) Miner Lite, a programme analysing qualitative research data. Even though pragmatically qualitative research may not have a definitive methodology, however for the need of authenticity and reliability, experts see the need for a logical procedure for analysing data which includes the reduction of the text, the exploration of the text and the integration of the exploration (Akinyode and Khan, 2018, p. 166). The QDA was used to answer the stated research questions in a detailed, coherent, and transparent manner with consistent evidence on the subject matter. According to Akinyode and Khan (2018, p. 173), "careful and thoughtful presentation of qualitative research report in a logical manner will make such report convincing and acceptable to other researchers and prospective users of the findings". The findings and discussion that emerged from the analysis form part of the dissertation in Chapter 4.

3.4.5 Data Quality - Trustworthiness

Research quality depends on trustworthiness (Akinyode and Khan, 2018, p. 173). This implies the research findings are credible (internal validity), transferable (external validity), dependable (reliability) and confirmable (objectivity) (Guba and Lincoln, 1994, p. 114; Rehman and Alharthi, 2016, p. 56). In this study, using a small sampling number, the researcher could quickly cross-examine the participants' responses; that enabled him to consult again where he wanted further clarity. The researcher has ensured the confirming of the data recorded with the participants of the study. The data analysis collected was also free of bias and distortion because the QDA Miner Lite system used enabled effective editing of the respondents' transcripts. Credibility involves establishing that the results of a study are credible based on the participants providing true and worthy information that is reliable. In qualitative research, the interest from the participants attests to their willingness to be honest with the information being solicited and the validity of their responses (Knott, et al., 2022, pp. 4-5). Thus, the participants are the only ones who can judge the credibility of the results on assurances that make participants confident. For this study, credibility was ensured by ensuring the participants were confident to participate through the assurance of confidentiality and anonymity where needed.

Transferability suggests the degree to which the results can be applied in another setting. (Mohajan, 2018, pp. 20-21) attests that transferability in qualitative research is not always possible yet does not negate results or findings validity and quality. Hence, it is important that researchers state the extent to which results can be relevant in other contexts (Sekaran and Bougie, 2016, pp. 220-224). However, the scope of the study and the outcomes are limited to the aim and purpose of the study focused on the military veterans in the eThekweni Municipality.

Mohajan (2018, p. 20) posits that dependability is the consistency in using the qualitative method for studying human sociological issues. It is the extent to which the researcher has been honest and credible with the findings which are guaranteed as credible. Thus, the researcher has ensured objectivity in this research process from the beginning to its conclusion with this dissertation.

3.5 ETHICAL ISSUES

The researcher obtained ethical clearance from the Durban University of Technology (DUT) Ethics Committee and a Gatekeeper's letter from the Office of the Registrar at the DUT (see appendix). This measure was to ensure that the human dignity of people involved in the research was upheld. All interviewees offered their informed consent on their decision to participate; based on adequate information on the research purpose being provided. Where necessary, privacy and confidentiality have been upheld with participants as their right to keep from the certain public information about themselves and agreement to limit access to private information has been upheld. Anonymity has been guaranteed, and no names except pseudonyms have been used in this study.

Non-maleficence is an ethical issue where harm should not come to participants because of research participating (Pillai and Kausha, 2020, p. 8). The research did not have any bearing that caused harm to participants in the study.

3.6 BENEFICENCE

Beneficence is an action done for the benefit of others (Cornish, et al., 2014, pp. 84-597). The researcher informed the participants of the benefits of the study and that the study has no harmful consequences regarding their privacy, personal and job security.

3.7 SUMMARY OF CHAPTER

Chapter 3 provided a comprehensive overview of the research methodology employed in this study. It delved into the selection of an appropriate research design and the meticulous process of data collection. The chapter specifically highlighted the utilization of qualitative data and its significance in capturing the rich experiences and perspectives of the participants. Ethical considerations were thoroughly discussed, emphasizing the importance of adhering to ethical guidelines and ensuring the well-being and protection of the participants. The chapter also touched upon the concept of beneficence, emphasizing the researcher's commitment to promoting the welfare and best interests of the participants throughout the research process. By providing a detailed account of the research

methodology, this chapter laid the foundation for the subsequent analysis and interpretation of the study's findings in the next Chapter 4.

CHAPTER FOUR

ANALYSIS OF FINDINGS AND DISCUSSIONS

4.1 INTRODUCTION

Chapter 4 delves into the analysis of the gathered data, shedding light on the key findings and insights derived from the qualitative interviews. Building upon the research methodology discussed in the previous chapter, this section undertakes a systematic examination and interpretation of the collected data. Through a rigorous analytical process, the chapter aims to uncover patterns, themes, and connections within the dataset, providing a deeper understanding of the research questions and objectives. By presenting a comprehensive analysis, this chapter contributes to the overall knowledge and understanding of the topic under investigation. It serves as a crucial bridge between the data collection phase and the subsequent discussions and conclusions in the dissertation. The analysis section presents a valuable opportunity to explore and interpret the qualitative data, offering valuable insights that will inform the recommendations and conclusions of the study.

4.2 PARTICIPANTS' CHARACTERISTICS

This section looks at some essential characteristics of the respondents that contribute to handling and understanding their responses for inference to be made accurately. The features captured here pertain to their membership groups locally and nationally; educational level or qualifications; their age and gender; and their roles or position within their organisation and or within place of employment.

Most of the respondents are members of diverse military veterans' associations and also members of the national military veterans' umbrella body. Some have achieved various education levels from basic level to tertiary level. The majority are males while the minority are females.

4.3 THEMES FROM FINDINGS

4.3. 2 Main themes for analyses & discussions

Research Questions (RQ)	Research Objectives	Themes	Related Interview Question (IQ)
i. What led to the establishment of Military Veterans’ Policy in the eThekwini Municipality?	Objective 1: i. To record the historical background and rational of the establishment of the Military Veterans’ Policy of eThekwini Municipality.	i. The military veteran ii. Perceptions about the Military Veteran Act 2011 iii. Military Veterans financial compensation & international policy for ex-combatants	Understanding of the Military Veteran. (IQ:1) Understanding of the Military Veterans Policy (IQ:2)
ii. How has eThekwini Municipality navigated their successes and challenges in their implementation of the Military Veterans’ Policy?	Objective 2: i. To review the success and challenges associated with the implementation of Military Veterans’ Policy in the eThekwini Municipality.	ii. Political support & Veteran commanders employed by eThekwini Metro iii. Budget for military veterans’ affairs administration iv. Empowering of veterans for self-efforts drive v. The effectiveness of the Military Veteran Policy 2011	Understanding of the Military Veterans Policy (IQ:2) Effectiveness of Military Veterans Policy Implementation. (IQ: 3)

<p>iii) What future views and recommendations can be offered the implementation of policy for Military Veterans in eThekwini Municipality?</p>	<p>Objective 3:</p> <p>iv) To offer future recommendations to strengthen the effectiveness of the implementation of Military Veterans Policy in the eThekwini Municipality.</p>	<p>i. Avenue for improvement.</p> <p>ii. The need for effective communication channels</p>	<p>Areas of Policy Improvement or Weaknesses. (IQ: 4)</p> <p>Improvement of Relationships Between eThekwini Municipality and Military Veterans. (IQ: 5)</p>
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4.4 SUMMARY OF QDA THEMATIC DATA ANALYSIS

The key findings from the Qualitative Data Analysis (QDA) system include the importance of the Military Veteran Act 2011 (5 responses, 35.7% of cases) and registered members recognition (2 responses, 14.3% of cases). The impact of the military veteran's resettlement policy is highlighted by the need for improved communication channels (5 responses, 35.7% of cases) and the effectiveness of the policy itself (5 responses, 28.6% of cases). Understanding the concept of a military veteran involves considering post-conflict benefits for ex-combatants (3 responses, 21.4% of cases) and the inclusion of full-time veteran employees by the Metro (4 responses, 28.6% of cases). These findings contribute to understanding legal mandates, and policy impact of military veterans' policy implementation in the eThekweni Military Veterans Directorate for the ex-combatants. The next section presents the thematic discussion of the findings.

4.5 DISCUSSIONS

This section takes up the discussion of the findings and describes the themes in detail. The first part describes the issue of leadership influence, discussing how the leadership of the DRR influences the performance of the employees and eventually, their job satisfaction. The last part of the analysis describes the service delivery issue to the customers, in this case the refugees who visit the DRRO for various services. The focus will be paid on how employee satisfaction, based on the nature of the leadership exhibited, affects service delivery to the customers of the DRRO.

4.5.1 The military veteran

The term "military veteran," which refers to individuals who have served in the military, is understood differently by the respondents in this research. The findings of this study indicate that there is a range of perceptions among ex-combatants regarding the definition of a military veteran and their associated rights.

Most of the ex-combatants demonstrated awareness of their rights as military veterans. However, some participants argued that they should be recognized as military veterans based on their participation in the liberation struggle. This highlights the concept of "special rights" described by Boshia (2013) and raises questions about which types of veterans should be granted such privileges.

The varied responses from the participants shed light on their perspectives and understanding of the term "military veteran" and the rights that come with it. These responses offer valuable insights into the complexities and differing interpretations of the term within the context of the research:

R1: A military veteran is someone who was trained in liberation movement or liberation army so to speak, trained, and completed his training. A person who is no longer a trainee. Someone who is out of the force, either a person who was in the defence force the resigned and left the force. But anybody who was part of the military activities to liberate the country. For me that is a military veteran.

R3. A military veteran is someone that has served in a military capacity, be it a statutory or non-statutory.

R15. Cited the military veterans Act of 2011 definition which states that military veterans are those who rendered services between 1960 means MKMVA, APLA, AZANLA, because they were not statutory. But it also covers those former TBV states, those who served in the SADF and other military agencies that existed in this country.

A military veteran is someone who was trained in liberation movement or liberation army so to speak, trained, and completed his training. A person who is no longer a trainee. Someone who is out of the force, either a person who was in the defence force the resigned and left the force. But anybody who was part of the military activities to liberate the country. For me that is a military veteran.

R14: According to my understanding there is a holistic definition by the government which gives a different meaning to military veteran. The government definition includes everyone, people who came from the TBV state, the so-called MSD, it includes the youngsters that have only been with the army for a year. According to AZANLA although the Act guides us, we are talking about a Non-Statutory Force. We are talking about the people who were at the forefront of the struggle outside the borders of this country. We are talking about MKMVA, AZANLA and APLAMVA. Although the Act does not encompass it that way. If I am talking about a military veteran, I am referring to people of a Non-Statutory Force.

R4: A military veteran is someone who was part of the military. In other words, I am talking about someone who is seasoned in the military. That person may no longer be in the army, but that person

must have worked in the army and must be well seasoned and has in-depth knowledge about the army.

R9: Military veterans are soldiers that fought for liberation. They are the retired soldiers that fought for the country. That is why they are called veterans; they have retired from the army.

R10: Military Veteran in my understanding is someone who participated in the liberation army from 1960 to 1994. That is why there is a Military Veterans Act 2011 which defines a military veteran. It doesn't matter where you were trained, as long as you participated in the struggle. There are people who are called War Veterans, those people participated in the First and Second World War.

R1 defines a military veteran as someone who received training in a liberation movement or army and completed their training. They are no longer in active service, either because they resigned from the defense force or because they were involved in military activities to liberate the country. R3 describes a military veteran as someone who has served in a military capacity, whether in a statutory or non-statutory role. This definition encompasses individuals who have participated in various military organizations. R15 refers to the Military Veterans Act of 2011, which provides an official definition. According to this act, military veterans include those who rendered services between 1960, such as members of MKMVA, APLA, and AZANLA, as well as individuals who served in the former TBV states and the South African Defense Force (SADF).

R14 highlights the discrepancy between the government's definition, which is broader and includes individuals from different backgrounds, and the understanding of military veterans from the perspective of AZANLA (a non-statutory force). According to R14, military veterans should be limited to those who were part of non-statutory forces directly involved in the struggle. R4 defines a military veteran as someone who has extensive experience and knowledge gained from working in the military. While they may no longer be in active service, their deep understanding of military affairs sets them apart.

R9 explains that military veterans are retired soldiers who fought for the country's liberation. They have completed their military service and are recognized as veterans. R10 mentions the Military Veterans Act 2011, which defines a military veteran as someone who participated in the liberation army between 1960 and 1994. This definition includes individuals who were involved in the struggle, regardless of their training location. Additionally, R10 mentions "War Veterans" who participated in the First and Second World Wars.

The interview responses demonstrate diverse perspectives on the definition of a military veteran, ranging from those who focus on liberation movements and non-statutory forces to broader

definitions that include individuals from various military backgrounds. The variations in understanding underscore the need for a clear and universally accepted definition within the eThekweni Military Veterans Policy to ensure consistency in identifying and providing support to military veterans.

The various perceptions describing who a military veteran is, and is not, should not be limited to only liberation struggle ex-combatants in the South African context, as that will be a narrow outlook about who a military veteran is in the South African political history. Internationally, the:

... most exclusive or strict definition of a veteran only includes those who have served in combat. Many nations even make the further distinction between being a “combat veteran” or simply a “veteran,” with the former obviously being seen in a more favourably light than the latter (Truusa and Castro, 2019, p. 6).

Therefore, as explained by Truusa and Castro (2019) a war ex-combatant has some weight in being a veteran with some verbal or adjectival qualification. This distinction has been expressed by some of the South African liberation ex-combatants, which makes them feel they deserve some special privilege above those veterans who are not liberation ex-combatants. In this case that raises questions over those veterans who fought against the liberation movement on operation deployment as members of SADF. Areas of special privileges are not absent in the Military Veterans Act, and they are directed to those that suffered most at the struggle forefront, such service resulting in a temporary or permanent maiming condition or disability (Bosha, 2013; Department of Military Veterans, December 5 2011, p. 7).

As much as it is enjoined by the Constitution, the definition of a military veteran at the international level or other countries globally in some cases simply includes one day service in the Army by any person, a military veteran, apart from serving time in war front (UK Office of Veterans Affairs , 2022). Truusa and Castro (2019, pp. 7-8) contested that as making the term veteran too simplistic if it is not related to defense model, namely, combat experience. In addition, not all military veterans will need Disarmament, Demobilization, Rehabilitation, and Reintegration (DDRR), especially those that get employed in the army after a combat duty. Those who choose to retire from service without enrolment in the national army need to be prepared for reintegration into civilian communities. This is what post liberation ex-combatants require to enable their adjustment into communities and settling without any desire to turn violent. Reintegration is a state sponsored activity for all factions in post-war.

A military veteran in South Africa is any person that has been involved in a legitimate military role recognised constitutionally by the Military Veterans Act 2011¹ (Department of Military Veterans, December 5 2011, p. 5). Being a military veteran goes with accessing the rights enshrined in the Act, but accessing such rights despite their constitutionality is not simplistic, and this has caused many ex-combatants suffering. Also, Bosha (2013) pointed out the possibility of the “danger of creating welfare-dependent war veterans,” and that may not augur well for the country with a growing welfare situation. The raising of financial resources under a strenuous economy has its challenges, especially for a country facing numerous priorities.

The Act grants SANDF, prodemocracy SADF members, and members of the various recognised liberation fighting organisations, military veteran status once they are out of service and register as a veteran (Department of Military Veterans, December 5 2011, p. 7). The benefits that go with the status of being a military veteran vary as enshrined in Military Veterans Policy. There are categories of benefits for which an individual military veteran ought to qualify depending on his/her situation as follows:

- i. The benefits relating to a military veteran are the following: (a) Compensation to military veterans who sustained disabling injuries or severe psychological and neuro-psychiatric trauma or who suffer from a terminal 30 disease resulting from their participation in military activities; (b) dedicated counselling and treatment to military veterans who suffer from serious mental illness, post-traumatic stress disorder or related conditions; (c) honouring and memorialising fallen military veterans; (d) education, training and skills development; (e) facilitation of employment placement; (f) facilitation of or advice on business opportunities; (g) subsidisation or provisioning of public transport; (h) pension; (i) access to health care; 40 (j) housing; and (k) burial support.
- ii. Subsection (J)(b), (d) and (h) also applies to a dependant of a military veteran.
- iii. (a) The Minister has the responsibility, subject to available resources and any regulation that may be prescribed in this regard, to ensure that benefits are paid or 45 provided to military veterans, either through the Department or through other organs of state. (b) (i) All organs of

"Military veteran" means any South African citizen who- rendered military service to any of the military organisations, statutory and 15 non-statutory, which were involved on all sides of South Africa's Liberation War from 1960 to 1994; (b) served in the Union Defence Force before 1961; or (c) became a member of the new South African National Defence Force after 1994, and has completed his or her military training and no longer performs military service, and has not been dishonourably discharged from that military organisation or force: Provided that this definition does not exclude any person referred to in paragraph (a), (b) or (c) who could not complete his or her military training due to an injury sustained during military training or a disease contracted or associated 25 with military training (Department of Military Veterans, December 5 2011, p. 5).

state that are responsible for the payment or provisioning of benefits to military veterans are obliged to cooperate with the Minister and the Department in respect of the payment or provisioning of those benefits.

(Department of Military Veterans, December 5 2011, p. 6)

These benefits span across all the three categories of military from the apartheid era to the democratic period and those that are freedom fighters. Those who are war veterans from the WWII have access to SASSA grant which grants R2000 per month for qualified veterans (South African Government, 2022). Thus, those who see a military veteran as solely the right of liberation fighters has no idea what the Military Veteran Act 2011 is all about though they may not be wrong in a specific context that is permitted internationally.

4.5.2 Perceptions about the Military Veteran Act 2011

The promulgation of the Military Veterans Act 2011, to streamline how to address the issues of military veterans within the legal framework and avoid the exclusion of qualified parties or individuals, has been a commendable achievement for the ANC Government. The military veterans' respondents expressed sentiments about the Act as follows:

R13: the ACT was meant to assist the people who were fighting for liberation.

R8: It was meant to uplift the lives of the military veterans because they have marched so many times to the municipality asking what is due to them. Even if the municipality decided to assist them it had to have a policy that is going to state how to go about providing that assistance.

R5: I think since the dawn of democracy South Africa, there have been military veterans who have been struggling to support their livelihood. Then a Military Veterans Act was put in place to address that. R5.

R4: In my understanding they wanted to assist the people that were part of the army previously especially the military veterans. Because it became clear that they struggling to make ends meet. Then the government intervened to uplift the lives of the military veterans. The policy stipulates how the government should intervene to assist the military veterans.

R7: The National Military Veterans Policy only focuses on the soldiers that are on the database of the Department of Military Veterans. Those soldiers receive benefits such bursaries for their children, medical aid, business assistance, employment, and housing. Being in the database makes it easy to assist anyone that needs help.

R2: I strongly believe that it is all about the status of our Military Veterans which are very poor. So, this policy must assist Military Veterans in terms of business, work, job opportunities and tenders. In line with the understating of the military veteran's policy.

R15: Let me start by the policy itself. In as much as what they did is commendable to recognize the role that was played by the Military Veterans for us to attain liberation. But I think the policy itself needs to be reviewed and reconfigured here and there to ensure that it yields the results it was formulated for.

R11: Every country when it fought for freedom and if it wins there is financial compensation that is paid to the military veterans because during apartheid other countries were busy enriching themselves with our natural resources. The United Nations does pay repatriation fees to those army veterans who have been fighting outside their country to return to their country. Those people must be given what is due to them. I am of the view that soldiers are the backbone of the country. United Nations laws states that when soldiers return from a war they must be compensated, like we normally see the USA compensating its soldiers in the movies. This is how we are going to compensate these soldiers so that they can defend the country.

R13 states that the purpose of the Military Veterans Act was to assist individuals who fought for liberation. The Act was seen as a means to provide support and uplift the lives of military veterans who had been advocating for their rights. R8 suggests that the Act was implemented in response to the struggles faced by military veterans and their demands for assistance. It was perceived as a way for the municipality to address the needs of military veterans through the formulation of a policy that outlines how support should be provided. R5 acknowledges the longstanding challenges faced by military veterans in supporting their livelihoods since the dawn of democracy in South Africa.

The implementation of the Military Veterans Act was seen as a step taken by the government to address these challenges. R4 highlights that the government intervened to uplift the lives of military veterans who were struggling to make ends meet. The policy, as stipulated in the Act, aimed to guide government interventions and support for military veterans. R7 mentions that the National Military Veterans Policy focuses on providing benefits to soldiers registered in the database of the Department of Military Veterans. These benefits include bursaries for their children, medical aid, business assistance, employment, and housing. Being registered in the database facilitates the provision of assistance. R2 emphasizes the need for the policy to assist military veterans, particularly in terms of business opportunities, work, job opportunities, and tenders.

The policy was seen as a means to support military veterans and address their socio-economic status. R15 acknowledges the commendable recognition of the role played by military veterans in attaining liberation through the policy. However, it suggests that the policy itself should be reviewed and reconfigured to ensure it effectively achieves its intended outcomes. R11 draws a comparison with other countries and international practices, stating that financial compensation is typically paid to military veterans after a country achieves freedom. It advocates for military veterans to receive what is due to them, citing the importance of soldiers as the backbone of the country and referring to United Nations laws on compensating soldiers returning from war.

These responses reflect various perspectives on the Military Veterans Act 2011 and its implementation within the eThekweni Military Veterans Policy. The Act is seen as a mechanism to provide assistance, uplift the lives of military veterans, address their struggles, and compensate them for their contributions to the liberation of the country. There are also suggestions for reviewing and improving the policy to ensure it achieves its objectives effectively. Apparently, the majority had the right understanding of what the Military Veteran Act stands for as a legal instrument that specifies how their benefits should be done and who qualifies. The ex-combatants also find that the coming of the Act has enabled proper organisation of ex-combatants by enjoining them to get registered in the national database to help them qualify for any aid they need. The mention of how the benefits extend to their immediate family members has impressed them; but the challenge of the Government that has adequate resources to cater for all those that qualify is a fiscal contestation. Inadequate resources could certainly affect the scope of reaching all qualified military veterans.

4.5.3 Military Veterans' financial compensation & international policy for ex-combatants

Some of the respondents earlier expressed their understanding of who a military veteran is, that is, inclusive of benefits, with financial compensation being foremost. This theme had been expressed by many, thereby showing the importance to them. The following are some of the responses pertaining to financial compensation:

R9: Like I said to you I was part of the council when we voted on the resolution. As someone who stays in KwaMashu where there was war, gangsters and political violence and everything. You realize later those other comrades passed on without getting anything, their children are not schooling, not working and cannot even survive. They are struggling. When their parent(s) skipped

the country while they were young. Others do not even possess good qualifications to do something themselves. The municipality had to consider all that and see how it could encompass everyone.

R11: Every country when it fought for freedom and if it wins there is financial compensation that is paid to the military veterans because during apartheid other countries were busy enriching themselves with our natural resources. The United Nations does pay repatriation fees to those army veterans who have been fighting outside their country to return to their country. Those people must be given what is due to them. I am of the view that soldiers are the backbone of the country. United Nations laws states that when soldiers return from a war they must be compensated, like we normally see the USA compensating its soldiers in the movies. This is how we are going to compensate these soldiers so that they can defend the country.

R12: The United Nations does pay repatriation fees to those army veterans who have been fighting outside their country to return to their country..... United Nations laws states that when soldiers return from a war they must be compensated, like we normally see the USA compensating its soldiers in the movies.

R13 highlights that the Act was intended to assist individuals who fought for liberation. This reflects the recognition of the sacrifices made by military veterans and the aim to provide support to them. R8 emphasizes that the Act was implemented to uplift the lives of military veterans who had been advocating for their rights. It emphasizes the need for a policy framework to guide the provision of assistance and address the demands made by military veterans. R5 points out that military veterans have struggled to support their livelihoods since the dawn of democracy in South Africa. The implementation of the Military Veterans Act was seen as a response to this challenge, with the aim of addressing their needs.

R4 states that the Act aimed to assist individuals who were previously part of the army, particularly military veterans who were struggling to make ends meet. The government's intervention and the policy outlined in the Act were intended to uplift the lives of military veterans. R7 emphasizes that the National Military Veterans Policy focuses on providing benefits to registered soldiers in the Department of Military Veterans' database. This includes various forms of support such as bursaries for their children, medical aid, business assistance, employment, and housing. The database registration facilitates the provision of assistance to those who need it. R2 emphasizes the importance of the policy in assisting military veterans who often face financial difficulties.

The policy is seen as a means to provide support in terms of business opportunities, work, job opportunities, and tenders. This reflects the understanding of the policy's role in improving the socio-

economic status of military veterans. R15 acknowledges the commendable recognition of the role played by military veterans in attaining liberation. However, it suggests that the policy itself should be reviewed and reconfigured to ensure it effectively achieves its intended results. This reflects the need for continuous evaluation and improvement of the policy's implementation. R11 draws a comparison with other countries and international practices, advocating for financial compensation for military veterans. It highlights the importance of recognizing their contributions and providing compensation, drawing parallels with how the USA compensates its soldiers. This viewpoint underscores the significance of acknowledging and supporting military veterans.

The interview responses indicate a general understanding and appreciation of the Military Veterans Act as a legal instrument that specifies benefits and eligibility criteria. The Act has facilitated the organization and registration of ex-combatants in the national database, enabling them to qualify for various forms of assistance. However, the challenge of limited government resources poses a fiscal constraint, potentially affecting the scope and reach of support for all eligible military veterans. Continuous evaluation and improvement of the policy implementation are necessary to ensure the Act effectively meets its intended goals.

The concerns expressed from these examples are about the need for compensation for the sacrifices of the survivors and the families of those who died in action. Besides, even for those that returned as ex-combatants struggle and are unable to provide basic needs for their families. There are other ex-combatants who see the compensation as international norm for countries to compensate ex-combatants and all kinds of military veterans. As there is no standard international norm, the reintegration process commonly employs various methods to support individuals, including financial assistance, psychological aid, skills training, internships, formal education, job creation, assistance with job search, access to land, credit, technical guidance, and support in understanding market demands (Heinecken and Bwalya, 2013, p. 33).

It is a truism that without a specific international standard, there is the obligation for states to compensate military veterans and ex-combatants. That recognition has compelled some African states that went through a period of liberation war, like Zimbabwe, Namibia, and Mozambique, to implement compensation for ex-combatants. In Angola the aftermath of the civil war also saw ex-combatants of the two main factions being compensated for those that have justified their eligibility. War veterans of Western states, like those that have been sent for intervention purposes around the globe, are compensated with all kinds of benefits as well.

In South Africa, some of the ex-combatants of the liberation struggle have been compensated. However, as there are many other ex-combatants that have not yet received any compensation

package makes the SA Military Veterans Policy problematic (Heinecken, 2021). The compensation is expected to provide some financial pay-out that can help receivers manage their living.

4.5.4 Political support and Veteran commanders employed by eThekweni Metro

Those that are still suffering for lacking compensation have alleged their matter as inadequate or lacking political concern despite the Government coming with the Military Veterans Act. The problem is the lack of support from Provincial Departments heads. There have been cases where political attempts to give preferential consideration in job allocation to ex-combatants have been contested legally. Hence, the Act is in place but the perception about why some ex-combatants suffer has been captured and expressed in the responses below:

R14: They must provide support to those municipalities for those offices to exist. They must also provide funding for those offices to operate. The municipality also need to have political buy-in. The politicians should also be supportive of this office. They are the ones that should give direction or who should give instructions to Heads of Departments. The Heads of Departments in this municipality most of them don't recognize the existence of this office. Those who do it is like they are doing this office a favour. There is nothing in black and white that forces them to do anything.

R1: If you ask any municipal official, they know nothing about the policy. I think that was the blunder.

R14: The Heads of Departments in this municipality most of them don't recognize the existence of this office. Those who do it is like they are doing this office a favour. There is nothing in black and white that forces them to do anything.

R15: I think they are just tolerating the existence of the office and it ends there. No one is saying but the policy states this. Nobody is responsible for ensuring that the office delivers, that the office produces what it was created for. Nobody is responsible for that. There are no monitoring tools in place to ensure that all the heads of departments are enforcing the policy in their departments. It is only me who interact with certain progressive heads and enquire or request about anything.

R14: However, to answer you directly question the Premier's Office should lead the provision of services to the military veterans. They are responsible for giving instructions to municipalities to say for instance, you are obliged to have a Military Veterans office, not a desk. But a fully-fledged

department that will look after the affairs of the military veterans. That is what they should do as the Premier's Office.

The interviewees express concerns about the lack of recognition and support from political representatives, particularly at the provincial level. They argue that these officials do not acknowledge the existence of military veterans and that there is a lack of political buy-in and direction given to the Heads of Departments (R14). This has led to a situation where the Heads of Departments either do not recognize the military veterans' office or consider it a favour to support its operations (R14, R15). The absence of clear instructions or requirements in black and white contributes to the lack of commitment from department heads (R14).

The interviewees suggest that the Premier's Office should take a leading role in providing services to military veterans. The ex-combatants argue that the Premier's Office should instruct municipalities to establish fully-fledged departments to handle veterans' affairs, rather than just having a desk (R14). There are allegations of neglect and lack of oversight over the implementation of the Military Veterans Act 2011 in the province. This has resulted in the neglect of a significant number of ex-combatants, particularly those who cannot afford basic needs and have low levels of education (R14). Promises of housing delivery to ex-combatants have remained unfulfilled, raising questions about the effectiveness of government initiatives (R15).

The case of the eThekweni Water and Sanitation Unit is mentioned as an example of flawed attempts to provide employment for ex-combatants. The employment process was criticized for being predetermined and not following proper procedures, indicating a possible cover-up (Magubane, 2021). It is highlighted that while support should be given to veterans, it should be done in accordance with approved standards and fairness, without granting them preferential treatment over other public sector employees (R15). The interview responses suggest a lack of political recognition and support for military veterans in eThekweni Metro. There are concerns about the neglect of veterans' affairs, inadequate oversight, unfulfilled promises, and flawed attempts at employment. The need for stronger political buy-in, clearer instructions, and improved implementation of policies and initiatives is emphasized.

The emerging allegation is on about the lack of concern showed by Provincial political representatives. Some have alleged that these officials do not recognise the existence of military veterans. This can be attributed to the existing number of ex-combatants who cannot afford basic needs, and there has been no official intervention, especially, those whose level of education is low. They also see the lack of oversight over the implementation of the Military Veterans Act 2011 in the province and that has contributed to the neglect of a significant number of ex-combatants. Sutcliffe and Bannister (2015, p.

14) mentioned challenges facing eThekweni as that of the military veterans, implying that the veteran matters are on the agenda table.

Besides, Jomo Sibiya, the MEC for KZN Human Settlements and Public Works, had assured the veterans the delivery of houses in 2015 when he placed their plight as urgent (Sithole, 2021; Polity, 2021). In 2016, the Department of Military Veterans and Department of Human Settlement's promised to deliver 1000 homes to ex-combatants at the cost of R138 million across the country remains a mirage on paper (Department of Military Veterans, 2016). Has that promise been delivered accordingly? Promises from the Department of Military Veterans and Department of Human Settlement to deliver 1000 homes to ex-combatants remain on paper.

The Supernumerary Post of Water Services Agent Supervisors and Water Services Agents in the Water and Sanitation Unit by the eThekweni Metro promotion issues which were contested by SA Municipal Workers Union (SAMWU), Independent Municipal and Allied Trade Union (IMATU) and the SA Local Government (see Chapter 2 subsection 2.4.5. item (a), p. 33). Magubane (2021) raises questions around the influence of the leaders of the ex-combatants over the Metro Officials. However, the Researcher has been unable to find any official to provide response.

The frustration experienced by some ex-combatants has led them to believe that transferring the responsibility of military veterans' affairs to the Premier's Office could address the perceived lack of political commitment to veteran matters at the provincial level in KZN. They question whether the initiative taken by eThekweni to handle veterans' affairs would receive the necessary attention, making the involvement of the Provincial Premier unnecessary. However, even if the Provincial Premier were to assume responsibility, it should not imply that preferential treatment would be given to ex-combatants, bypassing established procedures, similar to what happened with the Water & Sanitation Unit of eThekweni Metro. Any actions taken to support and provide assistance to ex-combatants must adhere to approved standards and uphold fairness. Fairness means that they are not treated in a special manner that excludes other employees within the public sector.

Apart from the case of flawed attempts to provide permanent employment for some of the ex-combatants in KZN, there has not been a similar reported case anywhere in the country yet. Indeed, as there are some considerable numbers of ex-combatants employed in the SANDF, SAPS, and in security provisions for public figures and some other roles; these have not flouted any policy code or rule. The case of eThekweni Water & Sanitation Unit Official flouting the rule could have been a deliberate attempt creating specific jobs for some ex-combatants, which is simply an oversight and misunderstanding of the policy process or just cover up. The Judge's verdict categorically says that "... the short-listing and interview process was actually a *fait accompli*. The appointment of the employees

who were not veterans was clearly done to cover up the pre-determined goal to be achieved” (Magubane, 2021).

4.5.5 Budget for military veterans’ affairs administration

What will make the veterans affairs get its deserving attention certainly would require some degree of administration. The Military Veterans Act 2011 implementation depends on Provincial level participation where the veterans live at the local communities. Hence, the need for localised sub offices is required to handle administrative matters and their pay-out concerns. Therefore, some of the respondents expressed their concern over the lacking local office. In that case, the selected responses below come clear with the issue of lacking budget for managing local level issues through a properly set up office.

R1: You cannot start a programme like that and even have an office and not give financial support.

R13: I think they need to review the policy, upon reviewing the policy the municipality would have to fund the organogram that we spoke about so that it is implemented.

R14: They must provide support to those municipalities for those offices to exist. They must also provide funding for those offices to operate.

R13: There should be employment and empowerment of staff in the Military Veterans Office. So, that they can work effectively. Secondly, we need a stand-alone budget for this office.

R5: I wish there was an office in the eThekweni as a region where military veterans submitted their application, it is very difficult for some of us to submit in Pretoria it is very important for us to have an office in the eThekweni region to curb most of the challenges we are re facing.

R1 emphasizes the importance of financial support for the policy. This response highlights the need for adequate funding to ensure the successful implementation of the policy, including the provision of financial assistance to military veterans. R13 suggests that the policy should be reviewed, and upon review, the municipality should allocate funds to support the implementation. This response indicates that a thorough assessment and potential revision of the policy may be necessary to ensure its effectiveness. Additionally, funding for the organizational structure mentioned in the interview should be provided to facilitate implementation. R14 emphasizes the need for support and funding from the municipality to establish and sustain the Military Veterans offices. This response implies that financial support is essential not only for the policy itself but also for the offices responsible for its implementation. R13 further emphasizes the importance of employment and empowerment of staff

within the Military Veterans Office. This response highlights the need for capable and supported staff who can effectively carry out the responsibilities of the office. Additionally, the mention of a stand-alone budget suggests the need for dedicated financial resources specifically allocated to the Military Veterans Office.

R5 expresses the desire for a regional office in eThekweni where military veterans can submit their applications. This response underscores the need for accessible and localized support services for veterans, acknowledging the challenges some veterans face in accessing the central office in Pretoria. Establishing a regional office can help address these challenges and provide more convenient access for veterans. The interview responses highlight key areas of concern within the eThekweni Military Veterans Policy. These concerns include the provision of financial support, policy review, funding for office operations, employment and empowerment of staff, and the establishment of regional offices for better accessibility. Analysing these responses can provide valuable insights for assessing and improving the policy to better meet the needs of military veterans within the eThekweni Municipality.

These sentiments about lacking localised administration have been seen as a factor that has possibly kept some of the ex-combatants from not getting the expected benefits as military veterans. The setting up of an administration brings costs and the challenge of how to raise that if there is general stress on the Government purse with some members not enrolled into the grant provision. There can be contestation that the funds to use for the administration office can be used to expand the grant to those not receiving it. However, it is a glaring truth that without local offices there have been problems in coordinating the military veterans' affairs properly. In addition, many of the ex-combatants do not have the means to travel to the Office of the Department of Military Veterans in Pretoria without a local office.

It is not possible to attribute the lack of political concern solely to the absence of an administration office without considering the allocation of a budget. The budget for such an office should be provided by the Department of Military Veterans, which currently cannot contribute financially to fund local veterans' offices. Given this financial constraint, it becomes evident that a more effective approach would be to promote the financial independence of ex-combatants through skills training and providing them with capital support. This approach is crucial, especially considering the emerging era where job opportunities may become scarce due to the Fourth Industrial Revolution, which has led to a decline in human labour. By equipping ex-combatants with valuable skills, the benefits can be transferred to their dependents as well. Consequently, the funds that would have been allocated for supporting an office can be more effectively utilized for skills training. This training can be facilitated through public technical institutions and apprenticeship programs offered by NGOs.

4.5.6 Empowering of veterans for self-efforts drive

The preceding discussion on budgetary constraints and the need for making ex-combatants financially independent links with this section about empowering ex-combatants. Though some veterans consider regularised cash payment or grant as useful in mitigating their financial plight, a lasting solution is needed. The need for acquiring skills that can make an ex-combatant independent from grants can provide lasting solution. Vocational training, apprenticeships, formal education, access to land, credit, technical assistance, and support in identifying market needs have not been considered by many of the respondents apart from one of them that saw that as relevant. This respondent's, who answered clearly to the demand of the question, has the view that veterans to empower themselves in acquiring skills:

R12. I think Military Veterans if they can try to empower themselves, I know it's difficult because they are poor. If they can study and even understand their policies. Because you will find most of military veterans do not understand their policy.

In the provided interview response, the interviewee emphasizes the importance of military veterans empowering themselves through education and understanding of policies. They acknowledge that it may be challenging for veterans to do so, given their financial constraints and the fact that many of them are living in poverty. However, the respondent (R12) believes that if veterans make an effort to study and comprehend their policies, it can significantly benefit them. The interviewee's statement suggests that a lack of understanding of policies is prevalent among military veterans. This lack of awareness can be a barrier to accessing the support and benefits they are entitled to. By studying and familiarizing themselves with the policies that pertain to them, veterans can better navigate the system and make informed decisions about their rights and entitlements.

The interviewee recognizes the difficulties faced by veterans in their pursuit of self-empowerment. Poverty and limited resources can create significant obstacles to accessing education and training opportunities. However, their statement implies that despite these challenges, it is essential for veterans to prioritize their own education and understanding of policies as a means of improving their circumstances. By highlighting the need for veterans to empower themselves through education and policy comprehension, the interviewee suggests that self-reliance and knowledge are key factors in improving the lives of military veterans. They imply that a deeper understanding of policies can help veterans navigate the system more effectively and access the support they need. The respondent's perspective suggests that a sustainable source of income, obtained through trade skills and empowerment, is more valuable than solely relying on financial compensation. They imply that

acquiring skills and education can provide veterans with the means to generate their own income and improve their livelihoods in the long term.

The reference to the consequences of inadequate cash compensation, as mentioned by Hendricks and Bwalya (2012), highlights the potential negative effects of relying solely on financial aid. The interviewee suggests that insufficient compensation can lead to demoralization among ex-combatants, potentially resulting in criminal activities such as robberies and farm attacks. This statement implies that without adequate support and opportunities for self-empowerment, veterans may face challenges that could affect both political stability and public security.

Cash payment is straight forward, but due to its inadequacy, some alternative way to re-equip ex-combatants to make their own income can be helpful and relieve the state of budget pressure. The reintegration of liberation ex-combatants remains a bone of contention over finding ways to help them to be self-sustaining without the state. The state of the country's economy coupled with the load of grants in the aftermath of COVID-19 begs for alternative ways to ensure ex-combatants reintegrate, not as grant dependants but capable and able to make their own incomes. There are some members whose disability renders them incapable of working; but many can be retrained and reskilled or skilled and provided with basic start-up capital than a regularised monthly meagre grant.

In some of the SADC states where reintegration has happened, the use of regularised monthly cash payment and meagre once-off payments have not been helpful in easing the ex-combatant's reintegration. Most the countries such as Angola, Namibia, Zimbabwe, and Mozambique experience challenges over inadequate funds and having weak economies. Thus, political expediency and financial prudence would require the ex-combatants to be empowered with skills and once-off capital assistance after the training as start-up support.

4.5.7 The effectiveness of the eThekweni Military Veteran Policy

Most of the respondents appreciate the establishment of both national and local implementation of Veterans Policy aimed at supporting ex-combatants. Their major concern about the policy has been its effectiveness. Some talked about the local eThekweni policy and other ex-combatants refer to the national one with allusion to the international UN one. Below are some of the responses referring to the local and national policies:

R9: Retorted by averring that like I said to you I was part of the council when we voted on the resolution. As someone who stays in KwaMashu where there was war, gangsters and political

violence and everything. You realize later those other comrades passed on without getting anything, their children are not schooling, not working and cannot even survive. They are struggling. When their parent(s) skipped the country while they were young. Others do not even possess good qualifications to do something themselves. The municipality had to consider all that and see how it could encompass everyone.

R8: I cannot give them 100%. I have my reasons for that. Our hopes that when the policy was being implemented things would start happening. They even opened an office that would focus on us here in eThekweni. However, that is not happening. We would be far if they did according to their promises. It is not 100%, it is still lacking somewhere. In his response.

R4: In my understanding they wanted to assist the people that were part of the army previously especially the military veterans. Because it became clear that they struggling to make ends meet. Then the government intervened to uplift the lives of the military veterans. The policy stipulates how the government should intervene to assist the military veterans.

R15: I think they formulated the policy in line with the Military Veterans Act that was already in place. They came up with policy seeing the quagmire and seeing the challenges that Military Veterans find themselves in. They felt that it was prudent to come up with a policy so that they can play a role in the integration of the Military Veterans to the society. Also, in facilitation of the acquisition of the benefits that are meant for the military veterans. I think it was just a vehicle to ensure that the city plays a role in assisting both the military veterans and their dependants.

R13: It is there to assist the military veterans about employment although they have not accommodated everyone, but they have tried because... I am not sure if I can give you the numbers I know or not, just roughly.

R11: That we have seen some employment from this policy. So, I would say in that way it is working. However, there is room for improvement, we should not be given any type of work. We end up taking such jobs because we are struggling to make ends meet.

R10: A lot has happened with regards to employment, some people have been employed. So, I would say in that way it is working. However, there is room for improvement, we should not be given any type of work. We end up taking such jobs because we are struggling to make ends meet. From the outcome it can be deduced that participants were able to offer insight and perspective on how the eThekweni Municipality is implementing the Military Veteran's Policy. We have seen some employment from this policy. So, I would say in that way it is working. However, there is room for

improvement, we should not be given any type of work. We end up taking such jobs because we are struggling to make ends meet.

R9 highlights the importance of considering the challenges faced by military veterans and their dependents, such as lack of education and employment opportunities. The policy aims to encompass everyone and address these struggles. R8 expresses dissatisfaction with the policy's implementation, suggesting that the promised actions and support have not been fully delivered, leading to unmet expectations.

R4 emphasizes that the policy was formulated to uplift the lives of military veterans who were previously part of the army and facing financial difficulties. It outlines the government's intervention to assist and provide benefits to military veterans. R15 suggests that the policy was formulated in line with the existing Military Veterans Act to integrate military veterans into society and facilitate their access to benefits. It portrays the policy as a means for the city to play a role in assisting military veterans and their dependents.

R13 and R10 acknowledge that the policy has resulted in some employment opportunities for military veterans, but there is room for improvement. The participants express a desire for more suitable and sustainable job opportunities that align with their skills and needs. The interview responses show a mixed perception of the policy's effectiveness. While there are positive outcomes, such as employment opportunities, there are also areas for improvement, including better implementation, addressing unmet promises, and providing more suitable employment options for military veterans.

Some respondents have acknowledged and commended some achievement of the policy in placing some of their members in jobs as commendable. They have the view that much can be done in other areas that are not effective and ensuring the jobs offered are secured. They also deplore some of the jobs offered, and these can be the jobs that are temporary and low wage. It is in that attempt to help some of them at the eThekweni Water & Sanitation Unit that landed the official of the Unit into legal tussle with other Workers Unions over upgrading the working status of the veterans employed within the Unit.

Someone alluded to those who have passed on before they can benefit from the policy caused by the cumbersomeness of the qualification process. In such cases their dependants languish in poverty without having the ability to apply for the benefits due to them. This is the situation that the local coordinators could have stood in to help and arrange support for disgruntled and disappointed families. That can be properly done as there is an office responsible to properly handle the ex-

combatants' affairs; but what is preventing the local Veterans Office to execute its mandate as expressed in its local Veterans Policy? Answering this question is explored in the next subsection 4.4.8.

4.5.8 Avenue for improvement - The need for effective communication channels

The concerns expressed about areas of the eThekweni Metro for improvement in meeting the local ex-combatants needs as expressed in the eThekweni Military Veterans are about lacking rapprochement between them and the officials or politicians. In that regard the responses have been expressed as follows:

R10: I think what needs to improve is channels of communication. The military veterans need to know who they must communicate with at the municipality for housing, social welfare, etc. the municipality must also know who they talk to on the military veterans' side.

R9: Mr Philani, that is a good question. When I introduced myself, there is something I did not say. But...that is a good question. You know you have been talking about if you go to parliament, there are different political parties, ANC, DA, IFP, EFF and so on. You cannot talk about my family if I am not there representing it. If you are talking about a Zwane family, there must be a Zwane member in that meeting. Therefore, if you are talking about Military Veterans at least you must have 5% of them in the municipality. I am not talking about the employees like general workers. Compared to people that have studied how to look after something.

R8: Yes. Two, they must trust us that we are Military Veterans, we can do things better.

R7: Military Veterans have done many things to assist eThekweni Municipality, but all attempts were in vain. What I think should happen is that we make this policy a binding offer that is going to force us to engage on it. Because if there is nothing that forces us to engage the municipality will do as they please. But if there is a document forces us to meet maybe quarterly, thing will improve. That is what I suggest.

The interview responses of the eThekweni Military Veterans reveal that one of the main areas for improvement in meeting their needs is the establishment of effective communication channels with the local government. They express their discontent with the current situation, where they feel neglected and excluded by the municipality officials or politicians. For example, R7 complains that the municipality has too much power and autonomy and suggests that a document should be created to compel them to engage with the ex-combatants. They recommend that there should be a binding

policy that mandates regular consultations and interactions with the ex-combatants, as well as a proportional representation of their interests in the municipal structures. They also stress the need for mutual recognition and respect for their roles and contributions to the society. R8 claims that ex-combatants deserve trust and confidence from the municipality, as they have more experience and skills. These responses indicate that the eThekweni Military Veterans are seeking more engagement and collaboration with the local government to address their needs and challenges.

By addressing the need for effective communication channels, trust-building, and a binding framework for engagement, the eThekweni Military Veterans Policy can be implemented more effectively. Improved communication, stakeholder inclusion, and structured engagement mechanisms can enhance collaboration, coordination, and accountability, ultimately contributing to the successful implementation of the policy.

The breakdown in communication between the political side and ex-combatants is a significant concern that hinders the effectiveness of the local policy. This study acknowledges this issue as the main obstacle, recognizing that there may be other unrelated issues that were not specifically addressed in the study. As much as there has been political acknowledgement and pledges to ensure ex-combatants concerns and benefits are addressed within stipulated legislature or policy, not much has happened practically over the years to prove the deserving justice for their sacrifices.

The matter of opening the communication channel can be seen as due respect for the ex-combatants. Neglecting such due administration of communication instruments undermines the democratic practice that validates the respect and rights for the ex-combatants. This takes us back to subsection 2.4.5., item (c), p. 40 (also Chapter 1, subsection 1.5., item vi, p. 12), which refers to seeking answers for: justice for liberation struggle military veterans, rationale for justice, and has justice been dispensed regarding the liberation struggle of ex-combatants? Have these issues found answers in this study and what are the answers? These will be the matters to be taken up in the next Chapter 5. What is commendable regarding the ex-combatants is the ease with which they expressed themselves without fear of any reprisal from political authorities.

4.6 A REVIEW OF THE ANALYSIS

The analysis focuses on the policy assessment of the eThekweni Military Veterans Policy. Through interviews with pertinent stakeholders, the analysis delves into various aspects of the policy, including financial compensation, international norms, political support, and veteran commanders'

employment. The interview responses shed light on the challenges, shortcomings, and concerns surrounding the implementation and effectiveness of the policy in the eThekweni Metro.

The interview responses highlight several key issues and concerns within the eThekweni Military Veterans Policy. There is a strong consensus among the interviewees about the need for financial compensation and support for the families of deceased veterans and struggling ex-combatants. The lack of recognition, political buy-in, and clear instructions from political representatives and heads of departments are identified as major obstacles to the effective implementation of the policy.

The interviewees emphasize the importance of adherence to international norms and standards for compensating military veterans. They reference the United Nations' role in repatriation fees and compensation for soldiers returning from war. However, the absence of a specific international standard necessitates the obligation for states to compensate their military veterans and ex-combatants. The examples of some African states and Western countries compensating their veterans further support the argument for providing financial support to military veterans in South Africa.

In terms of political support, the interviewees express dissatisfaction with the lack of recognition and support from provincial political representatives. The heads of departments within the municipality are criticized for not recognizing the existence of the Military Veterans' Directorate and for showing minimal commitment to its objectives. The absence of clear instructions and requirements exacerbates the problem, as there is no framework to enforce the policy within the various departments.

4.7 SUMMARY OF CHAPTER

This chapter presented the findings of the research, which utilized qualitative interviews to gather data. The chapter began with a brief introduction, followed by a description of the characteristics of the participants (respondents). A table of themes generated from the interviews was provided, and a section was dedicated to discussing the findings of the interviews.

The analysis revealed significant concerns regarding the neglect of a considerable number of ex-combatants who struggle to meet their basic needs, especially those with lower levels of education. It was evident that promised benefits, such as housing, remained unfulfilled, indicating a lack of oversight and accountability in the implementation of government initiatives. Flawed attempts at

providing employment support, as exemplified by the Water and Sanitation Unit case, underscored the importance of adhering to proper procedures and ensuring fairness in supporting veterans.

In summary, the analysis of the interview responses highlights the challenges faced by the eThekweni Military Veterans Policy in terms of financial compensation, political support, and employment opportunities for veterans. The lack of recognition, insufficient political buy-in, and inadequate oversight contribute to the neglect of veterans' affairs and unfulfilled promises. Addressing these issues requires stronger political commitment, clear instructions, effective implementation mechanisms, and adherence to approved standards to ensure fair treatment and support for military veterans.

The next Chapter 5 will conclude this research report. The Chapter will provide the study conclusions and recommendations for addressing the identified challenges and improving the support provided to military veterans. Additionally, it will suggest areas for future research, contributing to a more comprehensive understanding of the topic.

CHAPTER FIVE

RECOMMENDATIONS AND CONCLUSIONS

5.1 INTRODUCTION

Chapter 5 ends the research with a summary of the study, recommendations, and conclusion sections. This research, comprising 5 chapters, started with First Chapter which covered the key introductory factors for the dissertation; the Second Chapter presented relevant literature reviewed for the study, and an analytical framework underpinning the research; the Third Chapter took up the discussion of the methodology adopted to help answer the research questions; followed by the Fourth Chapter which dealt with the thematic presentation of the findings, analyses, and discussion. This Final Chapter comes with the summary of findings, recommendations, conclusion, and ends with noting the areas for future research. Critically, at this conclusion, it is relevant to restate the research objectives, which are as follows:

- i. To record the historical background and rational of the establishment of the Military Veterans' Policy of eThekweni Municipality;
- ii. To review the success and challenges associated with the implementation of Military Veterans' Policy in the eThekweni Municipality; and
- iii. To offer future recommendations to strengthen the effectiveness of the implementation of Military Veterans Policy in the eThekweni Municipality.

5.2 SUMMARY OF FINDINGS

The subject of this research has been the "Assessing the Implementation of the eThekweni Municipality's Military Veterans Policy." The essence and aim of the study have been to assess the implementation of the Military Veterans Policy within eThekweni Municipality. Thus, the study enabled the researcher to gain insight into some aspects of the policy's rationale and historical background pertaining to military veterans in the Metro, and insight into sections of the recognized military

veterans' groups who are not benefiting from the eThekweni Military Veterans Policy since its implementation.

Guided by these cardinal goals, the study focused on interviewing some members of the SANMVA in eThekweni Metro Municipality where there has been an effort at the local level to grant support to aid the ex-combatants in the eThekweni area to overcome their unjust socio-economic difficulties. The unjust aspect is that national and local policies to tackle the ex-combatant DRRR issue that have been hanging since the end of the liberation war exist (South Africa is now approaching its 30th year into democracy). But there remain considerable numbers of ex-combatants languishing in severe poverty with their families suffering, as attested to by the findings of the study. This is after years of sacrificing everything to fight for the overthrow of apartheid. Thus, the effort to assess the Military Veteran Policy at eThekweni found the following:

The perception of a military veteran among ex-combatants in the eThekweni area aligns with the global understanding. Truusa and Castro (2019) conducted an in-depth study that demonstrated that many countries prioritize military veterans over individuals with defense experience. However, within the context of South African state policy, military veterans specifically refer to retired members of the former SADF, current SANDF, and individuals affiliated with recognized ex-liberation organizations (the latter requiring a qualifying application).

The Military Veteran Act 2011 is seen as a policy instrument that recognizes the rights of ex-combatants and provides guidelines for mandatory assistance, not only to ex-combatants but generally all other veterans. Hendricks and Bwalya (2012, p. 33-34) discuss the diverse range of benefits provided to veterans, which vary across countries and different categories of veterans. These benefits can include legally mandated entitlements such as pensions, as well as other forms of financial or non-monetary support. The authors highlight that commonly utilized reintegration mechanisms for veterans encompass various approaches, such as direct cash payments, psychological assistance, vocational training, apprenticeships, formal education, job creation initiatives, support for job search activities, access to land, credit facilities, technical guidance, and assistance in identifying market needs.

In the South African context, the authors elaborate that the specific modality implemented entails providing ex-combatants with a one-time gratuity payment based on their length of service within the respective ex-liberation organization (See Table 2.1. on page 37). Besides the eThekweni Military Veterans Policy, the national Military Veterans Policy has other benefits that guarantee support in education to ex-combatants and their immediate dependents, and in some cases health care aid. In 2018, the Government had to put a ceiling on subsidies offered to ex-combatants and dependents from 2019 until further notice due to inadequate budget (Department of Military Veterans, 2018). The study could not access information to know whether that affected the full-scale implementation of the eThekweni Military Veterans Policy.

With the existence of this instrument, some literature describes that the nature of promises in the eThekweni Military Veterans Policy and the Military Veterans Act have been superfluous, which can overburden the province and the state in meeting the veteran's needs. However, the eThekweni Military Veterans Policy has been a long overdue instrument aimed at helping all military veterans, especially the ex-combatants. The experience with the national Act since 2011 has proven why experts have been critical of its promises (Heinecken and Bwalya, 2013, p. 35; Kramm, 2017, p. 26; Sadomba, 2008, p. 204) (Author, Year). That is seen in how the state is struggling to meet the promises to even the ex-combatants, let alone the eThekweni Metro.

Therefore, the huge promises could be a means or ploy to manipulate the ex-combatants politically, or whatever else remains unanswered because the same politicians have been accused of not caring about the ex-combatants, as indicated by the findings in Chapter 4. Generally, the constraint placed on the eThekweni Metro and national Government to honour some of the promises in the Military Veterans Acts 2011 have, by and large, not prevented the ex-combatants from lauding the two policies as relevant instruments they can use to legally hold the Metro and National Government. This places responsibility on the eThekweni Metro and Department of Military Veterans to respect and negotiate with SANMVA where they have issues like coming under financial constraint.

The findings show complaints about lacking political cooperation to resolve issues facing ex-combatants. Nationally, for example, SANMVA threatening the South African President in 2019 for avoiding a meeting with the Association leaders (Sokutu, 2019) was based on the Government's inability to honour the Military Veterans Act provisions. Other promises made by eThekweni political

leaders have not materialized about deliveries to the ex-combatants. The powerful and influential ex-combatants lobby did not happen in the case of President Ramaphosa, unlike former President Zuma who authorized the promulgation of the Military Veterans Act 2011.

Some other matters prevail such as the budget for military veterans' affairs administration offices and empowering the living veterans for self-efforts income activities that all require state funding. The current fiscal position of the eThekweni Metro and the state of the fragile economy after the COVID-19 pandemic makes it difficult for budgetary demands on the local and national Government. The eThekweni Metro intervention has been held in check despite their frank intention to provide support from the state of the Metro economy now after the July 2021 looting spree. This does not suggest a hopeless situation for the ex-combatants, but the timing in view of the prevailing financial constraints will certainly accentuate the crisis of the ex-combatants in the interim and without guaranteed future improvement. This does not render the eThekweni Military Veterans Policy cum the Military Veterans Act 2011 ineffective per se. However, its force as an instrument has been limited by the prevailing economic situation of the country, and the number of expectations ex-combatants are challenged more than anticipated by the members of SANMVA in the eThekweni area. Nevertheless, all the ex-combatants members nationally have not had any benefits yet from the overarching national Military Veterans Act.

In view of the precarious economic situation of the country, which will continue for some extended periods, there is a need to find avenues for improvement of rapport between the responsible officials, and the need for effective communication and information dissemination channels. From the rational consideration of dire living conditions of some ex-combatants, the feeling of depending on meagre state support could justify the need for timely provision of the ex-combatants' needs through the eThekweni Military Veterans Policy.

This summary, based on the research findings, highlights the implementation challenges faced by the eThekweni Municipality's Military Veterans Policy. It sheds light on the understanding of military veterans in the eThekweni area, the benefits and limitations of the Military Veterans Act, and the constraints faced by both the local and national governments in meeting the needs of ex-combatants. It also underscores the importance of political cooperation, effective communication, and the need for timely provision of support to address the socio-economic difficulties faced by ex-combatants.

These insights provide valuable information for policymakers and stakeholders involved in the implementation and improvement of military veterans' policies.

The next Chapter 5 will conclude this research report. The Chapter will provide the study conclusions and recommendations for addressing the identified challenges and improving the support provided to military veterans. Additionally, it will suggest areas for future research, contributing to a more comprehensive understanding of the topic.

5.3 CONCLUSION AND RECOMMENDATIONS

The dissertation focused on assessing the implementation of the eThekweni Municipality Military Veterans Policy, aiming to gain insight into its successes and challenges, particularly in relation to the exclusion of certain members of recognized military veterans' groups from accessing the policy's benefits. By applying critical theory to examine issues related to the liberation struggle of veterans (ex-combatants) and the implementation of their policies, this research aimed to explore the concept of justice for ex-combatants, the underlying rationale for such justice, and the fairness of the military veterans' policy implementation by the eThekweni Metro.:

The conclusion on research objective one: Recording the historical background and rationale of the establishment of the Military Veterans' Policy of eThekweni Municipality; which respond to research question one: What led to the establishment of Military Veterans' Policy in the eThekweni Municipality?

The Military Veterans Act 2011 provided a framework for the provision of statutory and non-statutory military veterans, including ex-combatants, recognizing their role in South Africa's historic struggle for liberation. In this context, the eThekweni Military Veterans Policy was designed as a local guide for government intervention to alleviate the suffering of ex-combatants. It reflects the principles of justice in a democratic society, ensuring that those who sacrificed their lives, families, and education for a greater cause are not abandoned to the hardships of poverty and social marginalization. The eThekweni Military Veterans Policy serves as a legitimate instrument for officials to assist ex-combatants in accordance with their best interests. While the policy itself has been criticized for

making excessive promises, it is crucial for officials to adhere to the policy's mandate and pursue justice and fairness for the suffering veterans within the boundaries of the law.

The conclusion on research objective two: Reviewing the success and challenges associated with the implementation of Military Veterans' Policy in the eThekweni Municipality; which respond to research question two: How has eThekweni Municipality navigated their successes and challenges in their implementation of the Military Veterans' Policy?

The implementation of the Military Veterans Policy within the eThekweni Municipality relies heavily on the allocation of public funds. To effectively address the unique needs of military veterans, the municipality has taken the commendable step of establishing a dedicated Directorate of Military Veterans Affairs. This institutional framework aims to ensure that the policy is effectively implemented and that the promised benefits reach the intended beneficiaries.

However, despite these efforts and the presence of a legal framework, there remain ex-combatants who have yet to receive the benefits outlined in the policy or have been overlooked entirely. One of the major challenges faced is the insufficient funding allocated for the implementation of the policy. The limited financial resources available make it challenging for the municipality to fulfil its commitments, such as providing education sponsorships, making lump-sum cash payments, and offering suitable housing for military veterans. These unmet promises have resulted in frustration and disappointment among ex-combatants who had expected to benefit from the policy.

Furthermore, the municipality's ability to address the demands of ex-combatants is hampered by slow economic growth and financial constraints. The constrained budget limits the municipality's capacity to fully meet the needs of military veterans and honour all aspects of the policy. As a result, the municipality faces difficulties in delivering on its commitments, which in turn raises concerns about the politicization of the policy and the transparency of the decision-making process.

It is crucial for officials involved in the implementation of the Military Veterans Policy to maintain transparent communication with ex-combatants and provide them with accurate information

regarding budgetary constraints and potential delays. Clear and honest communication can help manage expectations and mitigate frustrations among military veterans. Additionally, efforts should be made to explore alternative funding sources and strategies to ensure the policy's effective implementation and the provision of the promised benefits to deserving ex-combatants.

In conclusion, while the eThekweni Municipality has taken important steps to implement the Military Veterans Policy, challenges persist. Insufficient funding, slow economic growth, and budgetary constraints hinder the municipality's ability to fully meet the needs of military veterans. Addressing these challenges requires transparent communication, proactive efforts to secure additional funding, and a commitment to fulfilling the promises outlined in the policy.

The conclusion on research objective three: Offering future recommendations to strengthen the effectiveness of the implementation of Military Veterans Policy in the eThekweni Municipality; which respond to research question three: What future views and recommendations which can be offered the implementation of policy for Military Veterans in eThekweni Municipality?

Based on the findings of this study and the issues raised in relevant literature, several recommendations are proposed to enhance the effectiveness of the eThekweni Military Veterans Policy and its implementation:

a) Establish and maintain good rapport

Establishing and maintaining good rapport between officials responsible for the implementation of the Military Veterans Policy and ex-combatants is essential for a successful and inclusive implementation process. Active engagement and effective communication channels are crucial to ensure that ex-combatants are well-informed about the policy's provisions, their entitlements, and any updates or changes that may arise.

To establish a strong rapport, officials should initiate regular and meaningful interactions with ex-combatants. This can be achieved through various means, such as organizing town hall meetings, community forums, or dedicated feedback sessions. These platforms provide opportunities for ex-

combatants to express their concerns, ask questions, and voice their opinions regarding the implementation of the policy. It is important for officials to actively listen to the experiences and feedback of ex-combatants, demonstrating a genuine commitment to addressing their needs and concerns. Effective communication channels should be established to ensure that information regarding promised benefits, including any delays or constraints related to government funding, is disseminated widely and in a timely manner. This can be done through various communication mediums, such as regular newsletters, websites, social media platforms, and public announcements. Clear and transparent communication about the challenges faced in implementing the policy and the steps being taken to address them helps manage expectations and build trust between officials and ex-combatants.

Furthermore, it is essential for officials to be accessible and approachable, providing opportunities for one-on-one interactions with ex-combatants who may have specific concerns or require personalized assistance. This can be facilitated through designated contact points, such as a helpline or dedicated office hours, where ex-combatants can seek guidance or clarification on matters related to the policy. In addition to direct communication, officials should also collaborate with community leaders, NGOs, and other stakeholders to ensure that information about the policy reaches a wider audience. By engaging these local influencers and organizations, officials can tap into existing networks and channels of communication, maximizing the reach and impact of their efforts.

Transparency in communication is crucial to build and maintain trust between officials and ex-combatants. It is important for officials to be honest and forthcoming about the challenges faced in implementing the policy, including any budgetary constraints or delays. By clearly articulating these challenges and the steps being taken to address them, officials can manage expectations and demonstrate their commitment to finding solutions. Therefore, by establishing and maintaining good rapport between officials and ex-combatants requires active engagement, effective communication channels, and transparent communication. By initiating regular interactions, disseminating information widely, and being accessible to address individual concerns, officials can foster a sense of trust, manage expectations, and ensure that ex-combatants feel heard and supported throughout the implementation of the Military Veterans Policy.

b) Strengthen financial resources

Strengthening financial resources is crucial for the effective implementation of the Military Veterans Policy in the eThekweni Municipality. Adequate funding is necessary to fulfil the promises and commitments outlined in the policy, ensuring that military veterans receive the support and benefits they deserve. To secure sufficient funding, multiple strategies can be employed. Firstly, the municipality should explore additional funding sources beyond the existing budget allocations. This may involve seeking grants or funding opportunities specifically targeted at supporting military veterans' welfare and empowerment programs. By actively seeking out these sources, the municipality can supplement its existing resources and expand the scope of services and benefits provided to ex-combatants.

Advocacy for increased budget allocations is another avenue to strengthen financial resources. Municipal officials and relevant stakeholders should engage in discussions with higher levels of government to emphasize the importance of supporting military veterans and the need for increased funding. This can involve presenting compelling arguments and evidence that highlight the challenges faced by military veterans and the positive impact that adequate funding can have on their lives. Partnerships with external organizations or donors can also contribute to bolstering financial resources. Collaborating with NGOs, community organizations, philanthropic foundations, and private sector entities can provide access to additional funding, expertise, and resources. These partnerships can be established through formal agreements or memoranda of understanding, outlining the shared goals and responsibilities in supporting military veterans. By leveraging external partnerships, the municipality can tap into diverse funding streams and benefit from the knowledge and experience of these organizations.

It is important to note that in seeking external funding, the municipality should ensure alignment with the objectives and values of the Military Veterans Policy. Partnerships should be established with organizations that share the same commitment to the well-being and empowerment of ex-combatants, ensuring that the funds received are directed towards programs and initiatives that address their specific needs. Additionally, financial sustainability should be considered in the long term. The municipality can explore strategies for generating revenue or income-generating initiatives that can contribute to funding the Military Veterans Policy. This may involve exploring opportunities

for social enterprise or identifying sectors where military veterans can contribute their skills and expertise in exchange for financial support.

By adopting a multi-faceted approach to strengthening financial resources, the eThekweni Municipality can enhance its capacity to implement the Military Veterans Policy effectively. Through exploring additional funding sources, advocating for increased budget allocations, and fostering partnerships with external organizations or donors, the municipality can ensure that the necessary financial support is available to fulfil the commitments and promises made to military veterans. This will enable the provision of comprehensive and sustainable support that addresses their unique needs and contributes to their overall well-being and integration into society.

c) Focus on skills empowerment

To strengthen the implementation of the Military Veterans Policy, it is crucial to focus on skills empowerment for ex-combatants. Rather than solely relying on cash compensation, there should be a concerted effort to provide military veterans with skills training and educational opportunities. This approach aims to break the cycle of dependency on grants and foster long-term self-sustainability.

Skills empowerment programs can take various forms, including vocational training, entrepreneurship development, and educational scholarships. These initiatives should be designed to meet the unique needs of individual ex-combatants, considering their previous experiences, capabilities, and aspirations. Conducting thorough assessments and understanding the specific skill gaps and potential areas of growth for each veteran can ensure the effective utilization of resources and maximize their chances of success. By offering skills training, ex-combatants can acquire new competencies that are relevant to the job market and entrepreneurship. Vocational training programs can equip veterans with practical skills in areas such as construction, plumbing, electrical work, or agriculture, enabling them to pursue meaningful employment or establish their own businesses. This approach not only enhances their employability but also contributes to the local economy by fostering entrepreneurship and job creation.

In addition to vocational training, providing educational opportunities is crucial for the long-term empowerment of ex-combatants. Scholarships or financial support for further education, such as

college or university degrees, can open doors to higher-paying and more fulfilling career prospects. Access to education can also empower veterans to pursue leadership roles and contribute to their communities in various capacities. It is important to tailor these skills empowerment programs to the specific needs and aspirations of each ex-combatant. This can be achieved through individualized counselling and guidance, considering their personal goals, aptitudes, and interests. By understanding their unique circumstances, the programs can be customized to provide the most relevant and effective support.

Moreover, collaboration with relevant educational institutions, vocational training centres, and industry partners is essential to ensure the quality and relevance of the skills empowerment programs. These partnerships can help design curricula, provide expertise and resources, and offer opportunities for practical training and internships. Engaging local businesses and industries can also create pathways for employment and entrepreneurship for military veterans. By focusing on skills empowerment, the Military Veterans Policy can provide ex-combatants with the tools and resources they need to build sustainable livelihoods and lead fulfilling lives beyond their military service. This approach not only reduces dependency on grants but also enhances their self-esteem, self-reliance, and overall well-being. It contributes to the long-term success and resilience of military veterans while positively impacting their families and communities.

d) Strengthen collaboration

To enhance the effectiveness of the Military Veterans Policy implementation, it is crucial to strengthen collaboration between government officials and the South African National Military Veterans Association (SANMVA). Improved collaboration can facilitate open dialogue, address concerns in a timely manner, and collectively find solutions to challenges that arise during the implementation process.

Regular meetings between government officials and SANMVA representatives should be established to create a platform for ongoing communication and engagement. These meetings can serve as a space to discuss policy-related matters, share updates, and address any issues or concerns raised by SANMVA. By maintaining regular contact, officials can stay informed about the needs and perspectives of military veterans, ensuring that their voices are heard, and their input is considered in policy

decisions. Joint problem-solving sessions should be organized to tackle complex challenges and find mutually agreeable solutions. These sessions can bring together government officials, SANMVA representatives, and other relevant stakeholders to collectively brainstorm ideas, share expertise, and explore innovative approaches to address implementation gaps. By fostering a collaborative problem-solving environment, officials and SANMVA can work together to identify practical strategies and overcome obstacles in the policy implementation process.

Shared decision-making processes are essential to ensure inclusivity and to enhance the sense of ownership among all stakeholders. By involving SANMVA in decision-making, particularly regarding matters that directly affect military veterans, officials can tap into their expertise and lived experiences. This collaborative approach not only strengthens the policy implementation but also demonstrates respect for the rights and voices of military veterans. Additionally, the establishment of working groups or committees consisting of government officials, SANMVA representatives, and other relevant stakeholders can help facilitate ongoing collaboration and coordination. These groups can focus on specific aspects of policy implementation, such as education and training, healthcare, or housing, and work together to develop strategies, monitor progress, and address emerging challenges.

It is important to recognize that effective collaboration requires a two-way exchange of information, with both government officials and SANMVA actively sharing knowledge and insights. Government officials should provide regular updates on policy developments, implementation progress, and any changes or challenges that may arise. Similarly, SANMVA should actively communicate the needs, concerns, and experiences of military veterans to ensure that policy decisions are informed by their realities. By strengthening collaboration between government officials and SANMVA, a more inclusive and participatory approach to policy implementation can be fostered. Regular meetings, joint problem-solving sessions, shared decision-making processes, and ongoing communication channels will enable officials and SANMVA to work together towards a common goal of ensuring the well-being and empowerment of military veterans. Through this collaborative effort, the Military Veterans Policy can be implemented more effectively, with the perspectives and needs of military veterans at the forefront.

e) Monitor and evaluate impact

Monitoring and evaluating the impact of the Military Veterans Policy is essential to ensure its effectiveness and make informed decisions regarding policy adjustments and improvements. By implementing ongoing monitoring and evaluation mechanisms, the eThekweni Municipality can assess the policy's outcomes, identify areas that require attention or improvement, and track progress towards achieving the policy's objectives.

One key aspect of monitoring and evaluation is the establishment of clear indicators and targets that align with the policy's goals. These indicators can include measures such as the number of military veterans who have received benefits, the quality of services provided, the level of satisfaction among beneficiaries, and the overall well-being and integration of military veterans into society. By defining these indicators, the municipality can systematically collect data and assess the policy's impact on the lives of ex-combatants. Regular feedback from ex-combatants and other stakeholders is crucial in evaluating the policy's implementation. This feedback can be obtained through surveys, interviews, focus group discussions, or consultations with representatives of military veteran organizations. Their perspectives and experiences can provide valuable insights into the effectiveness of the policy, highlight areas that require improvement, and shed light on unforeseen challenges or unintended consequences.

In addition to feedback from beneficiaries, input from other stakeholders, such as government officials, service providers, and NGOs, should also be considered. This multi-stakeholder approach ensures a comprehensive understanding of the policy's impact and allows for a holistic evaluation of its effectiveness. To facilitate effective monitoring and evaluation, the municipality should establish a dedicated unit or team responsible for data collection, analysis, and reporting. This team can develop monitoring tools, conduct regular data collection exercises, analyse the data collected, and produce comprehensive reports on the policy's implementation and impact. These reports can inform decision-making processes, help identify areas of improvement, and guide resource allocation for future interventions.

The municipality should ensure that the findings and recommendations from the monitoring and evaluation efforts are utilized in a meaningful way. This includes actively involving relevant

stakeholders in discussions about the evaluation results and using the findings to inform necessary adjustments to the policy and its implementation strategies. Regular reviews of the policy's impact and effectiveness should be conducted to ensure that it remains responsive to the evolving needs of military veterans. By establishing robust monitoring and evaluation mechanisms, the eThekweni Municipality can ensure that the Military Veterans Policy is on track to achieve its objectives. Ongoing assessment of the policy's impact will help identify successes, challenges, and areas for improvement. By incorporating regular feedback from ex-combatants and other stakeholders, the municipality can make informed decisions, enhance the policy's effectiveness, and ensure that military veterans receive the support and services they require.

f) Strengthen institutional support

Strengthening institutional support is crucial to ensure the effective implementation of the Military Veterans Policy. It is essential to ensure that the Military Veterans Affairs administration has sufficient resources, staffing, and support to carry out its responsibilities effectively. One key aspect of strengthening institutional support is addressing the issue of lacking support from departmental heads who may not fully recognize or acknowledge the existence and importance of the Military Veterans Office. This lack of recognition can hinder the office's ability to access necessary resources and collaborate effectively with other departments. To overcome this challenge, it is recommended to elevate the responsibility for military veterans' affairs to the Premier's Office or a high-level authority within the municipality.

By making military veterans affairs the direct responsibility of the Premier's Office, it sends a clear message about the significance of supporting military veterans and their well-being. This shift in responsibility can help prioritize the needs of military veterans and streamline the implementation process, ensuring that their concerns are given due attention and that adequate resources are allocated to address them. By ensuring that the Military Veterans Affairs administration has sufficient resources, both in terms of funding and staffing, is essential. Adequate funding should be allocated to support the operations and programs of the office, including the provision of essential services, benefits, and support mechanisms for military veterans. Sustained financial resources can help ensure the continuity and effectiveness of the implemented policies and initiatives.

Staffing is another critical aspect of institutional support. Sufficient and qualified personnel should be appointed to the Military Veterans Affairs administration to handle the various aspects of policy implementation, coordination, and service delivery. This includes professionals with expertise in areas such as social work, counselling, legal matters, and administrative support. The presence of a dedicated and skilled team can enhance the efficiency and effectiveness of the office's operations, ensuring that military veterans receive the support they deserve.

In addition to resources and staffing, fostering collaboration between the Military Veterans Affairs administration and other relevant departments and agencies is crucial. This collaboration can help leverage existing expertise, resources, and networks to provide comprehensive support to military veterans. Close coordination with departments such as healthcare, education, housing, and employment can ensure that veterans' needs are addressed holistically and that they can access the necessary services and opportunities. By strengthening institutional support, the eThekweni Municipality can create a robust framework for the implementation of the Military Veterans Policy. This includes addressing the issue of lacking support from departmental heads, making military veterans affairs the responsibility of the Premier's Office, and ensuring adequate resources and staffing for the Military Veterans Affairs administration. Through these measures, the municipality can demonstrate its commitment to supporting military veterans and enhance the efficiency and effectiveness of the implemented policies and initiatives.

g) Enhance awareness and understanding

Enhancing awareness and understanding of the Military Veterans Policy among municipal officials is vital to ensure consistent and informed support from all levels of government. Efforts should be made to organize training programs and information sessions aimed at educating officials about the policy's objectives, provisions, and the rights and entitlements of military veterans. These training programs can provide municipal officials with a comprehensive understanding of the policy, including its underlying principles, goals, and key components. By familiarizing officials with the policy, they can develop a deeper appreciation for the unique challenges and needs of military veterans, fostering empathy and a commitment to providing effective support.

Information sessions can serve as platforms for sharing real-life experiences and stories of military veterans, offering firsthand insights into the difficulties they face and the support they require. Inviting veterans to share their experiences can create a personal connection and help officials grasp the impact of their decisions and actions on the lives of these individuals. Additionally, training programs and information sessions can educate officials about the available resources, services, and programs aimed at supporting military veterans. By being knowledgeable about these offerings, officials can provide accurate information and guidance to veterans, helping them access the assistance they need. Furthermore, these initiatives can promote a consistent and coordinated approach to supporting military veterans across different departments and agencies within the municipality. By ensuring that all officials are well-informed about the policy, potential gaps or inconsistencies in support can be identified and addressed, creating a more streamlined and efficient system.

Enhancing awareness and understanding also involves ongoing education and updates to keep officials informed about any changes or developments in the Military Veterans Policy. This can be achieved through regular refresher courses, seminars, or newsletters that provide updates on policy revisions, new initiatives, or emerging best practices. By improving awareness and understanding among municipal officials, the eThekweni Metro can foster a culture of empathy, responsiveness, and effective support for military veterans. Informed officials can play a crucial role in advocating for the rights and needs of veterans, ensuring that policies and programs are implemented in a manner that aligns with the intended objectives.

h) Improve coordination and collaboration

Improving coordination and collaboration between the eThekweni Metro and military veterans is essential for ensuring effective policy implementation and addressing the needs of veterans. One approach to achieving this is through the establishment of local-level organizations or committees that serve as platforms for regular communication and engagement between the municipality and veterans. By creating these local-level organizations or committees, the eThekweni Metro can provide a structured framework for veterans to actively participate in decision-making processes and policy development. This inclusivity ensures that the voices and perspectives of military veterans are heard and taken into account, leading to policies that better reflect their needs and aspirations.

Active engagement of military veterans in policy development can be achieved through mechanisms such as town hall meetings, focus groups, and consultation sessions. These platforms facilitate dialogue, allowing veterans to express their concerns, provide insights based on their experiences, and offer suggestions for improving the policies that directly affect them. Moreover, involving veterans in the decision-making process enhances their sense of ownership and empowerment, fostering a stronger sense of community and cooperation. Effective coordination and collaboration also require the establishment of clear communication channels between the eThekweni Metro and military veterans. Regular updates, information sharing, and feedback mechanisms should be put in place to ensure that both parties are well-informed and engaged throughout the policy implementation process. This open and transparent communication fosters trust, minimizes misunderstandings, and strengthens the partnership between the municipality and veterans.

By promoting coordination and collaboration, the eThekweni Metro can leverage the knowledge, expertise, and lived experiences of military veterans to inform the development and implementation of policies and programs. This participatory approach recognizes the valuable contributions of veterans and ensures that their needs are accurately addressed. That eventually will help in improving coordination and collaboration between the eThekweni Metro and military veterans is crucial for establishing a cooperative and supportive environment. Through active engagement, mutual respect, and effective communication, the municipality can strengthen its relationship with veterans, foster a sense of shared responsibility, and enhance the overall effectiveness of policies and programs aimed at supporting military veterans.

i) Expand the definition of military veterans

The recommendation suggests expanding the definition of military veterans to encompass individuals who may not have served in formal armed forces but have actively participated in liberation movements or other forms of armed struggle. By broadening the definition, a wider range of individuals who have made significant contributions to the country's liberation and post-conflict efforts can be recognized and supported. Expanding the definition acknowledges that military veterans extend beyond those who have served in conventional armed forces. It recognizes the diverse roles and contributions of individuals involved in liberation movements, guerrilla warfare, resistance activities, and other forms of armed struggle during periods of conflict and political

upheaval. These individuals often risked their lives, sacrificed their personal safety, and dedicated themselves to the cause of freedom and justice.

By including these individuals within the scope of the Military Veterans Policy, their contributions can be acknowledged, and they can access the support and benefits that come with veteran status. This can include access to healthcare services, educational opportunities, skills training, employment assistance, and other forms of assistance aimed at their well-being, reintegration, and empowerment. Expanding the definition of military veterans also aligns with the principles of inclusivity and social justice. It ensures that individuals who have played an instrumental role in the country's liberation and post-conflict efforts are not excluded based on technicalities or narrow interpretations of military service. It recognizes the collective efforts of all those who have fought for the freedom and advancement of their nation, regardless of their specific roles or affiliations.

Besides, expanding the definition can foster a more comprehensive and inclusive understanding of the experiences and challenges faced by individuals involved in liberation movements and armed struggles. It allows for a more nuanced approach to addressing the unique needs and circumstances of these individuals and tailoring support programs and initiatives accordingly. This can help promote their social integration, economic empowerment, and overall well-being. In this way, expanding the definition of military veterans to include individuals who participated in liberation movements or other forms of armed struggle acknowledges and honours their contributions to the country's history and development. It ensures that a wider range of individuals receive the recognition, support, and benefits they deserve. By embracing a more inclusive definition, the eThekweni Municipality can demonstrate its commitment to justice, equity, and the holistic support of all those who have contributed to the nation's liberation and post-conflict efforts.

j) Strengthen legal mandates and enforcement

The recommendation highlights the need to strengthen legal mandates and enforcement mechanisms to better recognize and protect the rights of military veterans. This involves exploring opportunities to amend existing legislation, introduce new laws, or establish policies that provide clear guidelines and enforceable measures. By enhancing the legal framework surrounding military veterans' rights,

the eThekweni Municipality can ensure that the Military Veterans Policy is effectively implemented and that veterans receive the support and benefits they are entitled to.

Amending existing legislation can involve reviewing and revising relevant laws to align them with current needs and challenges faced by military veterans. This may include expanding the scope of rights and entitlements, addressing gaps or inconsistencies in the law, and clarifying the responsibilities of different stakeholders involved in the implementation process. Additionally, enacting new laws or regulations can help fill any legal loopholes and provide a more comprehensive framework for protecting the rights and well-being of military veterans; and to ensure compliance and accountability, robust enforcement mechanisms should be put in place. This may involve establishing monitoring and evaluation systems to track the implementation of the Military Veterans Policy and assess its impact. It may also include creating oversight bodies or regulatory agencies responsible for overseeing the proper enforcement of the policy and ensuring that the rights of military veterans are upheld.

A clear guidelines and enforceable measures should be developed to guide the actions of government officials, institutions, and other relevant stakeholders involved in the implementation of the policy. These guidelines can help prevent misinterpretation or misuse of the policy, promote consistent application across different departments and levels of government, and ensure that veterans' rights are respected and protected. By strengthening legal mandates and enforcement, the eThekweni Municipality can establish a solid legal framework that safeguards the rights of military veterans and holds accountable those responsible for implementing the Military Veterans Policy. This will help build trust among veterans, enhance transparency, and ensure that the policy's objectives are effectively achieved.

k) Foster partnerships and collaboration

The eThekweni Municipality should actively seek to forge partnerships with other relevant stakeholders, including non-governmental organizations (NGOs), community organizations, and private sector entities. By establishing these partnerships, the municipality can leverage additional resources, expertise, and support for the implementation of programs and initiatives aimed at the welfare and empowerment of military veterans. NGOs specializing in veteran support and community

organizations with a focus on social welfare can contribute valuable knowledge and experience in addressing the specific needs of military veterans. These organizations often have established networks, access to funding opportunities, and specialized services that can complement the efforts of the municipality. Collaborating with NGOs and community organizations can expand the range of support services available to military veterans, such as mental health counselling, vocational training, and job placement programs.

The private sector can play a crucial role in supporting military veterans by offering employment opportunities, mentorship programs, and financial contributions. Engaging with private sector entities can help create job placement opportunities and facilitate the transition of military veterans into civilian life. Companies that have corporate social responsibility initiatives or affinity for supporting veterans may be willing to partner with the municipality to implement initiatives that provide meaningful support to ex-combatants. The partnerships established with NGOs, community organizations, and private sector entities should be based on shared goals and a mutual commitment to the well-being and empowerment of military veterans. Collaborative efforts can lead to more comprehensive and sustainable programs that address the diverse needs of ex-combatants. Regular communication, joint planning, and shared accountability will be essential to ensure the success of these partnerships.

By fostering partnerships and collaboration, the eThekweni Municipality can tap into additional resources, expertise, and support systems that will strengthen the implementation of the Military Veterans Policy. These partnerships can bring about innovative solutions, increased efficiency, and a broader range of services, ultimately improving the overall well-being and quality of life for military veterans in the municipality.

I) Enhance data management and monitoring systems

Improve data management systems to ensure accurate and up-to-date information on military veterans. This includes maintaining a comprehensive national database of registered members and regularly updating it to reflect changes in their status and needs. Effective data management will facilitate targeted interventions, resource allocation, and monitoring of progress over time.

By implementing these recommendations, the effectiveness of the Military Veterans Policy in the eThekweni Municipality can be strengthened, leading to better outcomes for ex-combatants and their families. These measures aim to address the challenges identified in the implementation process and improve the overall support provided to military veterans. Furthermore, suggestions for future research in this area are proposed in the next section to fulfilling the promises outlined in the policy.

5.4 SUGGESTION FOR FUTURE RESEARCH

The study relied on the Interpretivism approach and used critical theory to review the implementation of eThekweni Veterans Policy; the efficacy in applying a theory depended on the qualitative data gathered and the nature of the sample and sampling. The sample, limited to the eThekweni Metro enclave of ex-combatants was limited as not being Provincial in scope. Therefore, future research is required that will have broader scope and permission to access relevant officials' documents of eThekweni Military Veterans directorate. Such a study can open some of the core issues that this study due to its limitation could not reach. In addition, future research should continue to explore the evolving needs of military veterans and assess the impact of policy interventions, ensuring that justice for ex-combatants remains a priority within a democratic society.

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APPENDIX - A: LIST OF QDA CODES

Category	Code	Description	Count	% Codes	Cases	% Cases
What is a Military Veteran in your own understanding? (RQ2 and/	Value of military veterans		1	15%	1	7.1%
What is a Military Veteran in your own understanding? (RQ2 and/	Ex-combatant benefits in post-conflict order		3	46%	3	21.4%
What is a Military Veteran in your own understanding? (RQ2 and/	Struggle/suffering - unskilled	These are mostly unskilled	5	77%	3	21.4%
What is a Military Veteran in your own understanding? (RQ2 and/	A veterans is ex-army personal		1	15%	1	7.1%
What is a Military Veteran in your own understanding? (RQ2 and/	Full-time veteran employees by Metro	In the area of Asset Management Unit on full time for protection duties to	4	62%	4	28.6%
What is a Military Veteran in your own understanding? (RQ2 and/	eThekwini Metro local policy is working		2	31%	2	14.3%
What is a Military Veteran in your own understanding? (RQ2 and/	Suffering ex-combatants dependents		2	31%	1	7.1%
What is a Military Veteran in your own understanding? (RQ2 and/	Military veteran broadly defined	The person combines SANDF releases as well and have definition like U	2	31%	2	14.3%
What is a Military Veteran in your own understanding? (RQ2 and/	Concentration of military veterans	eThekwini has many MVs from all groups	1	15%	1	7.1%
What is a Military Veteran in your own understanding? (RQ2 and/	Specifically those that fought for liberation		2	31%	2	14.3%
What is a Military Veteran in your own understanding? (RQ2 and/	NTEGRATION		1	15%	1	7.1%
What is a Military Veteran in your own understanding? (RQ2 and/	eThekwini MV policy	Based on government policy and international mandate	1	15%	1	7.1%
What is a Military Veteran in your own understanding? (RQ2 and/	National funding to municipalities for MV office administration	Is it available?	1	15%	1	7.1%
Are recognised military veterans legally mandated within Municipality	Military veteran		1	15%	1	7.1%
Are recognised military veterans legally mandated within Municipality	Military veteran		2	31%	2	14.3%
Are recognised military veterans legally mandated within Municipality	Military Veteran Act 2011		3	46%	2	14.3%
Are recognised military veterans legally mandated within Municipality	Military Veterans not on full-time Metro employees		5	77%	5	35.7%
Are recognised military veterans legally mandated within Municipality	Military Veterans are entitled to financial compensation		2	31%	2	14.3%
Are recognised military veterans legally mandated within Municipality	Registered members recognition	A person is not military veteran unless he/she is registered in national dat	1	15%	1	7.1%
Are recognised military veterans legally mandated within Municipality	It is international rule to compensate military veterans		1	15%	1	7.1%
Are recognised military veterans legally mandated within Municipality	Budget for military veterans affairs administration		1	15%	1	7.1%
Are recognised military veterans legally mandated within Municipality	Political support		1	15%	1	7.1%
Are recognised military veterans legally mandated within Municipality	Problem of lacking support by Departmental heads	Some Departments don't recognise the MV office existence	1	15%	1	7.1%
Are recognised military veterans legally mandated within Municipality	Make military veterans affairs responsibility of Premier's Office		1	15%	1	7.1%
Are recognised military veterans legally mandated within Municipality	Military Veterans Policy Functional		2	31%	2	14.3%
Are recognised military veterans legally mandated within Municipality	Municipal officials not aware of local MVP		2	31%	2	14.3%
Are recognised military veterans legally mandated within Municipality	Military Veterans protest to the Metro Officials		1	15%	1	7.1%
Are recognised military veterans legally mandated within Municipality	Policy purpose is to assist military veterans		5	77%	4	28.6%
Are recognised military veterans legally mandated within Municipality	The factor of communication channel improvement		5	77%	5	35.7%
Are recognised military veterans legally mandated within Municipality	Some veterans must put in efforts		2	31%	1	7.1%
Are recognised military veterans legally mandated within Municipality	Local MVP not effective		3	46%	3	21.4%
Are recognised military veterans legally mandated within Municipality	Collaboration Metro and MVs	The link to communication channel	3	46%	3	21.4%
Are recognised military veterans legally mandated within Municipality	eThekwini Metro partially effective	These find the Metro having implemented a MVs policy but it's partially d	2	31%	2	14.3%
Are recognised military veterans legally mandated within Municipality	Concerning organisation of military veterans at local level		1	15%	1	7.1%

APPENDIX - B: GATEKEEPER'S LETTER



Office of the Mayor

2nd floor, City Hall

Dr Pixley KaSeme Street, Durban, 4001

Tel: 031 311 2121, Fax: 031 3112116/64 www.durban.gov.za

ATT: Chair Research Ethics Review Committee
Faculty of Management Sciences
Department of Public Management
Durban University of Technology
Durban
4001

9 December 2022

**RE: GATEKEEPER'S LETTER FOR P. ZONDI - STUDENT NUMBER 2082492:
PERMISSION TO USE ETHEKWINI MUNICIPALITY AS A STUDY SITE FOR A
MASTERS DEGREE**

The Military Veterans' Directorate under the auspices of the Mayoral Parlour-eThekweni Municipality have acceded to the request from Philani Zondi to use eThekweni Municipality as a research study site in fulfilment of a Master of Management Science in Public Management under the title, "Perceived attitudes of ex-combatants towards military veterans' policy in the eThekweni Municipality".

We wish to inform you of the acceptance of this request and hereby assure the student of our utmost cooperation towards achieving his research goals; the outcome of which we believe will help this municipality improve on its services using the research outputs. The student is reminded of the "ethical considerations' when conducting the research. In return, we stipulate as conditional that the student presents the results and recommendations of this study to the related unit/s on completion.

Wishing Mr P the best

[REDACTED]

[REDACTED]

Senior Manager Strategic Interest Groups-Military Veterans
/vfi/jtary Veterans Directorate
083 310 2213/ 031-3114594
Flovd.ngcobo@durban.qov.za

APPENDIX – C: INTERVIEW SCHEDULES

MV'S F2F INTERVIEW SCHEDULE



Face to face Interview Schedule

An assessment of the implementation of eThekweni Municipality's Military Veterans Policy

1. Tell me about yourself.
2. How would you define a Military Veteran? Or what is a Military Veteran in your own understanding?
3. What is your understanding of the background, why eThekweni Municipality implemented Military Veterans Policy?
4. What is your understanding of National Military Veterans Policy?
5. What are the things that you think eThekweni Municipality has done well in terms of the implementation of Military Veterans Policy?
6. What could eThekweni Municipality have done differently? For example, areas of improvement or weaknesses
7. What would you suggest eThekweni Municipality can do to make those improvements?
8. What do you also think that (if any) Military Veterans could have done differently to assist eThekweni Municipality to improve their relations with Military Veterans?



Focus Group Session Schedule

(Military Veterans)

An assessment of the implementation of eThekweni Municipality's Military Veterans Policy

1. Can you briefly and kindly introduce yourself, who you are representing and your role?
2. Let us all find what is meant by a Military Veteran? Or what can we all agree on what is a Military Veteran?
3. What our understanding of the background, why eThekweni Municipality implemented Military Veterans Policy?
4. What is our understanding of the South African National Military Veterans Policy?
5. What are the things that we all think eThekweni Municipality has done well in terms of the implementation of Military Veterans Policy?
6. What could eThekweni Municipality have done differently? For example, areas of improvement or weaknesses
7. What would the group suggest eThekweni Municipality can do to make those improvements?
8. What would the group also suggest Military Veterans could have done differently to assist eThekweni Municipality to improve their relations with Military Veterans?



Face to face Interview Schedule

(Municipal Officials and Councillors)

An assessment of the implementation of eThekweni Municipality's Military Veterans Policy

1. Tell me about yourself and your role with regards to Military Veterans Office
2. How would you define a Military Veteran? Or what is a Military Veteran in your own understanding?
3. What is your understanding of the background, why eThekweni Municipality implemented Military Veterans Policy? If they understand this, skip No. 4.
4. What is your understanding of National Military Veterans Policy?
5. What are the things that you think eThekweni Municipality has done well in terms of the implementation of Military Veterans Policy?
6. What could eThekweni Municipality have done differently? For example, areas of improvement or weaknesses
7. What would you suggest eThekweni Municipality can do to improve their relationships with eThekweni Municipality?

APPENDIX – D: TURNITIN REPORT

Implementation of the eThekweni Municipality's Military Veterans Policy

ORIGINALITY REPORT

12%

SIMILARITY INDEX

10%

INTERNET SOURCES

4%

PUBLICATIONS

4%

STUDENT PAPERS

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APPENDIX – E: LANGUAGE EDITOR’S REPORT

EDITOR’S LETTER

Researchers Beyond-Borders (PTY)
Umhlanga, Durban
South Africa
2 March 2023

To whom it may concern

Editing of Masters Dissertation: Philani Zondi (Student number - 90894921)

Title: Implementation of the eThekweni Municipality’s Military Veterans Policy.

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
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