

**SOCIAL ENTREPRENEURSHIP AS A TOOL FOR SUSTAINABLE
DEVELOPMENT IN THE TOWNSHIPS IN KWAZULU-NATAL PROVINCE**

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DEVELOPMENT IN THE TOWNSHIPS IN KWAZULU-NATAL PROVINCE**

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DECLARATION

This work is entirely my own, independent research, except where otherwise stated and where a citation is provided. I confirm this work has not been submitted nor accepted for any degree at any other tertiary institution. All sources consulted during the course of the research study have been fully acknowledged with detailed references provided.

13/04/2023

Emmanuel Inalegwu Akoh

Date

ABSTRACT

Globally, social entrepreneurs have been identified as major contributors to solving social problems such as unemployment, poverty and inequality. They can also be considered a catalyst to economic transformation as a result of their significant contribution to a country's Gross Domestic product (GDP) and have been identified as a crucial part of any country that aspires to achieve sustainable development. In countries, such as the United Kingdom, United States, Canada, France and Australia, growth in social value creation attributable to social entrepreneurs has strengthened, indicating any predicated or identified economic, social and environmental challenges may be mitigated or addressed by their inputs. This indicates beyond reasonable doubt that social entrepreneurs have an important role to play in any country and, it can also be argued, more especially in developing countries such as South Africa. The ineffective use and low contribution of this phenomenon to address the many socio-economic challenges affecting South Africa have been a significant concern to the South African government, academics, investors and policy makers, leading to a call for additional support for social entrepreneurship emergence and growth in the country. The National Development Plan (NDP) considers small businesses such as social enterprises a key component of any inclusive growth strategies and envisions by 2030, 90 percent of new jobs will be created by micro, small and medium enterprises.

Research on factors affecting social entrepreneurs' growth and their contribution to sustainable development in the country has seen various extensive studies in this field, nonetheless, a serious research gap remains regarding an in-depth understanding of those characteristics and factors that critically influence social entrepreneurship and improve their contribution to sustainable development. Furthermore, theoretical models of these factors are lacking. The current study,

therefore, covers a critical research area with the potential to improve the present state of South African social entrepreneurship, with specific reference to social entrepreneurship within the townships in KwaZulu-Natal (KZN).

The study aimed to identify the critical factors affecting social entrepreneurship as a tool for sustainable development in the KZN townships and to propose a prototype model to improve its effective contribution, since the contribution level currently experienced in the social sector is poor, which is attributed to various significant challenges faced by social entrepreneurs in South Africa. Research was thus conducted in three townships within the KZN Province, employing a quantitative research method, where the study population consisted of 90 social entrepreneurs. A non-probability, convenience sampling technique was adopted, while a closed-ended questionnaire was used to collect the primary data for the study. Inferential and descriptive statistical analysis of the data was undertaken using SPSS (version 27.0) software.

The findings of the study indicate several challenges severely affect social entrepreneurs, who are constantly faced with significant barriers that affect their performance, impacting on social entrepreneurs' innovativeness and creativity that could promote and improve their contribution to sustainable development. The study identified environmental factors to have a significant impact on social entrepreneurs' contribution to sustainable development, while society's perception, social networking, social impact measurement and access to financial resources were also identified as catalysts to social entrepreneurs' performance. Key insights are provided into both the theoretical and practical implications of social entrepreneurs' contribution to sustainable development. In addition, an extensive range of recommendations is outlined and a theoretical framework proposed for those factors that social entrepreneurs, government officials, and policy makers can understand to help develop remedies for current challenges affecting social entrepreneurs

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Romans 9:16 “So then it is not of him that willeth, nor of him that runneth, but of God that showeth mercy”.

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ACRONYMS AND ABBREVIATIONS

| | |
|-------|---|
| ASEN | African Social Entrepreneurs Network |
| BEIS | Department for Business, Energy and Industrial Strategy |
| COFTA | Cooperation of Fair Trade in Africa |
| COGTA | Department of Co-operative Governance and Traditional Affairs |
| CSESE | Centre for Social Entrepreneurship and the Social Economy; |
| CSR | Corporate Social Responsibility |
| DCMS | Department for Digital, Culture, Media and Sport |
| DPLG | Department of Provincial and Local Government |
| DTI | Department of Trade and Industry |
| FDI | Foreign Direct Investment |
| GDP | Gross Domestic Product |
| GEAR | Growth, Employment and Redistribution |
| GEM | Global Entrepreneurship Monitor |
| GIBS | Gordon Institute of Business Science |
| ILO | International Labour Organization |
| IO | International Organisation |
| JPOI | Johannesburg Plan of Implementation |
| KMO | Kaiser-Meyer-Olkin |
| KZN | KwaZulu Natal |
| MDGs | Millennium Development Goals |
| NGO | Non-governmental Organization |
| NDP | National Development Plan |
| NPO | Non-Profit Organization |
| OECD | Organization for Economic Co-operation and Development |
| RDP | Reconstruction and Development Programme |
| SA | South Africa |
| SASIX | South African Social Investment Exchange |

| | |
|------|---|
| SDGs | Sustainable Development Goals |
| SE | Social enterprise |
| SECP | Social Entrepreneurship Certificate Programme |
| SPSS | Statistical package for Social Sciences |
| SSA | Sub-Saharan Africa |
| UK | United Kingdom |
| USA | United States of America |

CHAPTER ONE

INTRODUCTION AND STUDY OVERVIEW

1.1 INTRODUCTION

The focus of this research is on social entrepreneurship as a tool for sustainable development in townships in the Kwazulu-Natal (KZN) province of South Africa (SA). It seeks to identify the critical factors affecting social entrepreneurs' contribution to the sustainable development of township communities in KZN, and proposes a prototype model that could be used to improve the contribution of social entrepreneurs in sustainable township development. In SA, the majority of work considered as social entrepreneurship today emanated from numerous Non-Governmental Organisation (NGOs) established in the 15-year period preceding 1994, where courageous individuals who decided to assist disadvantaged and disenfranchised communities as a primary objective, thus substituting and relegating their own personal agendas in the pursuit of social goals (Visser 2011: 234). The social enterprise (SE) sector consists of numerous entities – from individuals to national organisations, working tirelessly to employ hundreds of people, improve literacy, numeracy, and skills, as well as health and living conditions (GIBS 2018: 6). However, despite the importance of this sector to the future development of communities such as townships in SA, little is known about the sector (Littlewood and Holt 2018: 526), and, as such, understanding the current situation will create the platform to develop strategies enabling improved social entrepreneurship use as a tool in the sustainable development of townships.

SA is faced with numerous sustainable development challenges, which include a high level of unemployment; low national level of skill and education; high prevalence of HIV/AIDs; and high crime rates; as well as lack of basic amenities

– such as water and electricity; and is also still considered as one of the most unequal countries in the world – with a 63.4 score in the Gini index (Littlewood and Holt 2018: 526). The limits in capacity of the South African government to address these societal challenges, as well as the limited efforts by businesses as part of their Corporate Social Responsibility (CSR), has created a void (Littlewood and Holt 2018: 526). Social entrepreneurship can be used to fill that void, when the factors that hinder their contributions to sustainable development are properly understood and addressed, particularly in the KZN townships.

1.2 BACKGROUND OF THE STUDY

In SA and many other developing countries in Africa, where overwhelming socio-economic problems have deprived these countries of growth and sustainable development. The governments of some of these countries have developed and designed different measures to improve the social well-being of their people (Bartniczak and Raszkowski 2018: 2). For example, in SA, the government has developed several measures and policies to reduce the level of poverty, unemployment and other socio-economic problems among the people, such as the Reconstruction and Development Programme (RDP); the Growth, Employment and Redistribution (GEAR), and the National Development Plan (NDP) (Lewis 2001; DTI 2018: 1). However, years after post-apartheid era, these measures and policies have not achieved their desired goal of enhancing the quality of livelihood of South Africans. According to a concept note by the Department of Trade and Industry (DTI) (2018: 1), “the poorest 20 percent of South African population consumes less than 3 percent of total expenditure, while the wealthiest 20 percent consumes 65 percent”. Unemployment increased to a record 34.5 percent as at the first quarter of 2022, or 45.5 percent when expanding the definition to include those who have given up seeking jobs (StatsSA, 2022). In addition, despite the national poverty level declining, it remains relatively high, with roughly 31 percent of the South African population living below the poverty line (Littlewood and Holt 2018: 526).

According to a study by the Gordon Institute of Business Science (GIBS) (2018: 10), the growth rate of SA's Gross Domestic Product (GDP) in 2016 dropped from 1.3 percent in the previous year, to 0.4 percent, making it the third consecutive year the country experienced negative per-capita growth and stagnating poverty. The report also states the South African growth forecast was downgraded by the World Bank to 0.6 percent in 2017, because it believed a second quarter recovery from recession would not be enough to guarantee GDP growth in 2017, with GDP expected to only rise to 1.1 percent in 2018 and 1.7 percent in 2019, which are relatively low compared to countries such as China, with GDP still hovering around seven percent.

The SA government's inability to effectively deal with diverse and escalating social and economic problems in the country demands new approaches to assure acceptable service delivery and the creation of more sustainable systems in communities such as townships. Some researchers have identified the complete reliance on government to provide the people with most services as a challenge that hinders growth in communities such as townships (Steinerowski and Steinerowska-Streb, 2012: 168; Moses and Olokundun 2014: 159; Olutuyi 2016; Sroka & Meyer, 2021). More people should, therefore, become involved in the upliftment of their community through development, as well as service delivery, to facilitate their communities' sustainability (Moses and Olokundun 2014: 159; Olutuyi 2016; Littlewood and Holt 2018: 526; Sroka & Meyer, 2021).

In SA, the term "township" refers to the underdeveloped urban living areas that started in the early 19th century, which the Department of Co-operative Governance and Traditional Affairs (COGTA) (2009: 5-6) outlines were a result of the Group Areas Act of 1950, whereby non-whites (Africans, Coloured and Indians) were removed from suburbs designated for 'whites only' during the apartheid period. However, the Department of Provincial and Local Government (DPLG) highlighted that these areas serve as the source of most capital formation

and is an important market for local manufacturers in terms of labour force and raw materials (DPLG 2006).

According to Manyaka-Boshielo (2017: 3), townships are usually saturated by informal settlements and, in general, these areas commonly lack adequate infrastructure and basic amenities, which means most people living in these areas need to travel outside their residential areas to find jobs. It is estimated that, as at 2005, approximately 4.6 million households were living in townships across SA, which at that time represented approximately 36 percent of the total population of the country, making it critical to focus on these areas to improve and address their needs (COGTA 2009: 8).

Manyaka-Boshielo (2017: 3), furthermore, identifies the lack of the apartheid government to provide entertainment areas for the development of children in the townships, as an outlet for their energy, resulted in them being depressed and, as such, they engage in socially unproductive activities that ensue in social problems, such as the high levels of crime, teenage pregnancies, dropping out of school and substance abuse. The ability to creatively develop innovative and strategic ways of providing social services and solving social problems in communities such as townships has been emphasised through the concept of social entrepreneurship (Steinerowski and Steinerowska-Streb 2012: 168; Littlewood and Holt 2018: 526).

In most countries of the world, the use of social entrepreneurship is becoming more popular as a tool to create sustainable development (Seelos and Mair 2004: 1). Although, the success in using social entrepreneurship in developed countries to ensure sustainable development is argued as an inadequate solution to solve problems of a socio-economic nature in developing countries such as SA, unless the factors that could hinder its contribution are understood (Moses and Olokundun 2014: 159; Razavi *et al.* 2014: 1; Littlewood and Holt 2018: 526).

As with many countries around the world, SA remains steadfast in its commitment to the sustainable development concept. The Department of Environmental Affairs and Tourism (DEAT) (2008) reported that one of the greatest challenges SA agreed to, in September 2002 in Johannesburg, at the World Summit on Sustainable Development (WSSD), was dealing with poverty, which resulted in an agreed, negotiated outcome, known as the Johannesburg Plan of Implementation (JPOI). With 37 targets through which sustainable development would be achieved, incorporating the Millennium Development Goals (MDGs), the JPOI defined part of their commitment to national strategy preparation and implementation that will lead to sustainable development (DEAT 2008). Nonetheless, no clear and all-embracing national strategy exists in SA, notwithstanding the numerous sustainable development considerations, strategies and programmes, for sustainable development (DEAT 2008).

Montmasson-Clair (2017) agrees and highlights this in a critical review on Governance with regard to the Sustainability Transition in SA, which argues that even though the country's vision to 2030 is clearly defined by the NDP, where the transition to sustainable development is concerned, strategic and coherent planning are lacking, without sufficient roadmaps that outline the needed steps in the medium to long-term, and the subsequent, final state of society and the economy. To deal with this void, the National Framework for Sustainable Development (NFSD) was established, which according to the DEAT (2008), would serve as a foundation in which to embed a national strategy and action plan. The purpose of the NFSD is, furthermore, to formulate the national vision, principles and areas in the country's path of sustainable development, in addition to identifying fundamental challenges in the short, medium and long-term that have need of strategic intervention that will guide and facilitate the national strategy and action plan development towards a direction that is more sustainable (DEAT 2008).

Haywood *et al.* (2018: 555), are of the opinion the agenda of the new sustainable development cannot be achieved by itself, since its scope is broader, larger and more ambitious than what is expected from the MDGs. This means effective partnerships are “required within countries; across all sectors, disciplines, government agencies and global partnerships across nations”. As Haywood *et al.* (2018: 555) point out, as SA implements the SDGs, there is a need to strengthen effective partnerships relating to current regional and national strategic plans, namely SA’s National Development Plan (NDP) along with the African Union’s Agenda 2063. To identify and prioritise the developmental objectives of SA, the country has in recent years made an effort to align its NDP and SDGs; and most significantly, to emphasise the necessity of multi-stakeholder partnerships to ensure development objective attainment (Haywood *et al.* 2018: 555).

However, Fourie (2018: 765) asserts that SA, similar to many other developed and developing countries, is challenged by the alignment of national policies with global development goals that have been expanded, “especially with regards to the SDGs’ integrated nature and its related challenges, such as measuring, monitoring and communicating processes”. Fourie (2018: 766) adds that SA will face two obstacles in positioning its domestic development plan in accordance with the SDGs: The author states the first as the “political challenge of superimposing the adopted 2030 SDGs agenda onto an already developed local plan that cannot easily be changed without causing serious damage to its legitimacy”. The second obstacle is that the SDGs “do not and cannot address national development challenges” specific to SA, because the development plan is clearly and plausibly created to address apartheid era injustices.

Fourie (2018: 769) suggested an important way these obstacles could be overcome, is the use of “existing institutional structures and processes – organizing existing structures to be more efficient and improving policy coherence by government actors and all other stakeholders”. Where the multi-stakeholder

partnership is concerned SEs can, therefore, comprise a crucial part, as they contribute ways to address social issues that are both creative and innovative and will assist SA in attaining its NDP and SDGs.

Based on the above context, social entrepreneurship in South African townships needs to grow and a platform created where more individuals/organisations can participate and use their innovative and creative ideas to solve some of the social issues in the townships. This study will examine and investigate those factors that impact the use of social entrepreneurship as a tool to sustainably develop townships in the KZN province and propose the adoption of a model to improve social entrepreneurship in KZN's townships.

1.3 RESEARCH PROBLEM

Social entrepreneurship can ensure an important and significant contribution to sustainable development by developing innovative solutions to difficult, complex and persistent problems that affect townships in the KZN province. However, despite the important contributions this phenomenon can provide, social entrepreneurship in communities such as townships has not been greatly researched (Razavi *et al.* 2014: 1; Steinerowski and Steinerowska-Streb 2012: 168; Littlewood and Holt 2018: 526; Sroka & Meyer, 2021). Most literature tends to focus on organisations engaging in charitable and volunteer activities that help to provide health care, education and food. Although these gestures are critical, it is obvious the activities from government and charitable organisations alone may not be adequate to solve the various problems affecting sustainable development in the KZN townships.

In addition, Bansal, Garg, and Sharma (2019: 1) suggest the main sustainable development signs or characteristics are based on the amount of social value each social entrepreneur can create and, as such, social entrepreneurship promotion is imperative to create these social values. However, most of this literature emphasises social entrepreneurship's relevance to sustainable

development; however, few highlight the factors that could affect their operation. Failure to understand the significant influence the factors within an environment have on social entrepreneurship is considered one of the reasons they might not be operating at maximum capacity to create adequate social value in a country such as SA and specifically in communities such as townships (Littlewood and Holt 2018: 527; Ngatse-Ipangui and Dassah 2019: 2; Rivera-Santos *et al*, 2015: 1; Sroka & Meyer, 2021).

Problems in the external environment include a lack of public support, political instability, as well as access to public infrastructure, capital, and technology, while those in the internal environment range from size and age of the firm, training and development, level of education, and skills, to experience and management training. These are some of the challenges facing social entrepreneurs in SA (Maphalla, Nieuwenhuizen and Roberts 2009: 5; Fernández-Laviada, López-Gutiérrez, and Pérez. 2020: 12; ILO 2013; GIBS 2018: 20). Thus, social entrepreneurs often cannot adequately identify opportunities to create social value to improve their impact in communities (Manyaka-Boshielo 2017: 9; Ngatse-Ipanqui and Dassah 2019: 7; Seda and Ismail 2019), which further negatively affects their contribution to sustainable development in SA (Mair and Marti, 2006: 36; Seelos and Mair 2004: 3).

A study by Rivera-Santos *et al.* (2015: 3) states the effectiveness of government actions, quality of infrastructure, formal or informal institutions, cultural preferences for individuals or collective actions, and the extent to which compassion can be transformed into social entrepreneurial initiative, are important factors within a specific environment that could impact the activities of social entrepreneurs. However, broad details regarding the various factors identified by the study of Rivera-Santos *et al.* (2015) were not provided therefore, it was not known which of these could affect the contributions of social entrepreneurship to sustainable development in townships, specifically in the KZN

province. According to Razavi *et al.* (2014: 2), management skills (expert knowledge and motivation) are critical factors in ensuring SEs create social values that will impact their communities. However, it is important to investigate whether these factors highlighted by Razavi *et al.* (2014) are applicable in the KZN township context.

Furthermore, there have been several attempts by different scholars to develop and identify the nature and structure that make up a SE and distinguish the concept from traditional business entrepreneurial enterprise. Visser (2011: 234) is of the opinion and highlights that even though there are many traits and behaviours common between a SE and a business enterprise, one central characteristic that provides a clear vision to a SE is that it aims to add value and improve the quality of life of the less-privileged sectors of the economy. Therefore, it is important to identify the characteristics of SEs in the townships of KZN and how these affect their contribution to sustainable development in the townships. Overall, according to Littlewood and Holt (2018) and Seelos and Mair (2005), social entrepreneurs in SA are facing various challenges, including critical factors within the environment. The main problem this study intends to investigate is, therefore, a lack of understanding of these factors, with significant tests provided that will affect the social entrepreneurship contributions to sustainable development in KZN townships.

1.4 AIMS AND OBJECTIVES

1.4.1 Primary and secondary objectives

The overall study aim is to investigate critical factors that impact the use of social entrepreneurship as a tool with which to sustainably develop the KZN province townships; and propose a prototype model to be used for improving the social entrepreneurship level in KZN townships.

For this aim to be achieved, the secondary objectives outlined below will be addressed:

Sub-objective 1: To ascertain the characteristics of social entrepreneurs that influence their contribution to sustainable development in the townships in KZN.

Sub- objective 2: To investigate society's perception of social entrepreneurship as it affects its contribution as a tool for sustainable development in the townships in KZN.

Sub-objective 3: To examine the impact of social networking on the contribution of social entrepreneurship as a tool for sustainable development in the townships in KZN.

Sub-objective 4: To explore the effect of social impact measurement on the contribution of social entrepreneurship as a tool for sustainable development in the townships in KZN.

Sub-objective 5: To investigate the impact of financial resources on the contribution of social entrepreneurship as a tool for sustainable development in the townships in KZN.

Sub-objective 6: To identify the environmental factors that affect using social entrepreneurship as a tool to achieve sustainable township development in KZN.

1.4.2 Research Questions

This study thus attempts to find answers to the following critical questions listed below:

Question 1. What are the characteristics of social entrepreneurs that influences their contribution to sustainable development in the townships in KZN?

Question 2. Does society's perception of social entrepreneurship affect its contribution to sustainable development in the townships in KZN?

Question 3. What is the impact of social networking on social entrepreneurship as a tool for sustainable development in the townships in KZN?

Question 4. What is the effect of social impact measurement on social entrepreneurship as a tool for sustainable development in the townships in KZN?

Question 5. What is the impact of financial resources on social entrepreneurship as a tool for townships sustainable development in KZN?

Question 6. Which environmental factors (Internal and external) impact social entrepreneurship as a tool for sustainable development in the townships in KZN?

1.4.3 Hypotheses for this study

The main study hypotheses are as follows:

Ho1: There is no relationship between society's perception and social networking and social entrepreneurship contribution to sustainable development in the townships in KZN.

Ha1: There is a relationship between society's perception and social networking and social entrepreneurship contribution to sustainable development in the townships in KZN.

Ho2: There is no relationship between social networking and social impact measurement and social entrepreneurship contribution to sustainable development in the townships in KZN.

Ha2: There is a relationship between social networking and social impact measurement and social entrepreneurship contribution to sustainable development in the townships in KZN.

Ho3: No relationship exists between social networking and internal environment and social entrepreneurship contribution to sustainable development in the townships in KZN.

Ha3: There is a relationship between social networking and internal environment and social entrepreneurship contribution to sustainable development in the townships in KZN.

Ho4: There is no relationship between social impact measurement and internal environment and social entrepreneurship contribution to sustainable development in KZN townships.

Ha4: There is a relationship between social impact measurement and internal environment and social entrepreneurship contribution to sustainable development in KZN townships.

Ho5: No relationship exists between financial resources and external environment and social entrepreneurship contribution to sustainable development in KZN townships.

Ha5: A relationship does exist between financial resources and external environment and social entrepreneurship contribution to sustainable development in KZN townships.

Ho6: There is no relationship between external environment and social impact measurement and social entrepreneurship contribution to sustainable development in KZN townships.

Ha6: There is a relationship between external environment and social impact measurement and social entrepreneurship contribution to sustainable development in KZN townships.

Figure 1.1 below reflects the variables for the proposed framework of the study.

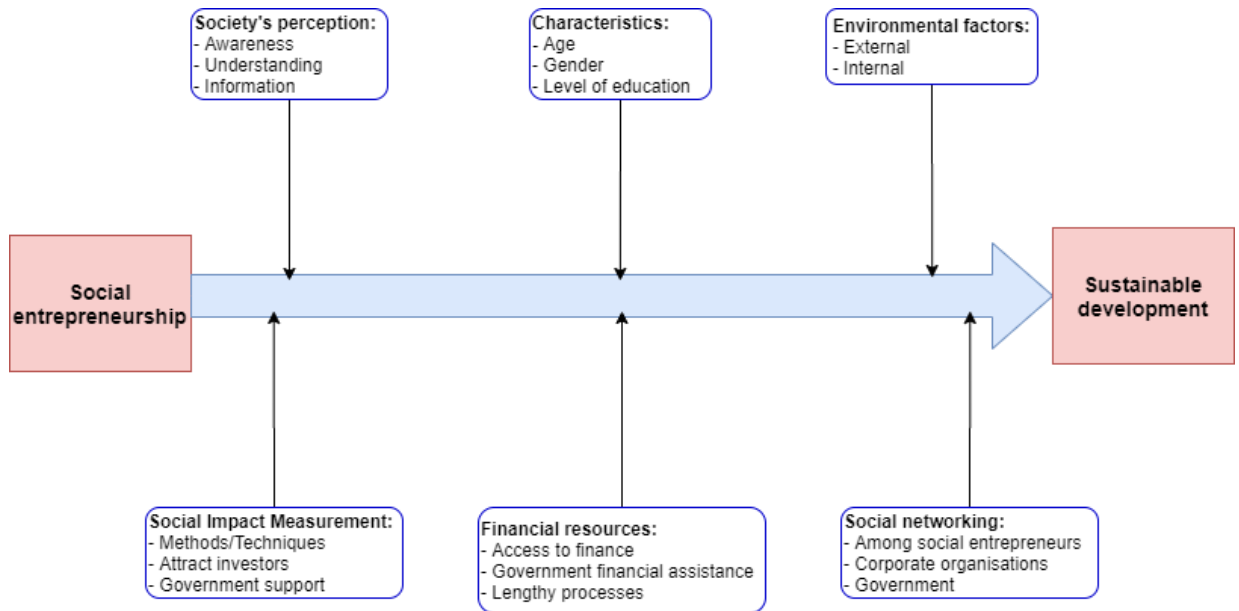


Figure 1.1: Characteristics of the proposed model

Source: Developed by researcher from the literature review

1.5 STUDY SIGNIFICANCE

This study was conducted to add to the existing body of knowledge with regard to those factors that impact social entrepreneurship as a sustainable development tool, specifically concerning KZN townships and to develop an integrated model that can be used to grow and improve social entrepreneurship in the townships. Most of the work on social entrepreneurship as a sustainable development tool focused on the challenges, without suggesting a model that can be applied in improving the use of social entrepreneurship as a tool for sustainable development, particularly in KZN townships.

In addition, this study seeks to provide clear insights into those critical factors that could hinder social innovation and the creation of social value, which also affects social entrepreneurs' survival within a challenging and dynamic environment such as the townships in KZN. This study will also contribute to the success stories of

social entrepreneurship by providing a theoretical antecedent that will create the platform for better understanding of this phenomenon in the KZN township context. There have been several studies conducted on how the environment can affect social entrepreneurship (for example Littlewood and Holt 2018; Bacq and Janssen 2011; Seelos and Mair 2005; Fernández-Laviada *et al.* 2020). However, no work has been done specifically on social entrepreneurship and its link to sustainable development in the townships in KZN. This study further intends to determine and understand social entrepreneurship characteristics in KZN townships.

Not only will this study be relevant academically and educationally, it may also have an impact on the setting-up and running of social entrepreneurship in communities in many countries with similar characteristics as townships in SA. Owners and managers of such organisations can find this study useful in understanding many issues that will help them to maximise the effectiveness of their operations and activities, which will enable them to successfully contribute to sustainable development in their respective countries. In SA, the level of participation in social entrepreneurship remains very low compared to other countries around the world (GEM 2019). Most people are being forced to avoid participation because of the various challenges and barriers they envisage. Therefore, this study intends to provide individuals and organisations with the relevant understanding to overcome these barriers and thus increase their participation in social entrepreneurship, which can, in turn, lead to sustainable development in the townships in KZN. Furthermore, this study can provide local and provincial government with a roadmap that to address most social issues in the communities and can also help create a conducive environment for social entrepreneurship to grow and thrive.

1.6 RESEARCH DESIGN

The design of a research study is described as the “plan or structure that holds all the element in a proposed research work together” in a manner that ensures relevant information required to address a research problem is obtained (Akthar 2016: 68). The approach adopted for this study was quantitative, using a closed-ended questionnaire. This type of method is adequate and enables the researcher to obtain detailed, relevant quantitative data for the purpose of acquiring an in-depth comprehension of the critical factors that impact social entrepreneurship as a sustainable development tool in the KZN townships (Stochemer 2019). Data were collected from selected social entrepreneurs operating in the townships in KZN.

1.6.1 Population/Target Population

According to Stochemer (2019), the entire group of subjects a researcher selects a sample and wants information from, is called the population. However, SEs are an emerging venture in SA and as such there is lack of specific regulatory framework for SEs as a sector or subsector (GIBS 2018: 6; Kajiita and Kang'ethe 2020: 97; Dzomonda 2021: 3). Hence, their population is unknown and as such there is no specific database for social entrepreneurs in SA to constitute a sampling frame. This being the case, Martinez-Mesa *et al.* (2016: 327) suggests that the researcher needs to carefully determine and examine the target population and ensure that it fits the study objectives and hypothesis. Social entrepreneurs in SA usually adopt the Non-Profit Organisation (NPO) structure (British Council 2020a) and a Department of Social development report (2020) shows 41 639 registered NPOs in the KZN. However, there are three main elements that differentiates a social entrepreneur from other entrepreneurs, NPOs and/or charitable organisations, and these include: social mission is a predominant factor; innovation is of great importance; and there is the role of earned income (Fernández-Laviada *et al.* 2020:1). According to Asawapoom (2020: 2375), when all subjects of a research population are hardly defined,

located and listed, it is called an infinite population and the researcher can conceptualise the target population by assuming a subdivided target population, compiled from the research subjects' common character.

1.6.2 Sample method and size

This survey will be conducted with 90 social entrepreneurs operating in three selected township areas in KZN. The three selected townships for this study are Inanda, NtuZuma and KwaMashu (INK) in the KZN province. These three townships are selected because through the eThekweni Municipality, a single administrative unit was responsible for their management across the three areas, with local councillors responsible for wards (DPLG 2006). The INK area is predominantly residential, situated 20km north-west of the centre of Durban city. The individual areas might have their differences; however, they share similar kinds of challenges that include: low levels of economic activities, poverty, limited level of social amenities and strong dependence on external areas such as Durban. The area covers about 70.1 km² and is estimated to accommodate roughly 580 000 people with a population density of 6 325 persons per km² (PDLG 2006).

Due to the lack of specific database to constitute a sample frame, as well as time and financial constraints, it became the decision of the researcher to identify a sample size relevant for the study. According to Sekaran and Bougie (2013, cited in Lekhanya 2017: 76), for parametric statistics, 30 is the smallest usable sample number, while also following a normal distribution curve. A sample of 30 participants from each township will, therefore, be chosen to make up a total of 90 participants. Use was made of non-probability, convenience, snowball sampling to identify and choose social entrepreneurs as key participants for data gathering. These individuals are ideal for providing in-depth information that relates to the variables of this study, these being: characteristics of the social entrepreneur, social impact measurement, resources, and environmental factors,

as well as social network, and society's perception of the social entrepreneur's activities, all of which have been identified from the literature review to affect the social entrepreneurship contribution to sustainable development. As defined by Frey (2018), snowball sampling, also known as 'chain sampling' or 'chain referral' sampling, is used to generate a pool of participants for a study by researchers, as a result of referrals made by individuals with the same research interest characteristics as the target population. In the process of building the sample, adequate data are collected to be of use to the study (Sharma 2017: 752). This sampling technique is appropriate to recruit participants for this study because they are not widely known, and as earlier indicated, there is no validated national database of social entrepreneurs in SA.

In the first stage of recruiting participants, the list of registered NPOs was requested and obtained from the Department of Social Development office in the eThekweni Municipality. The NPOs were screened against the established inclusion and exclusion criteria. NPOs that met the criteria were contacted by the researcher through email and telephonically, to form the first group of respondents recruited for the study. Thereafter, the snowball sampling technique was applied. In addition, using a convenience sampling method for this study was pivotal since selection of participants relied on their willingness to participate in the study as well as their availability.

The inclusion criteria of participants for this study were based on the following: the social entrepreneur has been operating for the past one year, the social entrepreneur is only pursuing a social issue that is not for personal gain, the social entrepreneur is registered with the Department of Social Development or intends to do so in the near future, and the social entrepreneur is involved in an income generating venture. The exclusion criteria included: social entrepreneurs operating for less than a year, those social entrepreneurs who only pursue social

issues for personal gain, and social entrepreneurs not involved in any income generating venture.

1.6.3 Data collection instrument

Data collection instruments play a critical role in the design and development of research projects. This study is quantitative in nature and was a closed-ended questionnaire. Bless and Higson-Smith (1995: 107) highlight that:

“...a questionnaire is a set of questions with fixed wording and sequence of presentation, as well as more or less precise indications of how to answer each question and must be presented to the participants in exactly the same manner to minimize the role and influence of the researcher and to enable a more objective comparison of the results”.

The data collection instrument used to gather information from social entrepreneurs in the townships in KZN to address the objectives, as well as the hypotheses of the study was a questionnaire.

1.7 ANALYSIS OF DATA

The analysis of data is a statistical technique that helps a researcher investigate variables and understand their effects, relationships and pattern of involvement within a particular context (Litabingwa and Auriacombe 2007). The Statistical package for Social Sciences (SPSS) version 27.0 was used in analyses of the collected data. This software enables the researcher to perform various tests in the form of descriptive analysis, frequency analysis, correlation, and tabulation, along with t-test analysis to address the study objectives. Results obtained from the data analysis were presented as tables, graphs, and pie charts.

1.8 PILOT STUDY

According to Van Teijlingen and Hundley (2002: 1), a pilot study refers to a feasibility study, or rather, a mini-scale of a full-scale study, with a purpose of specifically pre-testing a particular research instrument such as a questionnaire,

to ensure the information required is collected and it is a good study design. The pilot study is used to improve the main study's quality or efficiency and can either be performed independent of the main study as an external pilot study or included in the main study as an internal pilot study (In 2017: 1). For the pilot study, 10 percent of the main study respondents were selected (Cadete 2017), however, they were not part of the main study. The pilot study purpose is to help develop a risk mitigation strategy that will ultimately reduce the chances of failure of the larger study (Fraser *et al.*2018: 1).

1.9 VALIDITY

Validity is described as the degree of measurement a research instrument (questionnaire) achieves in the entire domain related to the variables it was designed to measure (Heale and Twycross 2015). Haradhan (2017) elaborates that the validity shows the degree at which the results are truthful and encompass the entire experimental concept to ensure the research findings meet all the scientific research method requirements. To ensure the methods used in this research have valid findings, there were research procedures used to test the application. The researcher ensured participants were informed adequately with regard to the research aims and objectives, their contributory role and how their participation in the research and information provided were recorded without any bias. Furthermore, by piloting the questionnaire to the target population, the researcher ensured all the factors that could compromise the validity of the study were detected early, allowing adequate measures to be taken to ensure questionnaire suitability and its effectiveness as data collecting method for the study (Haradhan 2017).

1.10 RELIABILITY

Research reliability denotes the degree to which no bias exists, and the assessment tool produces a consistent, stable and repeatable result that will remain consistent or can be replicated, even if obtained in identical situations but

different circumstances (Haradhan 2017; Bolarinwa 2015; Heale and Twycross 2015). To ensure the reliability of the study instrument, use was made of the correlation coefficient test, Pearson's product moment correlation coefficient (r) and coefficient determination (R -sq.), as well as a t-test, at 90 percent and 99 percent confidence level, to establish the study reliability. Furthermore, adequate application of Chi-square and other relevant tests ensured reliability of the study. In addition, to improve instrument reliability, the Cronbach coefficient alpha was used to measure internal consistency at 0.70. The internal consistency quantifies how similar the items represent an outcome construct that the questionnaire is aiming to measure (Heo, Kim and Faith 2015). As stated by Taber (2018: 1273), a Cronbach's Alpha is a statistic that is generally used to demonstrate whether constructed and or adopted tests and scales for research projects fit the purpose.

1.11 ANONYMITY AND CONFIDENTIALITY

Anonymity in research ensures the personal identity of any individual who participated in the study is not revealed and the researcher cannot trace data to any particular individual participant (Coffelt 2017). Hence, for this study, the researcher ensured all participants were adequately informed that the information provided was only for this research purpose and would not be shared with any other person. A cover letter and letter of information were distributed to all participants to provide detailed requirements for participation in the study.

1.12 ETHICAL CONSIDERATION

It is important to conduct every research study in a professional manner, with the researcher adequately addressing any ethical issues potentially arising during a study (Babbie 1998). Hence, permission from the Durban University of Technology (DUT) Higher Degrees Committee was obtained to conduct this study. Furthermore, it was ensured by the researcher that the relevant authorities in the townships involved in this study were adequately consulted and permission granted prior to proceeding with the study. Furthermore, participants were made

to understand the aim and objective of the study, as well as the voluntary nature of their participation. They were neither bribed nor forced to take part and could opt out at any point they no longer felt comfortable with the process. Participants were also fully informed about the study confidentiality and information provided were recorded without any bias. In addition, an informed consent form was obtained from each participant to respect the principle of autonomy and confidentiality (Varkey 2021: 18). Moreover, the letter of information covers the following aspects: the purpose of the study; outline of the procedures; risks or discomforts to the participants; and benefits; remuneration; as well as participant confidentiality.

1.13 STUDY LIMITATION

Due to the kind of legal framework that governs social entrepreneurship in SA, and in order to acquire the appropriate information for this study, it was agreed to limit this study to focus only on the characteristics of, and influences affecting identified social entrepreneurs and only pertaining to those operating in the selected KZN townships. Therefore, the outcome of this study may not be generalised to social entrepreneurs in other townships, in the province or to social entrepreneurs elsewhere in the country. However, the study findings could improve social entrepreneurship contributions as a sustainable development tool in SA, because many of the variables in this study are similar to other provinces.

1.14 OUTLINE OF CHAPTERS

This study comprises six chapters.

Chapter One. Study introduction and overview

The reader is provided with a detailed introduction and background to the study in this chapter. It outlines the aim and objectives of the research, problem statement, hypotheses, study significance, as well as its limitations. The chapter also presents the framework within which the study was conducted, and acts as

the guide throughout the study, ensuring the aims and objectives of the research are achieved.

Chapter Two. Review of literature: An overview of social entrepreneurship and theoretical background

This chapter deals with the primary review of literature and consists of all theories relevant to the topic and a conceptual framework for the social entrepreneurship sector in South Africa, specifically as it applies to sustainable development in the townships. It also provides an overview of previous research on the definitions of social entrepreneurship and the importance of the SE sector to sustainable development in other parts of the world. Further to this, the chapter will also provide an overview of the social entrepreneurship sector in SA, with specific reference to the townships in the KZN province.

Chapter Three. Literature review: Social entrepreneurship and factors that impact its sustainable development contribution

This chapter covers the literature review's second part, and will provide the reader with detailed, identified, internal and external environmental factors affecting social entrepreneurship in the townships, as along with social impact measurement effects, social networking, financial resources and society's perception of social entrepreneurship as a sustainable development tool for KZN townships.

Chapter Four. Research Methodology

This chapter will discuss the choice of research design and methodology employed. In addition, the justification of method choice that ensured the research method, population, sampling, and data collection, as well as the analysis, are set out, showing their alignment with the study aims and objectives. The chapter will further also discuss the ethical considerations that will guide the study.

Chapter Five. Findings and Interpretations

The study findings will be presented and discussed in this, which will also provide interpretations in line with the study aims and objectives, thus ensuring the reader finds it easy to understand. Furthermore, the findings were assessed in relation to the secondary data, as well as tested with the hypotheses generated.

Chapter Six. Conclusions and Recommendations

This chapter draws from the findings detailed in chapter five to present the overall conclusions and discuss the recommendations that could be applied in ensuring improvement of social entrepreneurship as a tool for sustainable township development in KZN. It will further provide details of the proposed integrated model for policy makers and government officials. Recommendations will also be made for further research.

1.15 CONCLUSION

Social entrepreneurs are believed to have a critical role to play in achieving sustainable development in a country like South Africa, particularly in township communities. Their growth and survival hinges on many factors within the environment. This study sought to investigate and understand the factors affecting social entrepreneurship contributions to sustainable development in the townships in KZN province. This chapter offered the introduction and overview of the study. The chapter provided the research problem together with the research aim, objectives, questions, hypotheses, and significance of the study. It also offered a primer of the research methodology, which outlined the research design, target population, sampling method, data collection, data analysis, pilot study, validity and reliability, anonymity and confidentiality, ethical consideration, and lastly, the study limitations. The last section of the chapter outlined the structure of the study.

The subsequent chapter reviews the literature in detail and provides the background information on social entrepreneurship and the important aspects pertaining to this study.

CHAPTER TWO

LITERATURE REVIEW: AN OVERVIEW OF SOCIAL ENTREPRENEURSHIP AND THEORETICAL BACKGROUND

2.1 INTRODUCTION

According to the report on creative SEs in SA by the British Council (2020a: 4), these enterprises are an emerging phenomenon, classified as small businesses, yet operating primarily as private companies, with under R500 000 turnover. Researchers such as Visser (2011: 237) highlight that SEs in SA include a wide range of organisations, “from traditional NGOs, not-for-profit SEs, hybrid SEs, and for-profit SEs, as well as socially committed enterprises”, with social value creation as their primary objective. This commonly distinguishes SEs from other forms of small businesses (ILO 2017: 9; Davies, Haugh and Chambers 2019: 1617; Ngatse-Ipanqui and Dassah 2019: 2; Littlewood and Holt 2018: 526).

Interestingly, because SEs in SA often register as both for profit and not-for-profit companies, they are open to accessing both grants and commercial funding which, according to the Gordon Institute of Business Sciences (GIBS), creates a spectrum of opportunities to develop unrestricted income streams into the organisation (GIBS 2015). Most SEs have emerged from their founders identifying a social problem in society, and through their goodwill spirit, have developed entrepreneurial ways of addressing these problems, with some not knowing they demonstrate social entrepreneurship (Mair and Marti 2006: 37). Hence, there has been no clear definition of the phenomenon, yet, its nature usually implies more priority is assigned to social value creation and sustainable development, as opposed to focusing on economic value (Mair and Marti 2006: 36; Moses and Olokundun 2014: 160; Littlewood and Holt 2018: 532).

Social entrepreneurship has become trendy, “gaining popularity as a tool to bring about change and sustainable development” in most countries, globally (Littlewood and Holt 2018: 526). On that basis, Steinerowski and Steinerowska-Streb (2012: 167-182) and Littlewood and Holt 2018: 530) suggest the identification of the strengths, innovation and knowledge of individuals within communities may serve as an important way of transforming and addressing the social and economic problems affecting them. A well-established and supported SE sector will ensure the use of business management strategies that focuses on developing benefits with social purpose and providing solutions to problems affecting communities, such as unemployment, poverty and crime (Fernández-Laviada *et al.* 2020: 826). Accelerating social entrepreneurship activities becomes crucial in a context where SA has experienced a continuous drop in GDP, a record 34.4 percent unemployment as at the second quarter of 2021, or 44.4 percent when expanding the definition to include those who have given up seeking jobs (StatsSA 2021), and the jobless situation of more than six million working age South Africans, (GIBS 2018: 10).

In this regard, social entrepreneurship has been shown as significant in the development of countries around the globe. For instance, a recent joint report commissioned by the Department for Digital, Culture, Media and Sport (DCMS) and the Department for Business, Energy and Industrial Strategy (BEIS) (2017: 8), highlight that roughly nine percent of the small business population in the United Kingdom (UK) are SEs. The report further states an overall estimate of 471 000 SEs in the UK, where 99 000 have employees and 371 000 do not (DCMS and BEIS 2017: 8). In addition, it stipulates that in the UK, SEs employ approximately 1.44 million people, with most being employees while the remainder is considered working owners and partners (DCMS and BEIS 2017: 8).

Moses and Olokundun (2014: 164), Razavi *et al.* (2014: 1) and Littlewood and Holt (2018: 527) explain social entrepreneurship might have been successful in

ensuring sustainable development and addressing social problems in countries that are developed; nevertheless, it is not the most suited solution to address socio-economic problems in developing countries, such as SA, without proper comprehension of the potential effect of certain factors. Social entrepreneurs are confronted by internal and external factors (GIBS 2018: 15), often limiting their effective social value creation. Not only challenges in the external environment such as lack of legislative framework, difficult process of registering and measuring impact for funders, but also internal factors, such as shortage of business management skills, mismanagement of resources and lack of leadership affect their ability to thrive and contribute to sustainable development (GIBS 2018: 63; Watters *et al.* 2012; Steinerowski and Steinerowska-Streb 2012: 176).

In order to ensure social entrepreneurship improves and contributes significantly to the sustainable development of communities, Rivera-Santos *et al.* (2015: 72-91) argue there is a need for an in-depth understanding of the environmental contexts where they operate. Furthermore, GIBS (2018: 11) also emphasises the need for government to address bottlenecks within the environment, such as access to resources, legislative barriers and policy development, for SEs to grow and flourish. This would provide the platform required to enhance social entrepreneurs' effective social value creation that will enable their substantial contribution to long-term, economic township growth and development.

In addition, the lack of an agreed definition as to who should be considered as a social entrepreneur in SA should be addressed, as it creates a challenge and confusion for financial service providers to understand their unique nature and business model, which in turn, affects social entrepreneurs' growth and development (ILO 2013: 17). The contributions of individual social entrepreneurs in achieving sustainable development cannot be overemphasised. This is confirmed by various study authors, including Seelos and Mair (2005: 241), Mair and Marti (2006: 38), Bacq and Janssen (2011: 376), and Santos (2012: 337),

who suggest social entrepreneurs serve as innovative and creative forces, with flexibility of choices in relation to factors that can be used to meet unsatisfied needs, amongst which are: structure, funding, resources and business models.

Moses and Olokundun (2015: 164) nevertheless, argue there are no universal formula for achieving sustainable development. Hence, nations would have to develop and design practical ways that will gear them towards sustainability. Otherwise, the increasing level of foreign investments, aids, as well as policy reforms to improve economic growth, might turn out to be failed efforts and attempts (Moses and Olokundun 2015: 163). This sentiment is supported by Watters *et al.* (2012: 2), when they state aid is not the solution to the long-lasting socio-economic problems in developing countries such as SA, instead advocating for the provision of support to small entrepreneurs, particularly social entrepreneurs, who can be a critical tool to bring sustainable and lasting solutions.

2.2 A CONCEPTUAL VIEW OF SOCIAL ENTREPRENEURSHIP IMPORTANCE

With the majority of countries in the world starting to explore social entrepreneurship contributions in the enhancement and promotion of development in society, this phenomenon and its importance in the economy of a country cannot be overstated (Ngatse-Ipangui and Dassah 2019: 1; Mefi and Asoba 2020: 1; GIBS 2015). With job losses, high unemployment rates and increased vulnerability in many countries around the world, and SA in particular, a need exists for new urgency and determination to develop sustainable models that support economic growth and the transformation of societies (Moloi-Motsepe 2021).

Social entrepreneurship is explained as vital by Kazmi *et al.* (2016: 161), where it is fundamental to unlock the economic growth and inclusion of Pakistan, while it also serves as an instrument with which a social market economy that is resilient and pluralistic can be built through job creation, provision of innovative services

and products, stimulation promotion of a sustainable economy, in addition to future hope and opportunities. Further to this, in the authors' opinion, "social entrepreneurship has a promising approach, through its entrepreneurial strategies, to open trade, which has a positive impact in eliminating poverty and creating a boost to the Pakistani economy" (Kazmi *et al.* 2016: 161).

It is estimated the social entrepreneurship sector currently employs roughly 40 million people globally, with more than 200 million people that are engaged in volunteering activities (Summerfield 2020). This makes social entrepreneurs important contributors in enhancing "the quality of life, efficiency, and sustainability of social and economic growth, incorporating some social and business skills into entrepreneurial activities" (Sijabat 2015: 36). According to the SA Minister of Economic Development at the time, Ebrahim Patel, "the social economy is a vital tool for the recovery of economies in Africa" (Moss 2012: 12). Most importantly, the minister committed to develop a more socially and economically equitable growth plan for the country. Moss (2012: 12) explained the New Growth Path (NGP) was subsequently developed to introduce new and different measures that would "encourage and promote social entrepreneurship and build" the South African SE sector.

Given an ideal environment, SEs are flexible and able to carry out innovative activities by discovering new ideas relating to products, services and models, which are generally suitable and appropriate to address societal needs such as social inclusion, environmental protection and sustainable development (Sijabat 2015: 37). However, their growth is very low in SA, where less than two percent of adults participate in the SE sector, even though SA has structures similar to countries where social entrepreneurship is flourishing, as set out by the Global Entrepreneurship Monitor (GEM) (2009, cited in GIBS 2018: 10).

Social entrepreneurship is increasingly becoming the focus of attention for many developing stakeholders interested in addressing societal problems and achieving

sustainable development. As discussed above, SEs are considered important ventures that can drive economic growth and sustainable development around the world. Nonetheless, in order to effectively create social value, they need to have the appropriate structure and conducive environment (Littlewood and Holt 2018: 2; Rivera-Santos *et al.* 2015: 74; Seelos and Mair 2004: 6).

Sckliuckiene and Kisielius (2015: 1016) and Zahra *et al.* (2009: 524) agree contextual factors, such as institutional, legal, and social environment factors, are of significant importance in supporting or hindering the social value creation process. In other words, understanding these factors is paramount to ensure effective and efficient social value creation, more so, as social entrepreneurship performance is linked to the environmental and structural factors within a country. In this regard, Rivera-Santos *et al.* (2015: 75) agree that understanding the context in which social entrepreneurs operate creates social needs and many opportunities for them to emerge in new and creative forms. However, recent research by Littlewood and Holt (2018: 2) confirm the effects of the environment receive limited consideration particularly, how these impact social entrepreneurship growth and development in SA.

In the UK, apart from the significant number of people employed by SEs, these businesses also contribute more than £24 billion to the UK economy (British Council 2015: 5). In essence, therefore, in this highly successful country, social entrepreneurship is a major contributor to economic growth and sustainable development. This could well be an indication that social entrepreneurship is an essential tool in achieving sustainable development around the world (Ifeoma and Ifeanyichukwu, 2019: 14). Understanding the factors affecting social entrepreneurship may be necessary to create a conducive environment and platform for growth and creating social value relevant to drive change and sustainable development.

2.3 RELEVANT THEORIES CONSIDERED FOR THIS STUDY

This section discusses the embedded theories that create the link between social entrepreneurship and sustainable development, namely SE, Institutional and Structuration theories.

2.3.1 Social Enterprise Theory

The proponent of the SE theory is Drucker (1985), who believed an important characteristic of an entrepreneur is the ability to always search for change, respond to it, and exploit it as an opportunity, which could either be commercial or social in nature. According to this theory, entrepreneurship should not necessarily be for profit-making, but should be driven by the combination of innovation and resources for the purpose of improving the well-being of people and providing them with opportunities (Drucker 1985). Martin and Osberg (2007: 30) agree with this theory, when they emphasise the motivation of social entrepreneurship is driving social change, and it is set apart by the long-lasting transformational benefit to society.

This theory, however, fails to dissect and provide a clear understanding on how society can, in return, either boost or hinder social entrepreneurship as a driver of social change. Furthermore, contrary to the belief by scholars such as Schumpeter, who sees entrepreneurs as an agent of change within the larger economy, Drucker's (1985) theory avers entrepreneurs are not necessarily agents of change themselves, but rather committed exploiters of change. Regardless of whether entrepreneurs are perceived to be innovators or early exploiters, a universal perception of theorists about entrepreneurs is their ability to see and seize new opportunities, with full cognisance of the context where the opportunity is situated (Martin and Osberg 2007: 30). This means, for SEs to create social value and bring change in society, an understanding is needed of the context they operate in to effectively exploit opportunities and create the necessary change.

Deshwal (2015: 977) mentions the potential for economic and societal gains that SEs offer, while it also plays an increasingly more significant part in rounding out “the social services offered by charitable organisations and government agencies”. As Drucker (1985, cited in Straub 2016) stated, society does not only need an entrepreneurial economy but an entrepreneurial society, where innovation and entrepreneurship are normal, steady and continuous. These theories, however, do not provide an indication of the critical elements, tools, processes, and/or procedures required to ensure entrepreneurs, such as social entrepreneurs, are successful in creating social value that will improve their contribution to sustainable development when operating in, for example, communities in KZN townships. This study seeks to identify these elements and procedures.

2.3.2 Institutional Theory

One of the first authors to highlight institutional theory was North (1990) and it is still considered relevant in social science today. This theory is also very relevant to achieving the objectives of this research study. Institutional theory has grown beyond its sociological field of origin and is widely applied in other fields, sectors and industries (Lammers and Garcia 2017: 195). The consequences of institutions vary widely with regards to economic performance – some economies develop institutions that will generally lead to growth and development, while others develop institutions that will lead to stagnation (North 1990). Krajnović (2018: 3) points out that Institutional theory helps to eliminate any potentially undesirable behaviour, by providing guidelines to ensure organisational behaviour is considered proper, desirable and ultimately legitimate.

Institutional theory puts the institution at the heart of the design and conduct of organisations. In addition, complying with institutionalised prescriptions ensures legitimacy, decreases uncertainty, and increases the unambiguousness of the organisation’s action and activities (Berthod 2018: 1). This theory is used to

provide explanation(s) for the adoption and spread of formal organisational structures, which may include written policies and standard practices (David, Tolbert and Boghossian 2019). These authors highlight that the institution creates the incentive structure in an economy, and organizations within that structure will identify ways of taking advantage of the opportunities provided within a given institutional framework. Even though the institution is considered critical in providing the relationship between the organisation's goals and the functioning of society at large, uncertainty whether the formal institution conforms to the norms and cultural guidelines that comprise the informal institution, presents a considerable challenge to the entire process (David *et al.* 2019).

The researcher believes this theory allows social entrepreneurs in SA to understand the significant influence the institution has on their approaches and strategies towards improving their contribution to sustainable development. As explained by Scott (2004: 2), institutional theory is key to social structure, which allows inquiries into how authoritative guidelines for social behaviour are created, diffused, adopted, and adapted, over space and time. Studies by Mair and Marti (2009: 419-435), Ferri and Urbano (2010), Dacin, Goodstein and Scott (2002: 45-57) and Sud, VanSandt and Baugous (2009: 201-216) have all shown the importance and relevance the institutional environment has on organisations, such as SEs, in improving their effective functioning, increased participation in market activities and enhancing their social value creation.

SEs in SA, however, seem to struggle with adapting to the institutional environment at various levels. Accordingly, this theory can be an important support to SEs when adapting to the institutional environment as it aids in broadly understanding the dynamism between individuals or organisations and institutions (government, market, culture, religion) (Agrawal and Hockerts 2013: 4). This theory will further help SEs to gain legitimacy by adhering to the widely accepted rules, social norms and legal structures.

Accordingly, institutional theory in social entrepreneurship is essential, not only in ensuring organisational legitimacy, but also to improve operations and their performance in the economy, as well as effectively creating social value (Agrawal and Hockerts 2013: 11). When there are weak and absent institutional agreements, an institutional void is created that prevents individuals from participating in market activities (Mair and Marti 2009: 419-435). The adoption of this theory can thus help SEs to develop strategies in response to the many turbulences created by the institutional environment that affect their contribution to sustainable development, with specific reference to KZN.

2.3.3 Structuration Theory

This theory was developed in 1984 by a British sociologist, Anthony Giddens, who argued that “human agency and social structure are not two separate concepts”, as such, humans are completely free to create the environment they live in (Lamsal 2012: 111). In support of this theory, Mair and Marti (2006: 39) emphasised the inability to understand social entrepreneurship purely in an economic sense; it has to be examined in the context of its social and local environment, much like traditional business entrepreneurship. By implication, social entrepreneurship can be separated from the structure, which includes community and society, among others (Mair and Marti 2006: 40). In other words, structuration theory provides the ability to adequately examine the various ways a particular context enables or constrains social entrepreneurship appearance and how social change occurs. This theory is closely linked to the study objectives, as it highlights that for social entrepreneurs to be successful in a particular environment, there needs to be a structure that contributes to civil society, that is open, available, active and supportive (Razavi *et al.* 2014).

Furthermore, the researcher is of the opinion this theory will enable SEs in SA to navigate the structural challenges that affect their operations and impact their ability negatively in the creation of social value that furthers sustainable

development. Maas (2013) mentioned structuration theory and its importance in understanding the underlying cause(s) and direction in how social entrepreneurs interact with their environment. Accordingly, this theory can be of great support to the country's SEs in understanding how government monopoly, bureaucracy, domination, and centralisation, as well as the lack of legal systems, are some critical factors within the structure that could highly affect their operations (Razavi *et al.* 2014: 1-5).

Robinson (2006: 95-120) believes social entrepreneurship opportunities are usually best analysed within the context that helps to create them and, as such, it is important to understand how to navigate the various barriers in the social entrepreneurship process, in order to be involved and contribute to solving the social problems identified in society. Adopting this theory can help SEs understand the various dynamics and create the ability to deal with external factors when serving in different demographics that might significantly influence their day-to-day operations.

2.4 CHALLENGES OF SOCIAL ENTREPRENEURSHIP THEORY DEVELOPMENT

A study by Dacin, Dacin and Matear (2010) identified critical challenges for social entrepreneurship theory development and provided insights as to the direction for future research. However, they did not adequately articulate how social entrepreneurs' value creation is significantly influenced by various factors within a particular context and how these factors are different in various contexts around the world. Chepurensko (2015) added the general problem facing entrepreneurship theory development is the lack of importance placed on contextual differences, which affects entrepreneurship practices and limits investigations into new institutions and actors, particularly with regard to social entrepreneurship.

2.5 CONCEPTUAL SOCIAL ENTREPRENEURSHIP MODEL AND ITS CONTRIBUTION TO SUSTAINABLE DEVELOPMENT

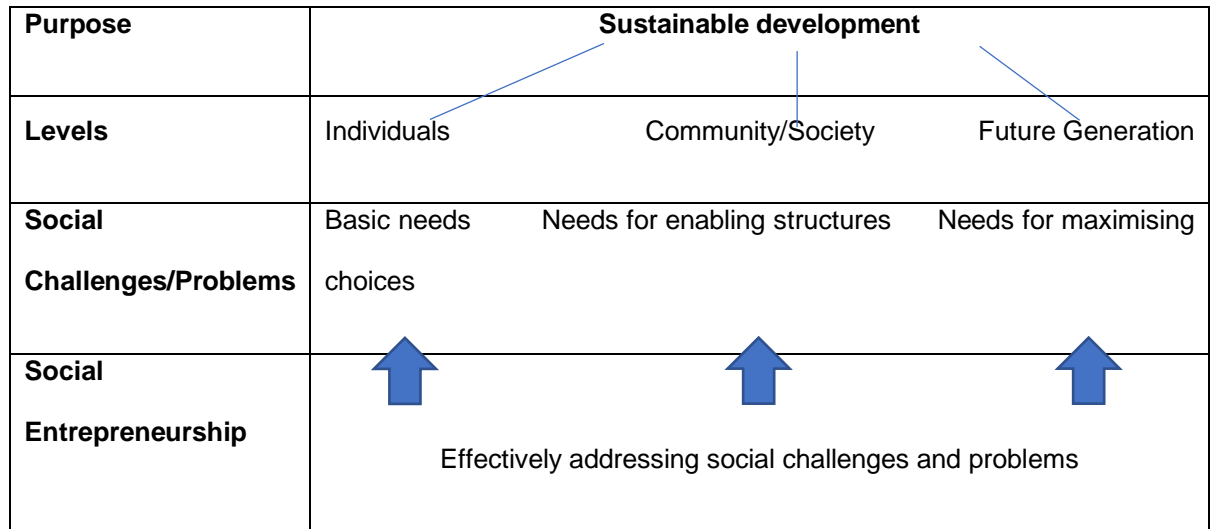


Figure 2.1: Conceptual social entrepreneurship model and its sustainable development contribution

Source: Seelos and Mair (2004)

Based on the above theoretical framework, it is clear the social entrepreneurship contribution to sustainable development is influenced by many factors. However, for the basis of this study, the researcher is interested in the structural factors within the environment/society that could hinder social entrepreneurship from contributing to sustainable development. Littlewood and Holt (2018), as well as Mendez-Picazo, Galindo-Martin and Castano-Martinez (2021: 69-77), assert factors exist within the environment that influence effective social entrepreneurship operations; this hinders their contribution to sustainable development. Lubberink (2019: 7) advises that in order for social entrepreneurship to effectively contribute to sustainable development, there needs to be an understanding of its embeddedness in a local structure, as it is crucial for scaling-up or hindering social value creation. The above discussion shows this is due to the environment enhancing the creativity and innovation

required to generate change, consequently improving the quality of life (Iwueke and Nwaiwu 2014: 4). However, using social entrepreneurship to achieve sustainable development in a particular environment is a tricky and intricate activity that requires adequate understanding (Seelos and Mair 2004: 1-17).

The framework designed by Seelos and Mair (2004: 1-17) indicates there are no structures or resources in many developing countries to enable and support social entrepreneurship operations to contribute to sustainable development. Additionally, without structure and resources, Bansal *et al.* (2019: 1) believe the government has an even larger role to play to ensure social entrepreneurship grows, thrives and contributes to sustainable development. Hosseini and Ziaaldini (2019: 52-59) are of the view that government pays overwhelming attention to the economic aspect of entrepreneurship yet neglects the environmental, specifically the social dimension, which may not create much concern in the short-term, but it will be a problem in the long-term.

2.6 FAST-TRACKING SOCIAL ENTREPRENEURS' VALUE CREATION FOR SUSTAINABLE DEVELOPMENT

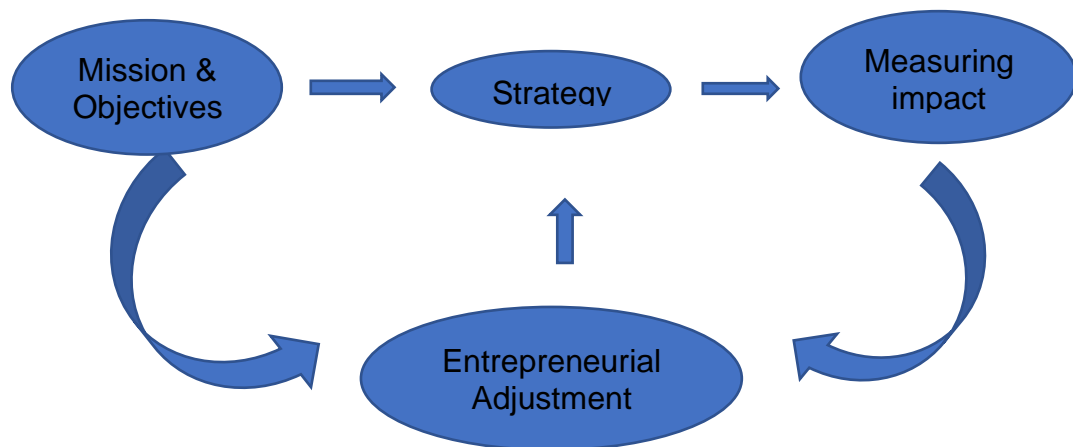


Figure 2.2: Fast-tracking Social entrepreneurs' value creation for sustainable development

Source: Ormiston and Seymour (2011)

Fischer and Comini (2012: 363-369) are of the opinion social entrepreneurs operate ventures that focus on economic production: creating work and generating income for individuals or groups with difficulties in accessing formal markets. They dedicate themselves to natural resource conservation activities, increasing the vitality of economic relations, and serving as a means that brings together two crucial sustainable development objectives that previously seemed incompatible - financial sustainability and the creation of social value. In other words, the social entrepreneur's value creation and ability to generate income becomes vital to sustain their operation and contribute to sustainable development. The dynamic and complex social problems in society today require social entrepreneurs to use business models that will provide solutions and create shared value, which also consist of both economic and social value that will significantly impact society (Zahra *et al.* 2009: 519-532).

Perrini, Vurra, and Costanza (2010, cited in Sckliuckiene and Kisielius 2015: 1015-1019) identified four stages social entrepreneurs undergo to ensure social value creation. These include; 1) an opportunity is identified, perceived by the entrepreneur to be an inappropriate social situation; 2) evaluation of opportunity, which focuses on creating a balance between project sustainability and social impact; 3) opportunity exploitation, where the required operating principles and innovativeness for the opportunity are defined; 4) expansion, making it possible to identify underlying potential in different contexts and provide a wider social impact.

Sinkovics, Sinkovics and Yamin (2014) suggest, on the one hand, in a theoretical construct, numerous recognised international organizations, for example the World Bank and the United Nations (UN), emphasise the private sector's role in advancing the social agenda in society. On the other hand, it is suggested in literature that although commercial enterprises can provide transformational social impact, the primary mission of a social entrepreneur is commonly found

and considered to be social value creation, more so than a commercial entrepreneur (Sinkovics *et al.* 2014). Subsequently, social value creation and its effectiveness is the key to success and a major factor for social entrepreneurs to remain relevant and contributors to sustainable development (Davies *et al.* 2019; Sckliuckiene and Kisielius 2015: 1015-1019; Szabo and Krátki 2018: 15-25). A culture of social value creation must, therefore, be fostered in social entrepreneurship (Blagoycheva 2019: 488-495), as it brings available resources together in order to establish new products, services and processes for a better quality of life for everyone (Marin 2017: 89-106).

In the context of social entrepreneurship, Ormiston and Seymour (2011: 125-150) found a more holistic and deeper understanding of social value creation would require significantly recalibrating their mission, objectives and strategy, through entrepreneurial adjustments. In addition, resources and the external environment are acknowledged as important features associated with social value creation.

2.7 TWO IMPORTANT VIEWPOINTS FOR SOCIAL VALUE CREATION

To start the social value creation process, a pro-active relationship is developed with various stakeholders, which requires a clear vision that will enable the social entrepreneur to develop social initiatives and ensure these initiatives are successfully transferred to other markets (Sckliuckiene and Kisielius 2015: 1015-1019). Singh (2016: 105-116) considers social value creation has two important viewpoints, namely: the social entrepreneurs' viewpoint and that of the beneficiaries.

On the one hand, it is believed social value creation is at the heart of all social entrepreneurs, as the impact created in the long- or short-term or immediately through social change that deals with problems/issues/needs on a social level. This creation of social value encompasses a broad array of social impacts, starting with awareness creation, beneficiary empowerment, and ensuring altered

perceptions, attitudes, behaviour, and norms as well as institutions, while beneficiaries and their communities also benefit from the socio-economic impacts (Singh 2016: 105-116). For beneficiaries, on the other hand, social value is understood as benefits social entrepreneurs create through their activities and the subsequent variety of positive changes and direct or indirect impact as a result of the benefits created (Singh 2016: 105-116).

2.8 CATEGORIES OF DEFINITIONS

In the following sections, the definitions found to be most appropriate for this study are discussed.

2.8.1 Social entrepreneurship

The increasing interest in social entrepreneurship in recent years from an assortment of disciplines, including sociology, management, economics and entrepreneurship, has resulted in several overlapping research studies and contributions (Matsimela 2017). Hence, the definition of the term varies and what it in fact entails, is still a heated debate by scholars (Rivera-Santos *et al.* 2015).

Bacq and Janssen (2011: 388) describe the social entrepreneurship concept as “the process of identifying, evaluating and exploiting opportunities aiming at social value creation by means of commercial, market-based activities and of the use of a wide range of resources”. Equally, Bornstein and Davies (2010: 1) state that social entrepreneurship is a process where institutions are built or transformed by citizens to advance solutions to social problems, such as poverty and corruption, in order to ensure many have a better life. Furthermore, researchers such as Fernández-Laviada *et al.* (2020: 1) propose social entrepreneurship “focuses on the use of business management strategies with the aim of generating benefits with a social purpose”. This was also the sentiment of Visser (2011: 233), who explains social entrepreneurship as engagement in entrepreneurial activities by either individuals or organizations, with a focus on a social objective.

With reference to other writers, Visser (2011: 233-247) submits there is emphasis on problem-solving and social innovation, where social entrepreneurship activities blur the traditional boundaries between the public, private and non-profit sectors. However, one of the generally acceptable, broad measure definitions of social entrepreneurship that forms the basis for this study, is by the GEM (2015: 9), which describes the concept as “individuals who are starting or currently leading any kind of activity, organization or initiative that has a particularly social, environmental or community objective”.

Presenting the above definitions is not to strive to find a statement that encompasses all the aspect of the various definitions, but rather, to identify and integrate common viewpoints that provide a heuristic way of understanding the concept. From the above discussion, three important points were highlighted and worth noting. First, one factor common among the definitions, is that social entrepreneurship is a type of entrepreneurship with a distinction motivated by social impact and the creation of social value (GIBS 2015). Second, the definitions emphasised social entrepreneurship is not limited to organizations aimed at profiting from the enterprise or earning an income from it to sustain their social objectives; it encompasses non-profit organizations (NPOs), for-profit organizations, commercial businesses and public entities with social goals and mission (Matsimela 2017). The third point is that social entrepreneurship is characterised by an innovativeness to address social problems and this innovative entrepreneurial practice highlights its advantage that ensures a blur of boundaries that are traditionally found in the public and private sector association (Bacq and Janssen 2011).

2.8.2 Social enterprise (SE)

SE, along with social entrepreneurship, are some of the structures that constitute the social economy of any country. While social entrepreneurship is associated with developing innovative and entrepreneurial means of addressing social

problems in society, SE as mentioned by (Littlewood and Holt 2018), is increasingly seen as an organisation that focuses on social over economic value creation, which is the key boundary line separating such enterprises from normal businesses.

A debate about the description of SEs by Defourny and Nyssen (2012) highlights two different schools of thought. The first is classified as the “earned income” perspective, because they conceptualise and refer to SEs as NPOs using commercial activities to support their mission. Furthermore, Defourny and Nyssen (2012) elaborate and expand this perspective by emphasising the SE definition should be broader and encompass all forms of business activities with a social purpose as part of its business strategy, including for-profit organisations. This latter perspective was referred to as a “mission-driven business approach”.

One scholar who identified with this perspective was Barney (2007, cited in Maji and Itodo 2016: 2), who describes a SE as “any business formulation with social objectives whose surpluses are reinvested either in the business or community geared towards improving the welfare of the society”. The second school of thought was classified as the “social innovation” perspective. It lays emphasis on the profile and behaviours of SEs and describes them as “change makers”, who focus on outcomes rather than incomes and use “new combinations” of a systemic nature of innovation to bring about change and impact the broader levels of society (Defourny and Nyssen 2012).

One distinctive definition of SE from this school of thought is by Dees (1998: 4), who explained that SEs:

“Play the role of change agents in the social sector, by adopting a mission to create and sustain social value (not just private value), recognizing and relentlessly pursuing new opportunities to serve that mission, engaging in a process of continuous innovation, adaptation,

and learning, acting boldly without being limited by resources currently in hand, and exhibiting heightened accountability to the constituencies served and for the outcomes created”.

In an attempt to have a South African description of the concept of SE, by a group of 130 participants, during an International Labour Organization (ILO) conference in October 2009, it was agreed and stated by Watters *et al.* (2012: 2) that “a social enterprise’s primary objective is to address social problems through a financially sustainable business model where surpluses (if any) are mainly reinvested for that purpose”. This description also supports the mission-driven business approach described by Defourny and Nyssen (2012) and emphasises that SEs are individuals who develop creative and innovative ideas with social purpose as its main objective, mixed with the right business model that will generate income, which will benefit the community.

2.8.3 Social entrepreneur

A social entrepreneur is generally understood as any individual(s) willing to take the risk, effort and initiative to pursue a novel application that creates positive changes and has the potential to solve community-based problems (Hayes 2021a). Although, social entrepreneurs are in many ways perceived as and compared to commercial entrepreneurs, they differ in terms of business motivations and spheres of operations (Steiner, Jack and Farmer 2009). Essentially, social entrepreneurs do not merely engage in business ventures, they do things differently and have significant social impact in society.

Increasing debate in literature has made scholars such as Littlewood and Holt (2018) attempt to provide a distinction of the above three concepts, when they described “SE” as the venture or entity; “social entrepreneurship” as the process; whereas “social entrepreneur” are the founding individual(s). However, in literature these concepts are often used indifferently and interchangeably to describe the same idea, because there is no unifying paradigm in the field of social

entrepreneurship (Bacq and Janssen 2011; Peredo and Mclean 2006: 56-65). Hence, this study follows the practice of using the terms interchangeably as done by other researchers.

2.8.4 Sustainable development

Although many definitions abound, the most used definition of the concept of sustainable development can be traced back to the 1987 Brundtland Commission, which described the term as “development that meets the needs of the present without compromising the ability of future generations to meet their needs” (Bueno Montaldo 2013: 1; Emas 2015: 1). This means the present generation has the responsibility of not neglecting the social and environmental aspects of society, while pursuing economic growth.

The overall aim of sustainable development is to ensure the economy and environment are stabilised in the long-term; this can only be achieved by integrating and acknowledging the economic, environmental and social factors throughout the decision-making process (Emas 2015), as well as sustained economic growth and globalisation (Naidoo and Fisher 2020). Scholars frequently emphasise the interrelationship and integration between economic, social and environment as a key driver in ensuring sustainable development (Bueno Montaldo 2013). Therefore, in order for societies to attain truly sustainable development, there needs to be an elimination of fragmentation from the typically organised sectorial ministries and departments in government institutions, into a comprehensive and highly integrated economic, environmental and social objective across sectors, territories and generations (Emas 2015).

The sustainable development concept has long been relevant and is adopted by many countries to ensure they engage in sustainable developmental processes. However, the relevance has increased in recent years because of global consciousness concerns regarding increasing populations, while there is no corresponding increase in the natural resources available to mankind (Mensah

2019; Theodossiou *et al.* 2020), These global concerns have translated from the MDGs, a target of eight goals rolled out for 15 years (2000-2015), to the Sustainable Development Goals (SDGs), which is a 2030 development agenda entitled “Transforming our World”, approved by the UN, to protect the environment, eliminate poverty and improve the well-being of people (Mensah 2019; UN 2020a). The 17 SDGs were primarily developed to achieve the following summarised objectives:

- Eradicate poverty, achieve zero level of hunger, and guarantee good health and well-being;
- Ensure access to basic amenities such as clean water, sanitation and affordable and clean energy;
- Provide quality education and decent work for the youths that will serve as a medium for economic growth;
- Provide basic infrastructure and foster innovation that will ensure the development of industries, and to create communities and cities conscious of sustainability in their production and consumption;
- Reduce the level of inequality in the world, especially with regard to gender;
- Care and protect the environment by acting to stop climate change, keeping the ocean clean and safeguarding the ecosystem;
- Stand up for peace, justice and strong institutions and ensure partnerships to boost development financing.

(Mensah 2019; UN 2020; Theodossiou *et al.* 2020)

SA, similar to many other countries globally, has pledged its commitment to the sustainable development concept. At the WSSD in September 2002, in Johannesburg, SA agreed dealing with poverty was one of the greatest challenges; the agreed negotiated outcome was known as the JPOI (DEAT 2008).

As part of their commitment to national strategy preparation and implementation for sustainable development, the JPOI set out 37 targets to achieve sustainable development, which includes the MDGs, (DEAT 2008). Although there are several strategies and programmes that include considerations of sustainable development in SA, a clear and all-encompassing national sustainable development strategy does not exist (DEAT 2008).

A study conducted by Montmasson-Clair (2017) found while the country's vision up to 2030 is clearly defined in the NDP, there is a lack in terms of transition to sustainable development where strategic and coherent planning are concerned; without roadmaps providing the required steps in the medium- and long-term, while the eventual state of SA's economy and society is also detailed in the long-run. This is a clear indication that SA needs to realise it cannot achieve sustainable development in isolation, as its scope is broader and its ambition larger than expected from the MDGs. As such, within countries effective partnerships are a necessity throughout "all sectors, disciplines, government agencies, and global partnerships across nations" (Haywood *et al.* 2018: 555-569).

Other than SA, many developed and developing countries in the world face the challenge of national policy alignment with expanded global development goals, particularly where the integrated nature of the SDGs and related challenges are concerned, which include processes of measuring, monitoring and communicating (Fourie 2018: 765-771). Accordingly, use of existing institutional structures and processes is one important way these challenges can be overcome, which requires organising "existing structures to be more efficient and improving policy coherence by government actors and all other stakeholders" (Fourie 2018: 765-771). This will create the conducive environment for social entrepreneurship to thrive, grow and become integrated into the multi-stakeholder

partnership, as this provides ways to address social issues that are creative and innovative, assisting attainment of SA's NDP and SDGs.

2.8.5 Townships

In SA, the term "township" refers to the underdeveloped urban living areas that started in the early 19th century, enacted by the Group Areas Act of 1950, which allowed for non-whites (Africans, Coloured and Indians) to be removed from suburbs designated for 'whites only' during the apartheid period (COGTA 2009: 5-6). According to Manyaka-Boshielo (2017: 1-10), townships are usually saturated by informal settlements and, in general, these areas commonly lack adequate infrastructure and basic amenities, with most people living in these areas having to travel outside their residential areas to find employment in order to provide for themselves and their families.

There are roughly 532 African, Asian and coloured townships in SA, with a larger geographic area than both the cities of Johannesburg and Durban combined (Schwabe 2020). In addition, it is estimated that, as at 2019, approximately 21.7 million people live in townships across the country, which represents a significant percentage of the total SA population (Schwabe 2020). This makes it critical that focus is placed on these areas to improve and address their needs.

Manyaka-Boshielo (2017: 1-10) believes one of the challenges the apartheid government did not adequately address, was providing and creating developmental platforms or areas in the townships where young people could be trained and equipped with creative skills, as well as serve as an outlet for their energy. This negatively affected many young people in the townships and, as such, they engaged in socially unproductive activities that ensued in social problems, such as the high levels of crime and teenage pregnancies, dropping out of school and substance abuse. Consequently, Littlewood and Holt (2018: 525-561) deem the inability of the South African government to address the varied existing social problems and the institutional void created by insufficient profit-

making opportunities, as well as the lack of requisite functioning market institutions, discourages participation of traditional businesses in addressing social issues and these give rise to SEs being active in that space.

Most countries in the world have adopted traditional options to deal with some of their social challenges and achieve sustainable development (Lubberink 2019; Břanda and Urbančřiková 2020). There are various articles and previous studies conducted on social entrepreneurship and how it can be used to address the growing social issues around the world (Diab 2019; Lubberink 2019; Břanda and Urbančřiková 2020; Iwueke and Nwaiwu 2014). Nonetheless, minimal if any research exists that identify those factors that could potentially impede the social entrepreneurship contribution as a sustainable development tool, especially from the KZN township perspective. Hence, many assumptions, beliefs and confusion exist around these factors and how they significantly affect the development of communities such as townships.

Over the years, however, it has been argued that townships have become iconic in SA society, with great potential, as they serve as the heart of where most of the freedom struggles emanated (COGTA 2009). Consequently, townships are places where there is a real sense of community, where many prominent leaders in the country have developed, including politicians, businesspeople, as well as sports icons and artists. Mills (1989) concurs that despite most townships considered as overcrowded, polluted and monotonous wastelands, the underlying aim of creating an anti-social and controlled environment was highly successful.

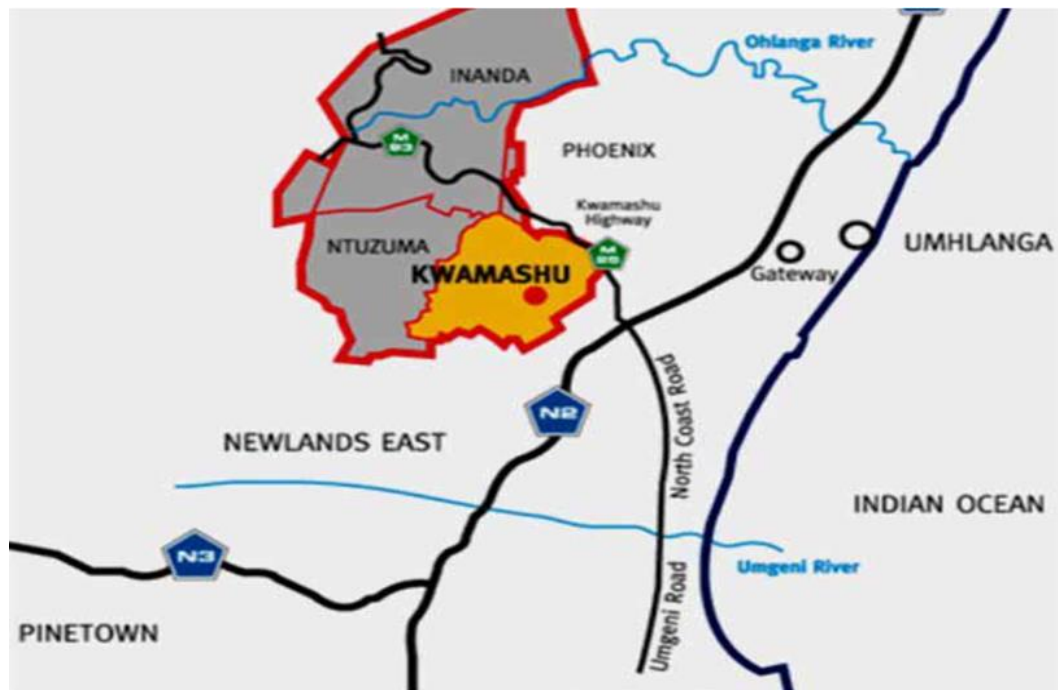
While these townships are characterised by strictly controlled environments, informal spaces and activities, a significant number of small enterprises emerge and flourish - many as a survival instinct and others as a political act (Findley and Ogbu 2011). However, there is a significant role social entrepreneurship can play in increasing the level of modification in homogenous township spaces. As pointed out by Blagoycheva (2019: 488-495), social entrepreneurship can

adequately combine economic, environmental and social goals in one basket to address the needs of local communities and achieve sustainable development; nonetheless, it remains important to identify the key factors in local communities affecting its activities and, where possible, eliminate these challenges.

2.9 A DESCRIPTION OF THE INANDA, NTUZUMA AND KWAMASHU (INK) AREA

Inanda, Ntuzuma and KwaMashu (INK) are different areas that have been combined, in order to integrate development between the areas. It is 20km north-west of eThekweni (Durban) city centre and a predominantly residential area, comprising of a mix of formal residential townships and informal settlements. The INK area is home to approximately 580 000 residents which represents about 18 percent of the eThekweni Municipality's total population and is the second largest agglomeration of poor neighbourhoods and township settlement in South Africa with an extent of 9 423 hectares (Mngadi, 2013: 76).

Figure 2.3 INK area map



Source: Banyambona (2013: 90)

The INK node is both a presidential poverty within the Urban Renewal Programme (URP) as well as one of the five Area Based Management (ABM) Learning Areas within the eThekweni Municipality. According to the Nodal Economic Development Profile by Business Trust and Department of Provincial and local Government (2007), the three areas may have individual differences, but they share a common set of challenges, including low levels of internal economic activities and their growth prospects are largely dependent on external areas (mainly Durban).

The area has a predominantly female population with figures above 50 percent compared to males which sits below half. According to Mngadi (2013), the area requires a significant intervention in terms of youth development and promotion of entrepreneurship because of the high population of young people compared to the older population. In addition, 73 percent of households are unemployed, 77 percent of households earn less than R9 600 per annum, 12 percent have no schooling, 7 percent have completed primary school, 26 percent have matric or high school, only 4 percent have tertiary education and 43 percent do not have formal houses. The area comprises of predominantly informal settlements, with high crime rates, lack of public space and recreational activities and low level of public services (Banyambona, 2013: 3).

Many roads within the INK area remain unpaved or in disrepair, while water and electricity are still not available to large section of the population (Banyambona, 2013: 3). This is a major challenge to the socio-economic development of the area. In the eThekweni Municipality Spatial Development Framework (2022), it commits that by 2030, the municipality will socially equitable, environmentally sustainable, resilient and functionally efficient in a manner that bolsters its status as a gateway to Africa and the world. However, the contribution of social entrepreneurship to achieving this fate cannot be ignored and as such factors

affecting its effective operation in the INK area needs to be given adequate considerations.

2.10 SOCIAL ENTREPRENEURSHIP CONTRIBUTION TO THE SOUTH AFRICAN ECONOMY

According to a recent study conducted by Elliott (2019: 1-13), social entrepreneurship is key in addressing the social and environmental needs of societies neglected by governments and other agencies while, at the same time, contributing economically. It plays a substantial role attending to serious socio-economic problems, for example, primary healthcare, unemployment, alleviation of poverty, and more (Visser 2011: 233-247; Manyaka-Boshielo 2017; Kajiita and Kang'ethe 2020: 95-106; Myres 2020). In Sub-Saharan Africa (SSA), social entrepreneurs are at the forefront in ensuring positive transformation (British Council 2020b: 4). Even though, in SA their contribution is considered relatively small compared to other countries, with roughly 12 percent generating income in excess of R1 million, most only employing between one and 50 people and serving fewer than 100 beneficiaries a month (Myres 2020).

Many SEs in SA are, however, mainly home-grown, emerging from low-income communities, driven by local motivation to address societal and developmental challenges and operate in tourism, manufacturing, healthcare, energy and education sectors (World Bank 2017: 8). This is an indication that social entrepreneurship in SA should be understood to have local focus, potentially making a substantial contribution to address poverty, inequality and unemployment issues in local communities such as townships (World Bank 2017; Moloji-Motsepe 2021). Consequently, in order for social entrepreneurs to deliver these benefits, it is important to stimulate their innovative potential to effectively create social value and remain sustainable (Mohapeloa and Urban 2014: 1; Barnard 2019: 1-8).

According to Barnard (2019: 1-8), social entrepreneurs operating in a country such as SA, where the national unemployment level is more than 30 percent, and even higher in local communities such as townships – the employment of people becomes a critical part of their social mission. Kajiita and Kang’ethe (2020: 95-106) assert that in a conducive environment this can have a strong multiplier effect on economic value creation, and mobilisation of resources, as social entrepreneurship is the sector that can create and leverage partnerships with other sectors to address social problems such as poverty.

Social entrepreneurship thus contributes to job creation, as well as creating opportunities for communities such as townships and providing solutions to their specific social problems in order to improve their circumstances (Watters *et al.* 2012: 9). However, unlike a traditional business, the success of the SE is measured and determined by the amount of social value it brings into the community (ILO 2017: 10). Despite many challenges affecting the effective creation of social value in SA, particularly in communities such as townships, the opportunities ahead outgrow the challenges and communities stand to benefit from social entrepreneurs’ interventions (Kajiita and Kang’ethe 2020: 95-106).

2.11 SOCIAL ENTREPRENEURSHIP CONTRIBUTION TO THE INTERNATIONAL ECONOMY

In many developing countries, social entrepreneurship is considered an essential type of entrepreneurship that can boost the economy through job creation, innovative service and product provision, furthering an economy that is sustainable, as well as the creation of opportunities and future hope (Kazmi *et al.* 2016: 1). Without doubt, social entrepreneurship has become a driving force for economic growth and job creation, with an estimate of between 28 and 41 million jobs created directly by SEs in Africa (British Council 2020b: 4). The social entrepreneurship role in contributing to local economies in Africa is significant;

this is achieved by means of job creation, life quality improvement of local people and ensuring valuable social service provision (Jilenga 2017: 41).

In a report on the state of SEs in Kenya by the British Council (2017: 40), an estimate of approximately 43 933 SEs in Kenya is stipulated, expected to gain more momentum as the economy continues to grow and levels of political instability and insecurity are limited. One of the most critical discoveries in the report, is that young people are at the hallmark of the SE sector in Kenya, with approximately 79 percent of SEs led by people aged 25-44, with 37 percent of this led by people aged 25-34, and 42 percent by people aged 35-44 (British Council 2017: 4). Hence, by growing and sustaining social entrepreneurship, it could contribute significantly to Kenya's youth employment rates.

In Nigeria and Cameroon, despite their huge mineral and human resources, poverty is a daily reality for one of every two people and 1.25 dollars a day or much less is what most of the population survive on (Maji and Itodo 2016). Although social entrepreneurship is not recognised by government legislation, there is no prohibition to engage in SE activities in Nigeria and Cameroon. As such, there has been increasing and fast emergence of social entrepreneurs in Nigeria and Cameroon in recent years, making positive change through innovative solutions in solving the problem of poverty and unemployment (Maji and Itodo 2016).

In Canada, SE owners have a median age of 22 years and exist for a variety of reasons, these include: employment development provided by 26 percent , training for workforce integration provided by 19 percent, with a further 19 percent that generates income for a parent organization, and operating to achieve a social mission indicated by 81 percent , while operating to achieve a cultural mission was done by 45 percent, a further 27 percent operates to achieve an environmental mission, and 43 percent operate to enhance poverty reduction (Elson, Hall and Wamucii 2016).

In the European Union, an estimated 10 percent of companies and six percent of total employment fall within the social economy (ILO 2017). The economy sectors of both social and solidarity in France account for 10.3 percent of national employment and almost eight percent of GDP (Summerfield 2020). Furthermore, SEs in the UK contribute approximately £60bn to the economy, three percent of GDP and five percent of total employment (Kah 2019; Summerfield 2020).

This means social entrepreneurship contributes significantly to total job creation in both developing and developed countries and is increasingly responsible for a large share of employment (United States Agency for International Development (USAID) 2021). In addition, social entrepreneurs do not only create jobs for vulnerable groups, they reinvest their earned profits into social projects and promote and facilitate the idea of inclusive development (Tien *et al.* 2020). Thus, the functions of a viable SE sector cannot be overemphasised, as it contributes significantly to economic development, employment creation and GDP (Diab 2019), and it is important to ensure this sector is developed and operational.

2.12 UNDERSTANDING SOCIAL ENTREPRENEURSHIP AS A CONTEXT PHENOMENON

Many scholars emphasised the concept of social entrepreneurship is a context phenomenon and its practicality and effectiveness depend on the understanding of the particular context in which it is applied (Zahra *et al.* 2009; Bacq and Janssen 2011; Moses and Olokundun 2014). In a study conducted by Razavi *et al.* (2014: 1) on the barriers of social entrepreneurship in Iran, it is stated that “social entrepreneurship is a context-dependent phenomenon; therefore, it is essential to better understand its processes, mechanisms, and components before implementing it in certain culture, economic, and social contexts”.

Fernández-Laviada *et al.* (2020) concur with this sentiment when they emphasise the differential behaviours of social entrepreneurs can only be explained when relevance is given to the environment where the social entrepreneurial activity

takes place. Hence, to enrich the theoretical understanding of social entrepreneurship, there needs to be ongoing interactions between social entrepreneurs and the context in which they operate (Fernández-Laviada *et al.* 2020).

According to a study by Rivera-Santos *et al.* (2015) on social entrepreneurship in SSA, a lingering colonial influence and strong ethnic group identities set the African context apart from various other developing countries in the world. However, there has been limited focus on the African environment, understanding the context social entrepreneurs operate in creates the social needs and numerous opportunities to emerge in new and creative forms (Rivera-Santos *et al.* 2015; Littlewood and Holt 2018). In other words, context with regard to social entrepreneurship cannot be taken for granted, as it is assumed to be a central element in how to theorise and create awareness of the connection between the phenomenon and its surroundings (Chandra and Kerlin 2021: 135-151). In order to better understand social entrepreneurship in any country the context, in terms of level of economic development in that country, therefore, needs to be considered, because the lower the economic development level of a country, the higher the social entrepreneurial activities level might be (Fernández-Laviada *et al.* 2020).

Scholars such as Bacq and Janssen (2011) believe there are numerous different approaches concerning the phenomenon associated with the surrounding social, economic, cultural and institutional environment. These approaches are also different on a continental level, because government roles are viewed differently, without a distinct transatlantic approach to have a better grasp of the social entrepreneurship concept. Specifically, when reinterpreted from the discourses in a South African context, the phenomenon adds more local sense to the entrepreneurs' social mission (Karanda and Toledano 2012: 201-215). Therefore, from the above discussions, to understand and conceptualise the social

entrepreneurship concept adequately, based on the context, is imperative, in order to fully prescribe a mechanism or approach appropriate for its success.

2.13 SOCIAL ENTREPRENEURSHIP DEVELOPMENT IN A SOUTH AFRICAN CONTEXT

After the first democratic election in 1994, in an effort to overcome the apartheid system of governance, SA adopted the Reconstruction and Development Programme (RDP); a participatory, people-centred, developmental approach that placed more emphasis on the social construct of the country's society (Moss 2012: 9). However, the ruling government of the African National Congress (ANC), decided to dissolve the RDP and adopt a neoliberal growth development policy called Growth, Employment and Redistribution Program (GEAR), which shifts the development trajectory from focusing on social integration to a predominantly economic development mind-set that focuses on attracting Foreign Direct Investments (FDIs) and becoming an important player in the global market stage (Moss 2012: 9). Despite the rise in FDIs and the increase in GDP, through the GEAR program, the social tenets of SA have been weakened over the years - the level of income inequality has widened in society, while the level of poverty is escalating and the rate of unemployment increasing (GIBS 2018; Kajiita and Kang'ethe 2020).

According to Watters *et al.* (2012), the lauded political transformation in 1994, expected to transform the economic and social landscape of the country, has only benefited and improved a small segment of society's lives. This is evident in the affirmative action driven macro-economic policies that have not changed the lives of most people, in addition to the lack of growth in the economy is of increasing concern, with many young people not in training or employment (Watters *et al.* 2012).

The GEM is one of the world most recognised research projects aimed at ensuring the relationship between entrepreneurship and national economic development is

comprehensively understood, in its 2019 report, grouped SA in the middle-income level, as the economy remains sluggish and its real GDP per capita has consistently declined since 2011. Furthermore, the report stated the 2019 GDP growth forecasts for the full-year at roughly 0.8 percent, forecasts for 2020 concerning economic growth at 1.0–1.2 percent and 1.7 percent for 2021, seen as low and less than population growth (GEM 2019).

Invariably, the result of this low growth will lead to lower job creation levels with further unemployment and inequality. In fact, the rate of unemployment is at its highest level since 2008 and youths between 15 to 24 years of age are the most affected, as their unemployment rate is at 64.4 percent (Stats SA 2021). All these indicators show why SA's entrepreneurial activity level, in comparison to other participating economies, is perceived as very low.

Despite there being a direct relationship between entrepreneurial activity and per capita income, SA continues to lag other countries, as its early-stage entrepreneurial activity is ranked 25 of 50 profiled economies, leaving it behind countries such as Mexico, Madagascar and Latvia (GEM 2019). In addition, the Global Innovative Index rankings (2021) shows, in terms of innovation, SA is ranked as the 61st country in the world. Hence, the ability for SEs to step into the vacuum created by traditional government initiatives and potentially contribute to ensuring the South African economy grows, is noteworthy. Increasingly seen as economic growth and a development driver in Africa, social entrepreneurship presents new solutions for old problems and adopts business enterprises rules, blending these to generate values with regard to social, economic and environmental factors (Visser 2011).

In 2009, it was highlighted during the Johannesburg ILO conference that African countries such as SA ought to adopt an alternative development approach. The emphasis of this approach, titled the “social economy”, was on the part played by SEs and social entrepreneurships as key components of the social economy

(Moss 2012: 11). Furthermore, during this conference, the importance of the social economy as a vital economic recovery tool in Africa was acknowledged by the then SA Minister of Economic Development, Ebrahim Patel; a commitment was made to develop a more socially and economically equitable growth plan for SA (Moss 2012: 12). Subsequently, the NGP was announced and specifically highlights different existing measures to advance and motivate social entrepreneurs and build the country’s SE sector (Moss 2012: 12). With the State having accepted publicly to join in “the global trend of using social entrepreneurship [activities] to develop the South African economy”, it is acknowledged as vital to deal with numerous social issues, thus ensuring sustainable development in society.

Table 2.1: Key events in social entrepreneurship history in SA

| Year | Events |
|-------|--|
| 1892 | Founding of the Pietermaritzburg Consumers Co-Operative |
| 1966 | United Nations declares apartheid a crime against humanity. Donors begin funding local civil society |
| 1970s | Growth of “civic” campaigning around local material issues (e.g., better service delivery) and wider political issues (Overthrow of apartheid) |
| 1980s | Agricultural co-operatives, trade union co-operative emerge |
| 1991 | Ashoka foundation opens offices in SA |
| 1994 | First free national and local elections in SA |
| 1997 | National lotteries Act (1997) distributes proceeds to good causes. Non-Profit Organization Act (1997) repeals restrictive Fundraising Act 1978 |
| 1999 | End of transition to democracy, reduction in international donor funding |
| 2001 | PhytoTrade Africa formed |
| 2003 | Broad-Based Black Economic Empowerment (BBBEE) Act |
| 2004 | COFTA formed: Co-Operative Development Policy for SA, 2004 |
| 2005 | Cooperatives Act (No. 14 of 2005) |
| 2006 | SASIX launched |
| 2009 | ASEN and UnLtd SA created. ILO SE research study commences |
| 2010 | CSESE founded at the University of Johannesburg, GIBS launches SECP; South African Government NGP Framework |
| 2011 | Bertha Centre for Social Innovation and Entrepreneurship launched University of Cape town; SE World Forum, Johannesburg |
| 2012 | SE Academy Africa formed |
| 2013 | COFTA – World Fair Trade Organization Africa; Amendments to Cooperative Act (2005) |
| 2014 | ImpactHub Johannesburg launches Social Impact Accelerator. |

Source: Littlewood and Holt (2018)

2.14 DIFFERENCE BETWEEN A SOCIAL ENTERPRISE AND A COMMERCIAL ENTERPRISE

According to Fernández-Laviada *et al.* (2020: 1), three main elements differentiate the SE from the commercial enterprise and/or charity organisations. These are:

- Social mission is a predominant factor;
- Innovation is of great importance; and
- There is the role of earned income.

Even though there is commonality among many SE and business enterprise traits and behaviours, a clear vision of a SE is found in one central characteristic; namely, it aims to add value and improve the life quality of the less privileged (Visser 2011). Mitra and Borza (2011) also argue in their study comparing social entrepreneurs versus commercial entrepreneurs, that characteristics create an idealistic profile, and most SEs might not encompass all the qualities, however, the characteristics are important to harness the profile required that will serve as a guide to those who want to promote SEs. Furthermore, they identified the following vital characteristics for an organisation to be considered a SE: creating and sustaining social value is the core mission; identifying and pursuing new opportunities; innovation is a continuous process in its engagements and; scarce resources are not considered to be a limitation to overcoming and learning (Mitra and Borza 2011).

In the UK, according to the British Council (2015), SEs comprise a range of different organisations that use various business models in different markets to address the numerous social needs in the UK. Although their origins vary and many might have started independently or perhaps, they have grown out of charities and NGOs or emerged from the public sector, they are usually united by some key characteristics. These include: making their social purpose very clear;

significant proportion of income generated from trading and; the majority of profits are reinvested into their social mission (British Council 2015).

Bacq and Janssen (2011) believe attempts have been made by scholars to isolate SEs but many of their characteristics overlap with their commercial enterprise counterparts - they have the same focus on leadership, vision and ability to influence and empower others to develop their ideas into reality. However, the main distinct characteristic of a SE is the vision to solve a problem identified in the social sector or an entrepreneurial focus or ambition motivated by a social moral (Bacq and Janssen 2011).

Boschee and McClurg (2003), some of the scholars who support the mission-driven business approach of SE, point out that for any organisation to be described or classified as a social entrepreneur and act in an entrepreneurial manner, it must be generating earned income from its activities. Furthermore, they highlighted two distinct characteristics of a social enterprise: the earned income strategies of a SE must be directly tied to its social mission; and every SE is embedded on a double bottom line, an effective combination of financial and social returns (Boschee and McClurg 2003).

From the above descriptions by various scholars on the difference between a SE and a commercial enterprise, there are two important entrepreneurial requirements that need to be fulfilled to attain SE status, as well as guide this study. The first requirement is that the foremost mission of a SE is to create sustainable social values and solve social problems neglected or ignored by commercial enterprises or governments. The second requirement is that profitability is a goal, and some form of commercial activity is developed to generate income, which will be reinvested into the mission and provide financial sustainability, rather than distributing it to shareholders (Fernández-Laviada *et al.* 2020; Boschee and McClurg 2003; Bacq and Janssen 2011; and Mitra and Borza 2011).

2.15 SOCIAL ENTERPRISE TYPES AND LEGAL FORMS IN SA

There are many organisations operating in SA that can satisfy the characteristics identified above for them to be classified as SEs. However, the concept of SE is relatively new in SA (GIBS 2018) and there is no legislative framework that addresses the structure and classification of SEs in the country (Watters et al. 2012; Claeys 2016). In an attempt to bridge this gap, in 2009, a group of high level South African government officials were taken by the ILO to Belgium and the UK to explore and understand the legislative and other supportive frameworks used in those countries, however, there has to date not been any outcome (Watters *et al.* 2012).

According to Matsimela (2017: 14), the Non-profit Organization Act (1997) and Companies Act (1993) are the only known legal frameworks enterprises such as NPOs, voluntary associations, trusts and companies established for public purposes could use to fulfil their social goals and mission. Otherwise, they are established as co-operatives, close corporations, private companies or section 21 public companies (Matsimela 2017: 14).

It is observed by Claeys (2016) that whatever legal framework an organisation decides to base its operation on, various factors ought to be considered; personal, contextual and socio-economic, in order to choose one form or the other. In addition, Claeys (2016) highlights three models under which SEs could be incorporated in SA, discussed below:

2.15.1 Not-for-profit model

The fundamental aim and objective of a NPO is to provide social orientated services to communities and societies. Claeys (2016) states this type of organisation is solely dependent on donor funding for its operation; they may sometimes engage in activities that could generate income, but are not privately owned and, as such, cannot distribute profit.

Matsimela (2017: 15) finds two types of strategies used by SEs that operate within the not-for-profit model. There is the “purely non-profit strategy” on the one hand, which constitutes organisations that do not believe in making profit from their social activities. However, the problem with this type of SEs is their limited finances and the possible challenge of sustainability and scalability (Matsimela 2017: 15). On the other hand, there are those SEs that use the “non-profit with earned income strategy”, made up of organisations that not only depend on donor funding and government grants, but also generate income, reinvested in the organisation to improve their social mission (Matsimela 2017: 15; Coetzee 2016).

Upon dissolution, organisations that operate the non-profit with earned income strategy will, however, be required to donate all surplus assets and money to other NPOs with similar objectives (Claeye 2016: 15). Organisations that may fall within this not-for-profit model include: voluntary associations, trusts, and non-profit companies (previously referred to as section 21 companies) (Claeye 2016: 15).

2.15.2 For-profit models

This type of SE is considered to exist primarily to make profit. Organisations in this category are incorporated as for-profit entities and run as a business, with the aim of generating profit and reinvesting to achieve their social objectives (Claeye 2016: 19), but cannot access philanthropic funding (Coetzee 2016). Matsimela (2017: 15) describes these SEs as operating a “for-profit with mission-driven strategy” with a purpose to create social impact, while receiving grants, as well as making profits from their social services to ensure sustainability. These SEs operate a mixed funding model, and their success is measured by the level of achieved social impact (Matsimela 2017: 15). Nonetheless, no reliable data exist to allow an adequate understanding of the prevalence of SEs operating these types of organisations (Claeye 2016).

2.15.3 Hybrid model

To achieve the social purpose of the organisation, Claeys (2016: 24) explains this type of SE combines the “not-for-profit” and “for-profit” models. The author suggests when a SE diversifies it is able to spread the risks to the organisation among various entities, either not-for and for-profit, and reinvest income generated from the for-profit entities into the not-for-profit branches, to meet its social objectives (Claeys 2016: 24). Matsimela (2017: 15) describes this type of SE as a double bottom line business because boundaries between for-profit and not-for-profit models are blurred and allow operation as a commercial business, generating income from the sale of goods and services to the public and private sector, as well as accepting donations and grants to achieve its social mission. Claeys (2016: 24) however, warns that despite the luring potential of the hybrid model to SE, it is considered very complex in terms of administration, as well as its legal and managerial constructs.

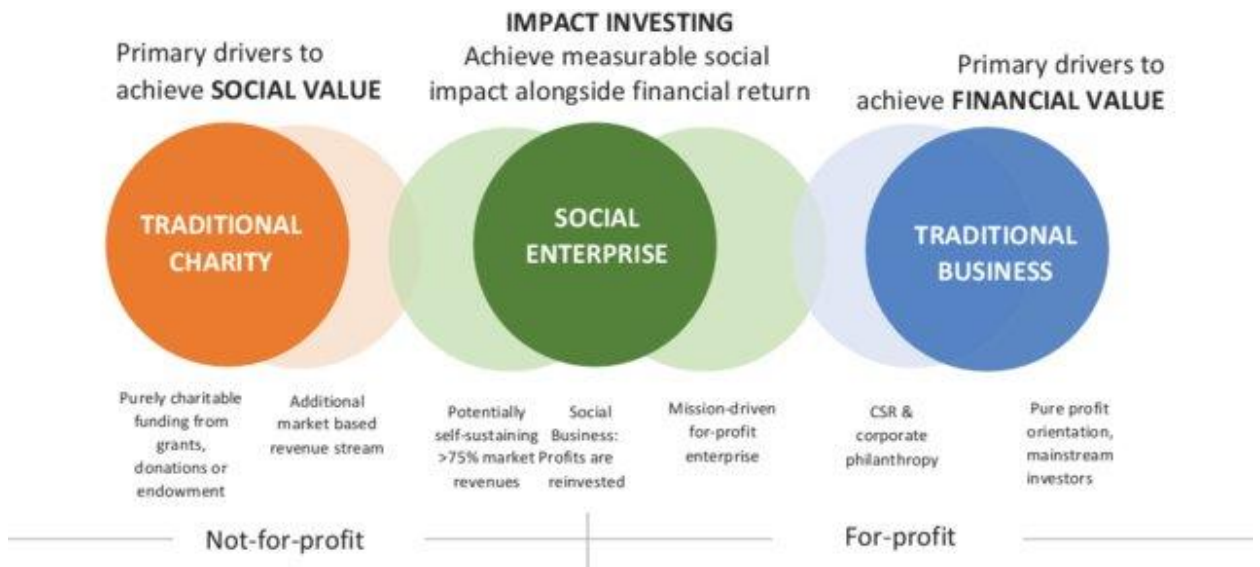
Despite the different models described above, Visser (2011) suggests social entrepreneurship manifests itself in different industries and forms of business and serves as the single unifying symbol for the various venture and organisational activities, throughout a wide range - from the private, public and the informal sectors. In a typology that explains the continuum of social entrepreneurial activities, Bosma and Levie (2009, cited in Visser 2011) identified the following spectrums:

- Traditional NGO: sets high social and environmental goals but the objective is not profit;
- Non-profit SEs: similar principles as the traditional NGO but the driving force is innovation;
- Hybrid SE: similar principles as the above but income and profit are also an important part of their mission;

- Profit-oriented SEs: significant level of social and environmental goals set, with income strategy embedded in daily undertakings.

This continuum of social entrepreneurial activities, as Ryder and Vogeley (2017) described, suggests SEs can be placed on a spectrum ranging from traditional NGO, to purely commercial (Fig. 2.4).

Figure 2.4: Social enterprise spectrum



Source: Adapted from Ryder and Vogeley (2017)

2.16 TOWNSHIP SOCIAL ENTREPRENEURSHIP

In a township context, social entrepreneurship denotes the individual or organisational ability to carry out their social value creation activities in township areas, by identifying problems within the communities, being alert to opportunities that could arise from those problems and developing measures, systems and procedures to solve or address those problems (Manyaka-Boshielo 2017; Ngatse-Ipanqui and Dassah 2019). Township social entrepreneurship consists of those people who are socially minded, as well as entrepreneurs. In other words, they

focus in addressing social concerns in the townships, however, are also geared towards generating profits and creating wealth (Manyaka-Boshielo 2017; Littlewood and Holt 2018).

According to Mefi and Asoba (2020), social entrepreneurship has greater relevance in the South African environment, particularly in the township communities characterised by socioeconomic inequalities created by apartheid, crime, violence, and protests, as well as service delivery challenges. The field of social entrepreneurship widely acknowledges that amongst the different dimensions that could impact social entrepreneurship and the importance to its effective operations, the characteristics of the context in which they operate have received very limited attention (Bacq and Janssen 2011: 373-403).

As previously discussed, as a context phenomenon, social entrepreneurship along with the environment, significantly feature in the creation of the needed social value (Razavi *et al.* 2014: 1). Hence, a richer understanding of the phenomenon will be obtained from the social entrepreneurship and environment interplay within a township context and close the existing gap in academic discussion around the influence of the environment on social entrepreneurship (Rivera-Santos *et al.*, 2015: 72-91).

2.17 IMPORTANCE OF SOCIAL ENTREPRENEURSHIP TO SOUTH AFRICAN TOWNSHIP ECONOMY

Social entrepreneurship is considered one of the solutions to deal with the high poverty, unemployment, and crime levels, while it is also expected to overcome social challenges in South African townships, by providing sustainable and effective social innovation solutions (Ngatse-Ipanqui and Dassah 2019). The main parameter that differentiates townships and cities in SA tend to border on socio-economics (Bvuma and Marnewick 2020: 3), with as much as 60 percent of the township working-age population unemployed (Serrano 2020),

Current forecasts estimate the COVID-19 pandemic may push 1 million more people in the country into poverty (Bittar 2020), which means more people in the townships will be living in poverty. However, through intervention and innovation, social entrepreneurship can create a new, more just and stable equilibrium that will bring about some level of relief and improve the standard of township living (Manyaka-Boshielo 2017). Although social entrepreneurs are focused on addressing social concerns in the townships, they are also geared towards generating profits and creating wealth.

Littlewood and Holt (2018) state businesses are crucial to ensure areas, such as townships in SA, are transformed and developed, specifically by means of CSR activities. An increasing interest in social entrepreneurs in these townships and their engagement nevertheless exists, because they provide innovative mechanisms to address complex sustainable development problems. The socio-economic impact of township social entrepreneurs cannot be ignored as they are involved in various community activities, more comprehensive than education, health and housing (Kajiita and Kang'ethe 2020).

Despite township social entrepreneurs being very innovative and dynamic, their importance in township development is not fully understood and they are sometimes perceived negatively (Ngatse-Ipanqui and Dassah 2019). In addition, due to the lack or partial knowledge of the social entrepreneurship impact in the townships, it is difficult for the field to effectively contribute to sustainable development, improve cohesion in the townships, gain support from community members and create institutions (Ngatse-Ipanqui and Dassah 2019). However, social entrepreneurship in the township creates a major opportunity for individuals or organisations to develop innovative solutions to social problems government and charitable organisations are failing to alleviate, as some social and environmental context tends to inspire social entrepreneurship more strongly than others (Mefi and Asoba 2020).

Overall, the literature review thus shows that understanding the township context will enable social entrepreneurs identify opportunities to initiate change and operate at full potential, as well as present activities to proliferate in the country and help achieve its sustainable development goals. Interestingly, even though the context of township has an important part in social entrepreneurship operations, the characteristics of who is classified as a social entrepreneur and the structure of how activities are managed should not differ between townships and other parts of the country (Manyaka-Boshielo 2017).

2.18 THE SIGNIFICANCE OF SOCIAL ENTREPRENEURSHIP DURING COVID-19 IN SA

The swift and efficient response by social entrepreneurs to the Covid-19 pandemic and its impact highlighted their ability to support vulnerable communities, in acting as first responders; critical to global Covid-19 response efforts (Nezurugo, Demoulin and Pawar 2020). The systemic inequalities of the global economic system have been exposed by the pandemic and social entrepreneurs are solving failures by both the market and government, by serving those populations that have been excluded and are vulnerable, most affected by the Covid-19 impact (Bonnici 2020).

Covid-19 effects have additionally seen many across SA quickly descend into food poverty, with many relying on soup kitchens and food parcels to survive (Millson 2021). According to Mbunge (2020: 1809), “the closure of international borders, global demand meltdown, supply disruption, dramatic scaling down of human and industrial activities during lockdown” have created many socio-economic problems in SA. Furthermore, in a country such as SA, where there are approximately three million micro and informal businesses, the impact of Covid-19 has left many people in this sector without a source of income or safety net and struggling to meet their basic needs (Department of Small Business Development 2021: 7; Adebisi *et al.* 2021: 234).

During the 2020 second quarter lockdown in SA, adequate education was not provided to an estimated 13 million students, which raises concerns in SA, where learning poverty is a reality for 80 percent of students, while the decline in economic activity further aggravates unemployment of young people (Alvarez-Iglesias, Garman and Lund, 2021: 200). In addition, Sekyere *et al*, (2020: 5) conclude the Covid-19 effects in SA have drawn attention to the systemic quality of service delivery weaknesses, for instance, services in many communities across SA such as water and sanitation, healthcare, housing, and infrastructure.

In response to the effects of Covid-19, many governments are looking to partner with social entrepreneurs as they are positioned uniquely to exemplify a new benchmark for present-day change leaders and have proven their worth as first responders, enabling healthcare that is affordable to those in need, ensuring job protection and providing swift emergency relief (World Economic Forum 2020). In a country such as SA where the highest inequalities in the world are registered, with extreme poverty a reality for an estimate of 20 percent of the population and Covid-19 that threatens to push a further three million South Africans into poverty (Alvarez-Iglesias *et al*. 2021: 200), social entrepreneurs become vital to help meet the job challenge, reduce income inequality and use business models to provide to social challenge solutions in the country (Kerlin and Dowsett 2021).

According to the Organization for Economic Co-operation and development (OECD) (2020), the social economy plays a significant part in dealing with and mitigating the economic and social short and long-term Covid-19 pandemic impacts. Social entrepreneurs assist in the short-term recovery process through innovative solutions, provided to strengthen public services, which round out government actions, helping to reshape the post-crisis economy in the long-term, through the promotion of an economy model that is inclusive and sustainable. Although, it could be painfully difficult for social entrepreneurs to pursue and even consider deeper changes while fighting for daily survival due to the Covid-19

impact (Worsham, Langsam and Martin 2020). Hence, all stakeholders need to double down on their support to social entrepreneurs in order that they may scale up their innovative solutions in response to the challenges Covid-19 has created in communities (World Economic Forum 2020).

2.19 CONCLUSION

Chapter two presented the background into the concept of social entrepreneurship, definition of the relevant concepts, types and legal forms of social enterprises in SA, and understanding social entrepreneurship as a context phenomenon. The chapter also provided an in-depth literature review on the contribution of social entrepreneurship to the international economy, South African economy, and the township economy. Furthermore, this chapter highlighted the conceptual view and theories relevant to the study.

Chapter three discusses social entrepreneurship and factors affecting its sustainable development contribution. This chapter should provide more insight into the challenges that might hinder social entrepreneurs' value creation within the KZN township context.

CHAPTER THREE

SOCIAL ENTREPRENEURSHIP AND FACTORS AFFECTING ITS SUSTAINABLE DEVELOPMENT CONTRIBUTION

3.1 INTRODUCTION

The World Bank (2017) indicates that the SE ecosystem comprises the actors, institutions, and networks that provide the necessary support for SEs to grow and develop. However, in South African townships, SEs still lack a supportive ecosystem, or enabling environment that could ensure these organisations thrive and grow (Mefi and Asoba 2020).

Economic development of South African townships has been hindered by issues of poverty, unemployment and health, with little or no concerted, coordinated and committed actions by stakeholders to address these issues (Manyaka-Boshielo 2017). According to Ngatse-Ipanqui and Dassah (2019), some key problems affecting SEs in communities such as townships, are the unsustainability of SE outcomes and weak measures to monitor activities and outcomes. Moreover, the universal set of measurements used to assess the impact level commercial enterprises has in community development, might not necessarily be appropriate to assess the level of impact affecting SE growth and development, particularly in the townships (Ngatse-Ipanqui and Dassah 2019). Hence, an appropriate set of measurements will help gain an understanding of the township SE impact in the development of these communities.

Researchers such as Gorji and Rahimian (2011: 31-36) suggest that, in general, some of the most important factors affecting entrepreneurship are financing, physical resources, marketing and socio-cultural factors. However, social entrepreneurship is explicitly motivated to achieve a dual mission of economic and social value creation, which implies the factors attributed to affecting

commercial entrepreneurship are less than those of social entrepreneurship, as the latter is encountered with more of an array of complex factors (Davies *et al.* 2019). Thus, the understanding of SEs cannot be achieved “in a purely economic sense”, except when the social context receives adequate focus, along with the local environment (Mair and Marti 2006: 36-44).

The significant influence of the location, in ensuring effective operation of social entrepreneurial activities, is argued by Seda and Ismail (2019: 162-182), when they suggest social entrepreneurship, in dealing with completely different types of social problems, operates in a wide variety of geographical locations. This makes it imperative to understand the factors within that location, as they are vital to ensure the creation of social value.

Bvuma and Marnewick (2020) are of the opinion that in KZN, as in other parts of SA, SEs and other SMMEs may generally encounter similar factors, such as lack of access to finance. However, these enterprises also have factors uniquely influenced by their environment and historical background where they operate, such as in townships. Davies *et al.* (2019) mention some of the impediments potentially related to the township SE, include the inability of opportunity identification and exploitation, as well as individual, organisational and institutional constraints.

Furthermore, Razavi *et al.* (2014) state specialised knowledge is one important factor with a direct effect in motivating individuals towards social entrepreneurship. Hence, a lack of knowledge management and understanding of social issues by SE owners/managers could hinder the growth and development of the sector in communities such as townships. In addition, factors such as lack of public support and the lack of human capital, insufficient access to infrastructure, technology, as well as market and location, along with cost of compliance, could also affect township SE growth and development (Maphalla *et al.* 2009).

Davies *et al.* (2019) find gender, race, educational level and class are some of the factors created in the environment that could negatively affect SEs. In other words, perceived individual's characteristics in townships can serve as hindrance to their ability to engage in activities that create value to grow a SE. The lack of involvement of local people in community development, lack of synergy between stakeholders, inadequate presentation of a viable SE plan to the community, and lack of proper implementation of SE activities, are confirmed to be some of the factors affecting SE development in the townships (Ngatse-Ipanqui and Dassah 2019).

Littlewood and Holt (2018) find the nature of the environment in which SA SEs operate typified by resources and support from the state that are limited, diminishing international donors, no dedicated SE legal status, and inadequate government policy and legislation implementation. Further to this, SEs are unable to access enterprise development assistance and bring their business model and strategies into alignment with B-BBEE frameworks, in addition to the associated reporting and auditing costs when the corporate sector is engaged. These are all considered important factors hindering social entrepreneurship growth and development.

Rivera-Santos *et al.* (2015: 72-91) add that poor infrastructure, relative cost, bureaucracy, challenging business conditions, and weak institutional structures, along with a high level of informality, also influence the growth and development of SEs in communities such as townships. Hence, the growth and development of SEs in townships greatly depend on removing all these bottle-necks to ensure SEs effectively create social values that will improve the social entrepreneurship contribution to sustainable development.

3.2 IMPORTANCE OF SOCIAL NETWORKING

According to Seelos and Mair (2004), during one of the largest gatherings of heads of states in 2000, member countries adopted the UN Millennium

declaration, and committed to eliminate poverty, advance human dignity and equality, and realise peace, democracy and environmental sustainability. However, two decades later, nations are becoming poorer, life expectancy has plummeted due to various diseases and lack of access to proper health care, countries are torn with conflicts, and deteriorating environmental conditions are experienced nearly everywhere (Seelos and Mair 2004).

A practical framework in a World Bank Development report (2003) suggested, for the livelihood of people around the world to improve, there is a need for economic growth and financial resources, yet, these might not be enough. Hence, action is required from citizens, governments and donors to achieve the MDGs. Furthermore, to achieve sustainable development is overwhelmingly complex, therefore, there is an expectation of large corporate organisations not merely comply legally but also to address social and environmental challenges by developing proactive measures, with crucial resources and managerial experiences to fight global developmental problems (Seelos and Mair 2004). This shows social networking can play an important role in ensuring social entrepreneurs create social value that will significantly contribute to sustainable development, particularly in communities such as townships in KZN.

Even though a significant role is played by businesses and many large organisations in the creation of social value through employment creation, improved working conditions, creation of a competitive environment, and providing goods and services according to people's needs, while also potentially engaging in CSR, the poor people nevertheless do not benefit from many of these efforts and when they do, they are mostly ineffective and insufficient (Seelos and Mair 2004, Littlewood and Holt 2018). Hence, businesses and organisations do not satisfy many human needs, since their activity chain features CSR at the bottom, without market mechanisms that pertain to companies engaged in significant CSR related activities (Seelos and Mair 2004).

Smith (2003: 52-76) asserts most companies engaging in CSR do so because of a business or normative case and are usually faced with challenges regarding the formation and implementation of strategy, as many uncertainties are associated with determining organisations' societal obligations. Seelos and Mair (2004) argue that regardless of the challenges attributed to CSR, the role of business contributions to sustainable development cannot be ignored.

Consequently, the unique role of social entrepreneurship contributions to sustainable development cannot be ignored, as the issues targeted in the development goals are not limited to high priority issues; rather, there are various problems and human needs that can be addressed by small-scale, flexible and local efforts (Bansal *et al.* 2019). This includes social entrepreneurs who can provide solutions, in small ways, to some of the pressing issues in, for example, township communities and contribute to the end goal of sustainable development. This, alongside the efforts and contributions by businesses in their CSR programmes, as well as public and private organisations – government, International Organisations (IOs), religious organisations and NGOs.

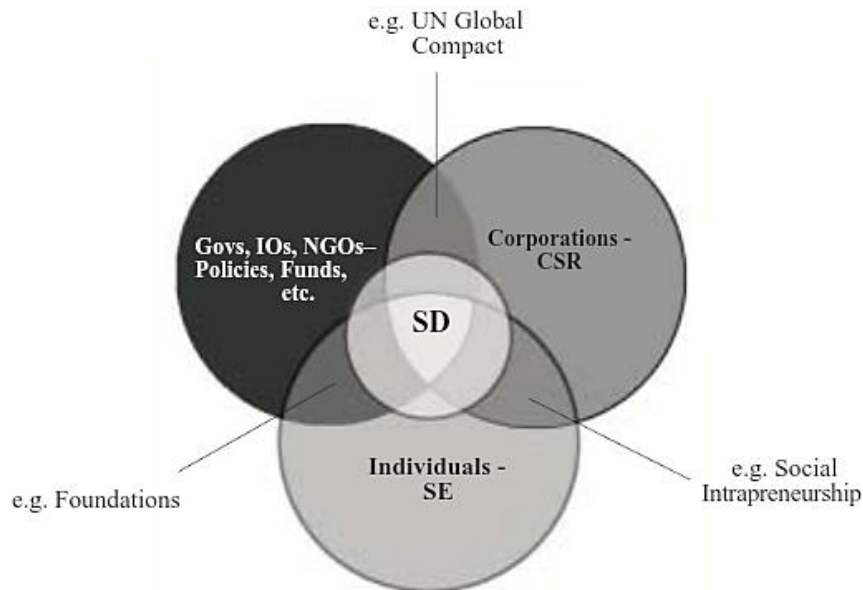


Figure 3.1: Social networks and sustainable development

Source: Seelos and Mair (2004)

Seelos and Mair (2004) identified three main complementary contributors to achieving sustainable development: 1) Government, NGOs, and IOs; 2) CSR; and 3) Social Entrepreneurship. Figure 2.3 shows the important interface between the various contributors through social networks such as the UN Global Compact, as well as through a multitude of instruments, including philanthropic foundations, development grants, and so on. It also creates a bridge that encourages social intrapreneurship between social entrepreneurship and CSR.

In another study titled “Social Entrepreneurship: Creating new business models to serve the poor” by Seelos and Mair (2005: 241-246), it is mentioned that the common areas of social entrepreneurship convergence with CSR programmes and public institutions, for instance governments and IOs, offer opportunities to develop different means to collaborate that will produce social value for sustainable development. However, in SA, the limited number of existing networks and social entrepreneurship communities operate under uncoordinated efforts (World Bank 2017).

Similarly, a study by the British Council (2020a: 5) finds limited access among 50 percent of SEs in SA with regard to investors as these enterprises do not have the relevant contacts and their network is limited. It is therefore important to understand the relationships between social entrepreneurship and other cooperative actions, as they all play different roles, but can also collaborate in achieving sustainable development in the townships of KZN.

3.2.1 Corporate Social Responsibility and Social Entrepreneurship

According to Niño (2015), the common point between CSR and social entrepreneurship is that, in line with their financial sustainability, both initiatives aim at creating social value as the centre of their business survival. However,

CSR requires businesses to continuously commit to ethical behaviour and play a part in economic development, while also improving employees and their families' quality of life, as well as the community they operate in, and society at large (Niño 2015).

On the one hand, as part of its commitment, a socially responsible business is expected to communicate the results of its interdependence and reciprocity to different stakeholders and take stakeholder expectations into account during decision-making. On the other hand, the potential of social entrepreneurship is believed to be limitless, as the systemic, cyclical and structural nature enables overcoming social problems that require more than one initiative (Niño 2015). However, little or no research exists that highlights the role a partnership between CSR and social entrepreneurship could play, which could help to ensure sustainable development in communities such as townships, particularly in KZN.

Seelos and Mair (2005: 241-246) are of the opinion that creating a link between social entrepreneurship and CSR programmes could provide a promising model, with regard to achieving sustainable development. In addition, they believe forming working relationships with local social entrepreneurs will help companies participate in actual projects that address appropriate needs, as local social entrepreneurs are usually better in scanning and identifying opportunities in their local communities and building up grassroots efforts with very limited resources (Seelos and Mair 2005: 241-246).

Furthermore, building these partnerships creates an interface where companies can offer mentorship and professional services that will enable SEs to become more financially sustainable, whilst increasing their social impact (Millson 2018). Seelos and Mair (2004) refer to this interface as social intrapreneurship, where instead of social entrepreneurs depending solely on philanthropic sources of funding, they could tap from the corporate knowledge resource pool, skills and

capacities of management, in their efforts to contribute to sustainable development in communities such as the KZN townships.

3.2.2 Public Institutions and Social Entrepreneurship

An increasing overlap and collaborations were found by Seelos and Mair (2005: 241-246) between social entrepreneurs, IOs, NGOs, and development institutions. For example, more than US\$6 million was provided as seed money by World Bank President, James Wolfensohn, in 2003, to be distributed to 47 small-scale enterprises in 27 countries engaged in innovative developmental projects. This system of early seed funding is used by the World Bank as a way of promoting innovative development ideas, by introducing social entrepreneurs who have poverty fighting ideas to partners able to provide the resources to help achieve their desired goal (Seelos and Mair 2005: 241-246).

Such collaborations or social networking between institutions and social entrepreneurs can, therefore, be critical in addressing complex and persistent societal issues, as well as deepening trust-based partnerships that could accelerate the institutionalisation of social innovation (McKinsey and Company 2021). In other words, the lack of such social networks can limit SEs' ability to develop innovative ways to create social value; thus, impacting their sustainable development contribution, specifically in local communities such as townships (Littlewood and Holt 2018; Soni 2016).

Furthermore, IOs such as the Ashoka or Schwab foundations, are well-known for their direct support to social entrepreneurs by providing funding and creating platforms for access to crucial support networks (Seelos and Mair 2005: 241-246). When support is provided by public institutions, for example the government, in addition to stimulating innovation through funding and subsidies, while entrepreneurial solutions are encouraged through public policies directed towards innovative causes, Bansal *et al.* (2019) suggest the social and environmental impact of social entrepreneurs can be improved. This makes it important to

comprehend the partnership level between SEs and public institutions (international and local), as well as its effects on their contribution to sustainable development in the KZN townships.

3.3 IMPORTANCE OF SOCIETY'S PERCEPTION

“The need to develop innovative ways to address social and environmental problems in our society is increasingly moving from the public sphere to include private initiatives; personal attitude, subjective norms and perceived behavioural control” are considered to play a significant part in the development of social entrepreneurial intentions (Ruiz-Rosa, Gutiérrez-Taño, García-Rodríguez 2020: 1-17). The GEM (2019) report submits that individual perceptions, attitudes and intentions significantly influence social entrepreneurship, where the decision could be supported or constrained in the social, cultural and political context it is situated in.

Despite policymakers in developing countries, such as SA, understanding social entrepreneurship's importance in ensuring sustainable development, the necessary support systems have not been strengthened so that individuals may develop entrepreneurial attitude and perception and to build strategies and policies that aid their growth (GIBS 2018). A positive relationship is shown in the literature to exist between attitude and development of an entrepreneurial project (Ruiz-Rosa *et al.* 2020: 1-17; Ashrafi *et al.* 2020: 88-104; Choi, Kim, Kim and Choi 2020: 1-10). However, where entrepreneurial attitude and perception indicators are concerned, relative to other countries, SA's performance is below average (GEM 2019). For example, in the GEM 2021-22 report, the country's “entrepreneurial intentions” was ranked 20 of the 47 countries ranked. Factors considered on the GEM ranking ratings include SME access to finance, business training, and research and development, along with regulatory support, bureaucratic red tape, and taxes (GEM 2022: 172)

Razavi *et al.* (2014) assert when individuals in a society are sensitive to social problems and have a social attitude, they will be able to identify social demands more easily, which will help in the development of promising ideas in society. Perceived desirability of society is shown to be positively and significantly correlated with social entrepreneurial intention in a study Urban and Kujinga (2017) conducted in SA. Hence, opportunities to increase the youth's self-esteem and confidence to participate in the social and economic spheres more actively, will be provided through improved perceptions and by nurturing societal norms towards social entrepreneurship. A similar study in Bangladesh by Ashrafi *et al.* (2020: 88-104) reveals 51 percent of respondents perceived social entrepreneurship is a respectable career, its activities provide individuals with the ability to be more independent, and enable them to create jobs for the communities. For the concept to have a significant positive impact in contributing to sustainable development in SA, particularly in local communities, societies have the right perception and desirability of social entrepreneurship, it will provide a platform and serve as a critical support system. According to the GEM (2019) report, entrepreneurs rely on a wide range of support from stakeholders in society, which comprise family, friends, customers, and suppliers, to be successful. This makes it important to understand how they are perceived in society, from the social entrepreneur's perspective, and its effects on their contribution to sustainable development, especially in KZN townships.

3.4 ROLE OF RESOURCES

The growth of a social entrepreneur is mentioned as a function of the resources and use made of the bundle of valuable –resources at their disposal, whether tangible or intangible, -, as explained by Day and Jean-Denis (2016: 59-69). These bundled valuable resources are further described as capital – finance, human, social and political capital, where each form of capital can create social value by means of investment, ensuring scaled up social impact, therefore, resource constraints are mitigated, while opportunities for social innovation are

increased (Day and Jean-Denis 2016: 59-69). This is echoed by recent authors (Littlewood and Holt 2018; Moriggi 2020: 437-453; Choi and Chang 2020: 1-18), who add the necessary capacity is required by social entrepreneurs for enabling resources to be mobilised and created, in addition to stimulating innovative initiatives in acknowledgement of unmet issues of sustainability, thus contributing to processes of socio-economic transformation. Thus, social entrepreneurs operating in communities such as townships need to demonstrate these capacities, in order to generate social values that will enhance their sustainable development contribution.

Islam (2016), however, indicates the inability of SE owners/managers to investigate self-sustainability funding, in a more commercial style, considered easier to grow resources than depend more on philanthropic funding, which remains a major challenge for their social value creation. Maphalla *et al.* (2009) are of the opinion the lack of resources, such as access to infrastructure, technology, market and location, as well as the lack of human capital, could also limit SE capacity to create social value in communities such as townships.

In SA, the environment in which SEs operate is generally typified by limited resources and support from the state, diminishing international donors, insufficient enterprise development assistance access, and high reporting and auditing costs when the corporate sector is engaged. These are some of the critical obstacles SE owners/managers need to consider when strategies for social value creation are developed (Littlewood and Holt 2018).

Bvuma and Marnewick (2020) draw attention to SMMEs, including SEs operating in South African townships, as characterised by many challenges. These include: limited resources and because they do not grow, their development is basically slow, mainly just surviving and usually with only enough resources to meet their immediate daily needs, in comparison to those in the inner cities. In addition, township enterprises are faced with factors such as not

receiving relevant government support information, crime, non-existing infrastructure; and lack of support from stakeholders, lack of legal knowledge, as well as inadequate business acumen, along with insufficient technological skills (Bvuma and Marnewick 2020). This means it is important to highlight these factors, because they may be critical in influencing social entrepreneurship contributions in KZN townships.

3.4.1 Financial capital

In a news article by Dietrich, published 12 March 2019, it is highlighted that more than 70 percent of SMMEs in SA close their doors within the first 5-7 years of inception and one factor attributed to this - inadequate access to finance as a support mechanism for the growth of formal and informal businesses. Most financial institutions in developing countries such as SA are not keeping up with the fast-growing pace of small businesses, where a fund-base required for financing start-ups remains limited and, as such, reduces the number of enterprises that can gain access (Daoui 2017). Furthermore, enterprises such as social entrepreneurs, who do not have a proper business plan and other relevant documentation required for funding, are considered extremely informal and high risk, which reduces their chances of accessing funding (Daoui 2017).

The GEM (2016) revealed that in SSA, money to start their operation is required by 90 percent of social entrepreneurs with own money invested by 82 percent. Funding from family is, furthermore, relied on by 67 percent, whereas 42 percent are reliant on banks or other financial institutions, with government programmes, donations or grants relied on by only 38 percent. In SA, social entrepreneurs continue to be confronted by grant funding access, which remains a major challenge that limits their social value creation capacity to, which in turn, impacts their sustainable development contribution, particularly in local communities (Maphalla *et al.* 2009).

British Council (2020a: 34) findings in SA support this sentiment, revealing that 70 percent of SEs indicated a key barrier to their growth as access to grant funding. social entrepreneurs in SA have, in recent years, been subjected to limited state resource and support access, in addition to diminishing international donors (Littlewood and Holt 2018). Owners/managers of SEs are affected by these critical factors when social value creation strategies are developed, as this frustrates their growth and development, offering little reassurance to participate in social entrepreneurship.

3.4.2 Human capital within the SE sector

Bakar *et al.* (2017: 5) mention the importance of understanding the development of human capital in SE explicitly, as they could be maintained as long-term assets and their qualities could become a major contributor to the organisation and society at large. In social entrepreneurship, human capital is described as individuals' knowledge and skills brought to an organisation, typically developed by means of education and previous experience, thus, contributing to the explicit and tacit knowledge of the organisation (Choi, Chang, and Foroudi 2020).

Researchers such as Mustapha, Zapata and Jung-Kim (2008: 61-79) believe other soft skills such as social and communication training are required by social entrepreneurs, in addition to the knowledge and skills developed through education and experience, to enable them to alleviate social conditions in their locality. Estrin, Mickiewicz and Stephan (2016: 449-467) echo this sentiment of the need for social entrepreneurs to have different and additional abilities, as opposed to merely "general human capital". The broader and more complex scope of their objectives and activities requires their actions to be ingrained in local communities so that resources may be mobilised that will contribute to a broader social impact.

In research conducted in India, Satar (2018: 23-25) finds the lack of awareness by SE owners/managers, where managing people strategically is concerned,

obscures the organisation from realising its potential human capital in driving the bigger goals of social value creation. In addition, little or no role clarity for employees working in such organisations was found, as job descriptions are not laid down properly, which gives rise to role ambiguity among employees (Satar 2018: 23-25). In support of these findings, Satar (2018: 23-25) suggests because social entrepreneurs mainly drive results through people, the owners/managers of such organisations must work towards establishing formal human resource management practices that will enable them to benefit from their optimisation.

According to Khaustova *et al.* (2019), SE owners/managers can further develop the economically active population in productive labour and contribute to the increase in competitive human capital through using the latest forms, technologies, methods, and means of work and life. Human capital is a variable with strong impact for people who make the decision to be entrepreneurs in today's economy, including social entrepreneurs operating in townships (Madriz, Leiva and Henn 2018: 29-42). A study by Bvuma and Marnewick (2020) highlights that township SMMEs show some level of ICT knowledge and skills, however, there was a generally poor level of ICT awareness. Hence, owners/managers of SEs must be able to properly manage their human capital and enable them to acquire the relevant skills, so they may create social values that add to sustainable development, particularly in township communities.

3.5 IMPORTANT CHARACTERISTICS

Characteristics, of the social entrepreneur, both in developed and developing countries such as SA, are considered important enhancing factors; these include age, gender and educational level, in relation to effectively creating social value that will contribute to sustainable development (GIBS 2018; Pangriya 2019; Elliot 2019). A study conducted in Korea by Choi (2020) stresses financial and marketing resource acquisitions that increase effective operations of social entrepreneurs are positively impacted, depending on the age of the social

entrepreneur, their level of education, and whether they graduated from a prestigious university. This shows age and gender (Loarne, Maalaoui and Dana 2017: 363-381; Nicolás and Rubio 2016: 56-62) and level of education (Marín, Nicolás and Rubio 2019) are considered important characteristics of social entrepreneurs that cannot be ignored, as they significantly influence their social value creation and activities in general.

3.5.1 Educational level

According to Peinelt (2017), entrepreneurial skills and knowledge provided by education are generally considerably undervalued, since they are perceived as innate skills. However, Peinelt suggests business behaviour and future intentions of individuals are significantly influenced by entrepreneurship education, while their personal skills and ability to identify business opportunities are also enhanced. Estrin *et al.* (2013: 479-504) are of the opinion a more pronounced effect may be produced by a higher level of education on social as opposed to commercial entrepreneurs, specifically as a higher level of education is needed to identify and exploit social entrepreneurship opportunities.

A GEM (2016) report states in SSA there is a tendency by operational social entrepreneurs to have attained a higher education level (15 percent) than that achieved by operational commercial entrepreneurs (eight percent). Attributed to investment in education likely generating higher returns for social entrepreneurship; with returns broadly defined to encompass overall SE generated value (Estrin *et al.* 2013: 479-504). A higher education level of the SE founder is highlighted by Choi (2020: 1-18) as critical, due to the complexity of the social venture company business environment, with uncertain changes. To survive and grow in this kind of environment, therefore, largely depends on the “high information processing ability and innovative propensity of the founder” (Choi 2020: 1-18). Nonetheless, these views do not include communities such as townships, particularly in KZN.

Marín *et al.* (2019: 1-16) furthermore indicate the individual's social commitment is increased through a higher level of education. In other words, a higher level of education provides knowledge and greater skills to an individual making them more socially oriented, with social problems perceived as business opportunities. Additionally, a positive relationship is concluded by the authors to exist between higher level of education and social value generation. Individuals can, therefore, "start a business not primarily conditioned for own economic benefits but for the creation of social value to benefit others" (Marín *et al.* 2019: 1-16).

Choi (2020: 1-18), moreover, concludes financial acquisition is positively impacted in Korea when a social venture founder is highly educated, nevertheless, this is not linked to the support from management and marketing. GEM (2009, cited by GIBS 2018) highlighted that in SA social entrepreneurs attain high-school level, nevertheless, factors that tertiary education could develop effectively shape the idea to start a SE. Gaining the necessary expertise, skills and capacity challenges social entrepreneurs in creating opportunities from social problems, in-turn, limiting social value creation that contributes to sustainable development.

A study by the British Council (2020a: 33) determined the highest level of education attained by SE managers in SA as: 34 percent achieved a post-secondary diploma/certificate or vocational qualification, with 27 percent indicating Bachelor and 21 percent Masters degrees. It is therefore important to investigate these viewpoints and establish whether a higher level of education is an important characteristic that significantly affects the contribution made by social entrepreneurs to sustainable development in KZN townships.

3.5.2 Age

According to Le´vesque and Minniti (2006: 177-194), age is an inherent factor that triggers entrepreneurship and a negative relationship is found between entrepreneurial attitude and age. They also suggest a threshold age exists that is

critical for individual distribution of working time between entrepreneurship and waged labour. Hence, when this threshold is reached, the willingness of individuals to invest time in starting new enterprises begins to decline (Le´vesque and Minniti 2006: 177-194).

In support, Marín *et al.* (2019: 1-18) highlight a key factor when detecting social problems, is time. Furthermore, the age and social orientation relationship shows older people, because they have been able to observe and analyse these problems over the years, identify more social problems in the environment. Nevertheless, age is argued as “not the only condition required to detect social problems, there is also the need for the social entrepreneur to feel capable to undertake the task” (Marín *et al.* 2019: 1-18).

The chance of entrepreneurs older than 54 years focusing on SEs was observed to be approximately two times higher, while Fernández-Laviada *et al.* (2020: 1-15) add that these entrepreneurs “show a greater propensity to start a SE when they perceive the need for more development of the sector in their countries”. In a study in six local communities of five European countries, Socci, Clarke and Principi (2020: 1-19) concur, highlighting that the social contexts, past experiences of individuals, their knowledge, and motivation, shows older people are seen, more and more, as useful resources with which to appropriately “address and build the pathway towards social solutions for unmet social problems detected within local communities”.

Stypinska, Franke and Myrczik (2019), in addition, highlight the advantages older social entrepreneurs bring, such as more work and industry experience, social networks that are better developed, and higher technical and managerial skills, while their financial position is also stronger than that of younger social entrepreneurs. According to GIBS (2018: 8), however, in SA social entrepreneurship seems to be most appropriate for young people between the ages of 25 and 44 years, are mainly unemployed and are drawn by this appealing

means to enter the working world. Findings in the GEM (2016) report support a greater representation (52 percent) of the SSA younger generation in operational social entrepreneurship, in comparison to the 46 percent operational commercial entrepreneurship representation. Decision-making of social venture resource providers, in a Korean context, furthermore seeks younger, high-energy entrepreneurs, with learning skills and a risk-taking propensity. These human capital abilities are considered appropriate to a business environment that is highly uncertain, thus, obtaining resources such as financial and marketing, becomes more of a reality for SEs (Choi 2020: 1-18).

Social value creation, as argued by Brieger *et al.* (2020), is more likely to be prioritised by younger and older entrepreneurs, as opposed to middle-aged entrepreneurs, because of its contribution to community and societal wealth. Therefore, a relationship is hypothesised between age, as a characteristic of social entrepreneurship, and the contribution by sustainable development. However, how social entrepreneurship in the township is affected by this is not known, neither are the effects on its social value creation.

3.5.3 Gender

As explained by McKague and Harrison (2019), gender is described as what society holds around being female or male in terms of their roles, responsibilities, rights, expectations and power. The discrepancies between men and women with regard to salaries, position and growth opportunities, tend to show persistent gender inequality in traditional entrepreneurship, more so than in social entrepreneurship (Winter 2014). This view is supported by Nicolás and Rubio (2016: 56-62), who emphasise the gender gap in social entrepreneurship is less, compared to that of traditional entrepreneurship, because the roles and stereotypes that influence women's behaviours usually leads them to associate with values promulgated by SEs. However, the GEM (2016) study suggests either

a non-existent or less of a gender gap for operational social entrepreneurship in SSA, as opposed to operational commercial entrepreneurship.

Nicolás and Rubio (2016: 56-62) explain that the level of a country's development determines the starting-up of businesses by women – the percentage of enterprises created by women decreases as the development of the country they live in increases. However, Marín *et al.* (2019: 1-16) point out this viewpoint is motivated by women becoming self-employed, due to the necessity to escape poverty, as a result of weak economic systems in their countries. In addition, reduced entry barriers due to low efficiency levels encourage women to start new enterprises and establish businesses in underdeveloped countries.

Pines, Lerner and Schwartz (2012) are of the opinion that, irrespective of the economic level of the country, there is a gender gap between both the early entrepreneurial participation stage and established business ownership. In SA, social entrepreneurs are highlighted by GEM (2009, cited in GIBS 2018: 8), as most likely to be male. Hence, it is important to investigate and understand whether the social entrepreneurship contribution to sustainable development in the township context, especially in KZN, is affected by gender as a characteristic.

Social orientation is found by Marín *et al.* (2019: 1-16) to be affected according to the role attributed to both genders in a patriarchal society, where men are seemingly more focused on money and their careers, with women apparently inclined more socially through relationship maintenance, assisting others and nature. In a gender and sustainability orientation study, Dickel and Eckardt (2020: 196-218) show women as having “more potential to translate positive desirability into social entrepreneurial intention”. Mannion (2017) conducted a study in five countries that nevertheless highlights several barriers inhibiting women to engage in socially entrepreneurial activities, amongst which time management, insufficient finance or access thereto, as well as fewer female role models, along with discrimination and prejudice feature most prominently.

Women social entrepreneurs may also be impacted in communities such as townships, particularly in KZN. Ultimately, should these issues be addressed, it will empower more women to be social entrepreneurs (Mannion 2017). Hence, Carty (2020) stresses that for the social sector to effectively tackle the biggest systemic problems in any society, its patriarchal inclination has to be abandoned and funding, support and practice require a more gender-balanced approach. Consequently, this will lead to more systemic approaches in social entrepreneurship, where instead of it being about approaches or attributes that are either male and female, solving social issues are developed from the full spectrum of human strengths and capabilities (Carty 2020).

3.6 SOCIAL IMPACT MEASUREMENT INFLUENCE

Rawhouser, Cummings and Newbert (2019: 82-115) describe social impact as “the beneficial outcomes of a pro-social behaviour that should be enjoyed by who the behaviour is targeted at and/or by the broader community of individuals, organisations, and/or environment”. This is in line with the description by the European Commission (2014), which states social impact is the extent to which SEs address societal and social needs, changing the lives of those it touches, as well as the direct and indirect impact on other organisations and people within its ecosystem, through undertaking its activities in a socially inclusive and democratic way.

According to a report by the OECD (2015), while achieving a social impact is possible for any business, every SE aims at social value creation, simultaneously dealing with social challenges anticipated to generate a social impact. Hence, one of the most important conditions that enables an organisation to be identified as a SE is their ability to produce a social impact (OECD 2015). This indicates limitations in adequately assessing social value and the impact of the operations of a SE, which may limit comprehension of its level of contribution in addressing social problems in society.

Maas and Liket (2011: 171-202), nevertheless, emphasise the challenge for organisations, including SEs, is to optimise impact in several dimensions, rather than maximising impact against a single dimension. Hadad and Gauca (2014: 119-136) advocate social impact should be individualised and assessed based on the nature of each social initiative, ensuring it correlates with the objectives of the process, and considering the soft outcomes (skills, competencies, psychological improvements) developed from the activities of the specific entity.

According to All Answers Ltd. (2018), there is an increasing need for social impact measurement, as pressure mounts on social organisations to be held more answerable to investors and other resource providers, while also undertaking a systematic evaluation of their performance. In addition, the identification of measuring tools that would enable SEs detect their impact in society will assure investors whether their resources are being used in the most efficient way – in a manner that ensures favourable returns in terms of the value created socially, economically and environmentally (All Answers Ltd. 2018).

This view is supported by Gonul and Senyuva (2020), in stating that social ventures must plan for and assess their social impact, because the sustainable impact and change they create measures the success of their activity, while also attracting social impact investors in securing activity funding and resources. Furthermore, the European Commission (2014) suggests funders and investors desire to channel their scarce resources to initiatives where impact can be demonstrated. Therefore, a clear measurement of impact ensures service providers and commissioners can effectively improve delivery and better focus their effort to meet SE objectives. This makes it important to understand how SEs in the townships in KZN measure their social impact and whether it affects their resources, as well as their contribution to sustainable development.

A report by SEFORIS (2013) highlights a lack of an impact measurement system in China, leading to insufficient information, with many SEs not knowing the

number of targeted beneficiaries that benefited from their social mission; making it difficult to establish a compelling case for social impact. This resonates with findings from Buckland and Hehenberger (2021), who point out that impact measurement underinvestment means there is none of the evidence SEs need to secure funding from government, grant makers and impact investors, thus resulting in a vicious cynicism and distrust cycle.

Agreement is revealed by a GEM (2016) study, where roughly 50 percent of individuals, broadly defined as social entrepreneurs, indicated substantial effort by their organisation to measure the social and environmental effect from their activities. Furthermore, in Germany, measurement of social innovation is a major issue and closely connected with investment problems, where it is difficult for social investors to effectively evaluate the potential social and ecological impact of their investment, resulting in many SEs developing their own measurement scale (SEFORIS 2013).

A study by Hojnik and Crnogaj (2020) finds social impact is measured by a larger proportion of SEs in north-western European countries, in comparison to south-eastern countries. Attributed to the internal environment of the SE, these relatively low social impact measurements include (lack of resources, size of the SE, and lack of knowledge, however, in the external environment examples include the requirement to access funding as legislative or a social impact measurement. In addition, the study highlights SEs in north-western countries measure their social impact more during the operational than in the start-up phase, while SEs in south-eastern countries measure their social impact more in the start-up than in the operational phase. A study conducted by Methvin (2019) in SA highlighted that impact actually measured is less than 10 percent of SEs, with most measuring only outputs and outcomes; which creates concern.

3.6.1 Benefits

A report by the OECD (2015) states the mission of SEs affects multiple stakeholders (public authorities, private investors, internal stakeholders and external beneficiaries). Therefore, traditional performance measurement may not be adequate, while a multidimensional accountability system is more suitable, as it focuses on both the economic bottom line, as well as social outcomes. In other words, this system will ensure SEs are accountable to their stakeholders and manage these relationships, while satisfying their set objectives.

The Australian Social Value Bank (ASVB) (2018) supports this view and asserts organisations that pursue social purpose are under pressure not only to create social value and contribute to positive change in the world, but must also prove it. The only way to prove the social value created, is to measure it. In addition, the bank highlights some social impact measurements, important to organisations such as SEs, include assisting to: achieve their social mission, attract additional funding, provide effective communication of impact to stakeholders, and use impact to inform programme improvement, as well as help to demonstrate value for money (ASVB 2018).

Ayala (2019) explains the benefits of social impact measurement using three perspectives:

- The investor's perspective, which emphasises that investors consider measuring impact as a critical aspect of SEs looking for investment. By clearly displaying the SE impact, investors can see the positive impact their money is creating, which also makes it easier for investment managers to obtain 'the green light'; they can also recommend the opportunities to other investors;
- The customer's perspective highlights that measuring social impact helps the customer to easily understand the company's aim, while effective communication of the social impact creates an engagement with clients;

- The employee's perspective shows employees becoming more motivated when they can directly see the social impact their activity is having, relative to when they are only assuming their work has a positive impact.

In addition, Buckland and Hehenberger (2021) highlight that social impact measurement is a powerful tool, assisting SEs to: set realistic objectives; monitor, learn from, and improve their activities; prioritise decisions; and access funding. They further mention that, in a collective manner, social impact measurement could help provide improved comprehension of the aggregate SE impact that engages similar social issues or in similar geographical areas to achieve greater results (Buckland and Hehenberger 2021). The benefits highlighted above show social impact measurement cannot be ignored and needs to be a significant part of every social entrepreneur's strategy to create value that will contribute to sustainable development.

3.6.2 Challenges

Buckland and Hehenberger (2021) highlight social impact measurement has its challenges, as it is believed the long-term effects of interventions, from organisations such as SEs, involve multiple stakeholders and addressing complex challenges, which makes it difficult to measure and this is easily overlooked. According to Gonul and Senyuva (2020), the most common challenges faced by SEs in developing an efficient social impact measurement are the difficulties to quantify their effect, difficulties concerned with the long-term social impact predictions and, resource limitations necessary to quantify their social impacts. These could also be the challenges faced by SEs in township communities. Furthermore, the OECD (2015) asserts some of the practical challenges social impact measurement might create include SEs possibly being overburdened with social impact measurement requirements. In addition, SEs may not have the

resources and capacity to measure their impact, and may find it difficult to align their needs with those of their investors (OECD 2015).

Methvin (2019) states the primary reasons why few SEs are measuring their impact in SA is because of: lack of information and the inability to differentiate between an output, an outcome and impact; scarcity of resources required to measure impact; longitudinal requirements where actual impact only occurs many years after intervention; and the feeling derived from emotional knowledge of their intervention, as well as the witness of positive changes make impact measurement seem unnecessary; along with the fear of knowing their intervention did not have the positive changes envisaged. This supports findings of Ngatse-Ipangui and Dassah (2019) that SEs operating in communities such as townships do not provide community members with clear impact measurement, to create awareness of the impact of their activities. Measurement would also ensure the perception is eliminated that what SEs generally attempt to achieve is immeasurable and clarify that the impact may not be visible or appear in future.

The weak monitoring and unclear impact measurement of their activities creates the perception that the outcomes of SE activities are, furthermore, not sustainable enough to trigger development and community members, thus give up quickly on their operations (Ngatse-Ipangui and Dassah 2019). However, very little or no research has been conducted on social impact measurement challenges from the SE perspective, of those entrepreneurs operating in KZN townships. Hence, this study attempts an understanding of the social impact measurement effect on the SE contribution to sustainable development, particularly in KZN townships.

3.7 INTERNAL/EXTERNAL ENVIRONMENT AND SOCIAL ENTREPRENEURSHIP CONTRIBUTION TO SUSTAINABLE DEVELOPMENT

The literature review of this study also examines environmental factors that could affect using social entrepreneurship as a sustainable development tool. In management, the term “environment” does not necessarily mean the physical

surroundings, but is used to mean anything that surrounds the business organisation (Eruemegbe 2015: 479), in addition to factors that play a role in promoting or restraining its growth (Ayyagari, Kunt and Maksimovic 2008: 483-516). These environmental factors consist of internal and external factors. Petrus (2019: 28-36) describes these environmental factors as environmental dynamism and refers to them as the rate of changes, unpredictability, volatility, and instability in an environment.

This is in line with the opinion of Seo, Kim and Kim (2020), who explain the rate of change in the environment over time, in terms of its speed and strength, is referred to as environmental dynamism. These changes in the competitive environment influence the way businesses compete and how they respond to customer demands and the development of the business (Drnevich and Kriauciunas 2011: 254-279). In other words, the environmental factors within a particular society create some level of dynamism in the unpredictability, instability and changes social entrepreneurs need to be aware of, and develop strategies to overcome their effects on their activities and contribution to sustainable development.

Garcia-Sanchez, Garcia-Morales, and Martin-Rojas (2018) affirm multiple variables that constitute each environmental condition, serving as key determinants that affect new company emergence and growth, while their values vary among different countries. This means the environment directly impacts social entrepreneurship activities in any country (Abdul-rahama 2017; Mendez-Picazo *et al.* 2021: 69-77). Therefore, having a better comprehension of how significantly social entrepreneurship is affected by the internal/external environment, as a sustainable development tool, in a country such as SA, particularly in the KZN townships.

According to Islam (2016), internal factors are those within the organisation and external factors are those factors outside the organisation that affect its social

activities. Internal factors include management efficiency, leadership quality, knowledge and education, along with skills and experience, social innovation capacities, entrepreneurial abilities, and human capital. In addition, other internal factors include a high propensity for risk-taking, opportunity identification competence and motivations, impact growth/performance, and the how effective social value creation of social entrepreneurship is (Islam 2016; Gray *et al.* 2018; Griffiths, Gundry and Kickul 2013: 341-357). External factors, for instance, include legal, political and regulatory frameworks, cultural values in society, together with economic and technological factors (Dobele 2011: 101-107).

The success of an organisation to improve its performance over time is indicated by Indris and Primiana (2015) to depend on the ability to manage and analyse these internal and external environmental factors effectively, thus ensuring conformity, as along with business strategy establishment and implementation. This sentiment is echoed by Onodugo and Onodugo (2015: 246-254), when they state the critical issue to consider for entrepreneurial development and growth, is the ability of an organisation to adapt and develop strategies that correspond to the rapidly changing internal and external environment, which is critical to the success or failure of the organisation. This premise, as reported by Mahadea (2008), shows internal environment factors constitute as much burden as external environmental factors, to the development and growth of any entrepreneurial setup, including SEs; there may be variations in the intensity of the effects these factors may have on the organisation. This means a correlational relationship exists between entrepreneurship, such as social entrepreneurship, and factors in the internal and external environment that may affect their contributions to sustainable development. It is thus important that these variables are tested in the environment such as the township.

Dobele (2011: 101-107) states environmental factors that influence SEs were found by a study in Latvia to potentially occur “at different stages of the

organisation's life cycle – from courtship to the organisation's death". In addition, external environmental factors are associated with the threats and opportunities outside of the business that it cannot control directly, while internal environmental factors are the threats and opportunities within the business it has to compete with (Dobele 2011: 101-107). SEs, particularly in communities such as townships, face unique environmental factors that impact their development and growth, inhibiting their effective contribution to sustainable township development (Findley and Ogbu 2011).

These unique environmental factors range from the lack of effective mechanisms to stimulate their creation and development, inability to access external sources of funds, and the lack of appropriate legal form, to lack of business support, and the poor understanding of the "entrepreneurship with a social objective" concept (Pacut 2020). Mitchel (2009) mentioned the ability for entrepreneurs to perceive and recognise opportunities in these unique environments depends on both external factors (institutions and structures that create opportunities) and internal factors (heterogeneous motivations, personal traits, and individual motivations to participate and create social value). This makes it imperative to identify and understand these environmental factors, since they enormously impact the social entrepreneur's ability, particularly in addressing individual, societal and future generations' needs in the townships of KZN.

3.7.1 External factors

An influence on the individual is indicated in the literature by the external environment, which also impacts the process and the organisation. To ensure a conducive environment for social entrepreneurs to create adequate social value, it is important to understand these factors, nonetheless, little or no attention has been paid to external factors (Bacq and Janssen 2011: 387). External environmental factors are the opportunities and threats outside the SE it cannot control directly (Dobele 2011: 101-107). A study conducted by Rapando (2016)

highlights how social entrepreneurs are affected by external environmental factors, such as the overall conditions in the political, economic and cultural environment, as well as the surrounding cultures and degree of government support in entrepreneurial motivation.

Social entrepreneurs need all the support the external environment can provide, to help take their innovative social ideas from conceptualisation to actual execution, which will serve to accelerate and facilitate their successful development and create a more effective social sector (Poon 2011). These factors may not, but can directly touch on the short-term activities of a social entrepreneur, and often influence its long-term decisions (Onodugo and Onodugo 2015: 246-254). However, it is not clear how social entrepreneurs in communities such as townships, especially in KZN, are affected by factors in their external environment.

A comparative study conducted on North America, Latin America, India and SSA by Bewayo and Vicente Portes (2016: 39-56), reveals external environmental factors such as economic and political institutions, significantly influence and determine any country 's social entrepreneurship nature. Moreover, Africa has the biggest gap with regard to the difference in economic, political and socio-cultural environment, compared to the other three regions. This means, for social entrepreneurship to effectively create social value in the African context, there needs to be an adequate understanding of the external factors that would affect its activities and hinder its contribution to sustainable township development (Carriles-Alberdi, Lopez-Gutierrez and Fernandez-Laviada 2021).

3.7.1.1 Institutional factors

The institutional environment is considered to encompass the regulative, normative and cognitive pillars that shape organisations and their behaviours within a particular context (Littlewood and Holt 2018). Stephan, Uhlaner and Stride (2015: 308-331) indicate human behaviours are jointly shaped by formal

and informal institutional limitations, incentives, reserves and resources that are potentially compatible. Furthermore, they assert individual behaviour may be impacted by institutions, as both a stimulant of motivation and as tangible and intangible resource support providers to social entrepreneurs.

As highlighted by Popov, Veretennikova and Kozinskaya (2018: 45-56), every social entrepreneur thus needs an institutional environment with proper quality to enable them operate and function efficiently. The institutions develop the rules of the game by which entrepreneurial activities are carried out and when there are no clear rules or delays in decision-making, due to excessive bureaucracy, social entrepreneurial operations and activities will be impacted negatively (Mendez-Picazo *et al.* 2020).

According to Pacut (2020), SEs are significantly impacted by, on the one hand, informal institutions, in other words, social values, models of conducts and beliefs and, on the other hand, formal institutions, for example, rules, laws and regulations, also play a significant role in their operations. However, a study conducted in Spain by Ferri (2014), highlights informal institutional factors more significantly impact social entrepreneurial activities than formal institutional factors, with both institutional factors mutually dependent. Nevertheless, for some economies, such as in Africa, the ability to adequately identify the perfect policy mix can be very tasking.

Social entrepreneurs operate in an institutional context where they identify problems and are motivated to develop an entrepreneurial solution to address these problems. Such institutional changes may require decisive policy-making to enable social entrepreneurs attain their social mission, strengthen their legitimacy, as well as contribute to sustainable development (Lubberink 2019: 1-11). Bansal *et al.* (2019) conclude social entrepreneurship may aid the sustainable development course, nonetheless, government needs to remove hindrances from its path through policy-making and reducing the institutional

impact on its operations. A further suggestion is for governments to set the example, leading through their role of social incubator creation, potentially developing social change.

Policy and regulation

Authors such as Lavisius (2016) and Jiatong *et al.* (2021: 1-15) point out how important social entrepreneurship is to a country's economy, illustrating the suitability of government policies and regulations in support of the development of social entrepreneurs, assisting them to successfully fulfil their part in the country. Over the years, policy uncertainty has risen and made forward economic planning and opportunity searches for entrepreneurs and business strategists more inscrutable, even for the most skilled in addressing business challenges (Bryan 2013).

Dobele (2011: 101-107) concluded, in a study undertaken in Latvia, one of the main external factors that hinders extension of SEs in the country is the lack of legislation that recognises it as a legal entity. Thus, it is important for the South African government to develop social entrepreneurship policies and regulations that are SE friendly and create a platform that encourages participation, as well as growth and survival (Dzomonda 2021: 1-17). At present, no suitable legal framework exists in SA for social entrepreneurship that specifically deals with the operations and activities in township communities, including KZN (GIBS 2018).

Littlewood and Holt (2018) indicate neither "a limited explicit engagement" in either policy or regulation with social entrepreneurship by the South African government, nor any specific legal form for SEs, in comparison to other countries, which create impediments and obstacles for these enterprises to operate effectively and development of the sector. Even though some organisations have, according to the ILO (2013), succeeded irrespective of all the limitations, the sector cannot grow while there is no dedicated legal form and regulatory framework, or fulfil its potential of furthering economic growth, the creation of jobs

and delivery of services. It is therefore important for SA to have a defined legal form for SEs that will allow their effective operations, particularly in township communities, without unnecessary red-tape and restrictions.

Political instability

According to Doumit (2015), when there is a settled and secured political situation in any country, the innovative elements social entrepreneurs set in motion will enable the government to realise their full socio-political capacity and create a reciprocally innovative system. Political instability has a significant negative effect on the ability of any entrepreneur, including social entrepreneurs, to be innovative and create value in a country (Shumetie and Watabaji 2019). In addition, any politically unstable country with frequent social unrest, civil war, and violence, deters foreign direct investment and capital inflow, which is key for enterprise innovativeness (Shumetie and Watabaji 2019; Hammed 2018). Hence, a politically stable environment is critical to ensure social entrepreneurs are effective in using their innovativeness to create social value that will enhance community development.

As stated by Dutta, Sobel and Roy (2013: 130-143), any politically stable country will significantly lower risk and transaction/contracting cost, and increase the level of government transparency, predictability and accountability, which will, in turn, increase the rate of entrepreneurship and wealth creation. This principle may also apply to social entrepreneurship in communities such as townships. Although SA's percentile rank on political stability in 2019 is considered reasonable (40 of 100), the July 2021 violence in parts of the country highlights the risk of increasing income inequality and high unemployment levels, which could jeopardise social and political stability over the medium- to long-term (Fitch Ratings 2021).

Evidently, for the country's economy to recover from the effects of its latest recession, violence, and COVID-19 impact, there needs to be huge compromises to prioritise political stability in SA, where political parties put the interest of society

over their ideologies and leadership preferences to improve governance and accountability (Mkhabela 2020). This would create an enabling environment for entrepreneurs such as social entrepreneurs to flourish.

Corruption

Corruption is an institutional factor that hinders development in many countries around the world. It can be described as the dishonest or illegal behaviour, especially by government officials (Hammed 2018). According to Maretich (2019), corruption is bad for business and demonstrates the danger of social investors unwittingly putting resources behind programmes and enterprises controlled by bad institutional systems that support corruption and its oppressive effects on local people. Corruption plays a significant role as an economic catalyst in countries characterised by numerous barriers to entrepreneurial activity, such as excessively strict norms and regulations or obstacles to obtaining credit (Ceresia and Mendola 2019). Apart from corruption being harmful to the growth and institutional quality of a country, it is also a deterrent for both entrepreneurial spirit and activities (Afridi 2016).

Social entrepreneurs seek to use a business lens to improve the lives of vulnerable individuals and communities, with many operating in resource-poor informal settings where the need is obvious, but institutional safeguards are lax and navigating through the systemic corruption is difficult (Seo 2020). This could be a similar challenge for social entrepreneurs in townships, particularly in KZN. In a study by Durably (2015), a positive relationship between the level of corruption and commercial entrepreneurship is revealed, while the level of social entrepreneurship lowers as corruption levels rise.

According to Shumetie and Watabaji (2019), the problem of corruption in Africa will persist, as long as the governance system in the continent is perpetrated by dictators and there are weak systems without institutional checks and balances. Thus, the sustainable development impact in the African continent will only be felt

when the necessary governmental structures and policies are in place to minimise or eliminate the rate of corruption. The Corruption Perception Index (CPI) of Transparency International (2020) reveals SA is ranked 69th of 180 countries, with a score of 44 points out of 100. The failure to move above the 50-point mark for nearly 10 years shows the extent of corruption and its damaging effects in the country (Mabuza 2021).

In a recent study by the Afro barometer team in SA (Business Tech 2021), 64 percent of South Africans believes corruption has increased in the past year, with 49 percent saying it has increased considerably. This shows the significance of this institutional challenge and, should it not be addressed, it might have a negative effect on the social entrepreneurship contribution to sustainable development, especially in communities such as townships.

3.7.1.2 Socio-cultural factors

The socio-cultural environment in terms of entrepreneurship, according to Maziku, Majenga and Mashenene (2014: 51-62), is described as an environment that consists of everything not contained within the economy or political system. The environment is thus made up of activities and relationships that guide individual's personal and private lives, including age, education, ethnicity, and religion, as well as values and attitude. Hopp and Stephan (2012: 917-945) argue that socio-cultural norms have an impact on entrepreneurial start-up success and culture, in particular, importantly impacts individual beliefs, which directly or indirectly influences an entrepreneur's ability to successfully create an operational venture.

Kro (2018: 39-43) explains that entrepreneurship, including social entrepreneurship, does not operate in a vacuum, with factors such as socio-cultural factors, for example where someone has been raised, playing an important role to influence, encourage or motivate a person or any group of people to participate in entrepreneurship or not. Thus, social entrepreneurs need to consider specific socio-cultural factors evident within their geographical area as a

distinct competitive advantage, which may have a significant influence on the business or activity they start (Ratten 2020).

In a study on female social entrepreneurship and socio-cultural context, Urbano, Ferri and Noguera (2014) found the socio-cultural environment to have a relevant impact on social entrepreneurial activities and socio-cultural factors, where altruistic attitudes and being a member of a social organisation have the most impact on female social entrepreneurship. However, the study concludes the rate of both female and male social entrepreneurial activity is generally impacted by the same factors in the same direction.

Mendez-Picazo *et al.* (2020), furthermore, suggest education and skills improvement are critical aspects of the socio-cultural environment that could significantly affect the social entrepreneurship contribution to sustainable development. This could be attributed to a higher educational level enabling individuals to appreciate the introduction of and desire for innovation and they will, therefore, efficiently utilise the different instruments and tools to improve their activities. In countries such as Egypt, one of the biggest challenges facing social entrepreneurship is the concept not being widely recognised among common citizens, let alone understood (Seda and Ismail 2019: 162-182). They mainly attribute this to the weak local media role in displaying social entrepreneurs' successes and the almost complete non-inclusion of the subject in school and university education.

The above literature review suggests the socio-cultural environment is very important to social entrepreneurship and its contribution to sustainable development. Hence, social entrepreneurs operating in the townships of KZN must understand the significance of socio-cultural factors such as societal norms, beliefs, culture and attitude, which will enable them to identify more opportunities in society and enhance their entrepreneurial activities to, in turn, contribute to sustainable development.

Socio-demographics

Socio-demographics has a significant effect on social entrepreneurship, as its factors generally guide and motivate the decision for social welfare and social value creation through the display of innovations, leadership and risk management of the enterprise (Islam 2016). Marín *et al.* (2019: 1-16) highlight socio-demographic factors, such as the critical role of women in social entrepreneurship, because they are more affected by social and environmental benefits and give more importance to providing socially stable communities through maintaining relationships, helping others and nature. Nonetheless, more importance is seemingly afforded by men to their money and career, which shows “a more prominent ethics of justice”. This view is supported by Onyshchenko and Shyshkin (2019), who mention that women have proved to be more trusted social entrepreneurs with counterparties, than men. They further highlight individuals with socially oriented businesses believe there was more accommodation, understanding and solidarity in former times than at present, while younger social entrepreneurs believe the opposite.

In previous studies, such as in Nga and Shamuganathan (2010: 259-282), requirements expected from social entrepreneurs are shown to comprise certain personality characteristics that guide their behaviour/actions, with innate nurturing, socialisation and education mostly developing these personality traits. In addition, these tacit personality traits usually formed the values/beliefs held that help drive the intentions and social entrepreneurial decision-making. Hence, business and management education need to be used to develop these personal traits, in order to create effective and impactful social entrepreneurship. Furthermore, Mafukata, Dhlandhlara and Kancheya (2015: 70-79) mention socio-demographic factors in Zimbabwe, such as ethical identity, marital status, social status in the community, political affiliation and religiosity, significantly impact social capital development. It is thus important to investigate these factors in a

South African township context to understand whether SEs and their contribution to sustainable development are affected.

Culture

A difficult concept to describe, culture is without fixed boundaries with different situational meanings attributed to it (Causadias 2020: 310-320). However, Dlabay and Scott (2011, cited in Masovic 2018: 1-6) describe culture as the accepted behaviours, customs and values of a given society or environment. There are many elements that make up a culture and these elements are components derived and related to the beliefs and behaviour of a group of people (Masovic 2018: 1-16). This means cultural dimension and societal changes influence the type of SE activities started in society (Ratten 2020; Pounder 2021: 344-357).

This makes it imperative that social entrepreneurs adequately consider culture to understand the linkages required in ensuring they produce the beneficial outcomes that will contribute to sustainable development in communities such as townships. A social entrepreneur who understands and efficiently incorporates cultural values into its activities, will maximise their contribution towards solving social problems (Jaén *et al.* 2017: 31-51).

Bisbelle (2006) argues a rich diversity of cultural background and histories is a resource and when creatively tapped, will generate capital of both a human and a social nature, enhance innovativeness, while also fostering social community cohesion. A study in SA conducted by Elliott (2018) concludes culture (defined as individualism and collectivism) moderately affects the intent of becoming a social entrepreneur and policy makers need to take this into consideration. This is because SA is a diverse and dynamic country with multiple cultures, languages and heritages (Goga 2013). The lack of incorporating cultural factors into community development plans negatively affects the outcome of the development (Ngatse-Ipangui and Dassah 2018). Hence, knowledge of cultural traits may also equip policy-makers and all other stakeholders to provide the necessary support

for social entrepreneurship emergence and development in different cultural contexts (Canestrino *et al.* 2020: 133).

Crime

According to Dzomonda (2021: 5), the growth and performance of social entrepreneurs in SA are significantly retarded by the high level of crime in the country, as many entrepreneurs spend their income on improving their business security instead of increasing operational capacity. The total property-related crime, which includes burglary at non-residential (business) premises and stock theft, increased by six percent in 2020/2021, compared to -21 percent in 2019/2020 (South African Police Service 2021).

Consideration of this factor is needed, as it affects the social entrepreneur's contribution to sustainable development in local communities such as townships. In addition, economic crime in SA remains significantly high at 77 percent, compared to the global average rate of 49 percent (PWC 2018). In a study on SMEs in KZN by Sitaharam and Hoque (2016: 277-288), it was revealed that this type of economic crime and corruption is viewed by 88.89 percent of SME owners/managers as an important factor that affects the performance of their business. The reason is that they are unable to identify illegal employee actions, the activities of professional thieves and the crime prevention processes.

3.7.1.3 Economic factors

As highlighted by Mendez-Picazo *et al.* (2020), one of the incentives that stimulate entrepreneurship, including social entrepreneurship, is an adequate economic climate. It is argued that to stimulate entrepreneurship, government must consider factors such as fiscal policy, which will increase government spending and address problems of income distribution, as well as correct market failures that may occur as a result of either external shock or misallocation of resources. In addition, Mark and Putzschel (2014: 29) mention economic factors have a significant impact on entrepreneurship in general, as the market situation mostly

dictates product sales and services levels, with the demand size and growth, as well as the country's economic well-being, being influenced overall.

A study conducted in Romania by Lancu, Popescu and Popescu (2021), highlights the lack of necessary funds as one of the economic factors that has affected social entrepreneurship negatively, as seeking to raise and distribute funds to create social benefits by SEs are not a sustainable solution, due to a large amount of their resources used to raise funds, while they are faced with financial issues. Hence, Ferri and Urbano (2010: 10) highlight the need for SEs to develop ways to reduce their dependence on charitable donations and grants to carry out their social mission. They further suggested a reduction in this barrier, with greater availability of credit, will create a positive economic environment that promotes the growth and development of new SE projects, which will, in turn, reduce the risks of budget uncertainty and dependence on public grants or aid (Ferri and Urbano 2010: 10). Mark and Putzschel (2014: 29) believe entrepreneurs, including social entrepreneurs, require financial resources to enable them to diversify their start-up risks, obtain the start-up capital, and finance their growth and expansion.

Bansal *et al.* (2019) state that in developing countries such as SA, government has a bigger role to play, as there are limited and scarce resources, while financial institutions are unwilling to offer SMEs financial support, including SEs, by providing finance sources for such entrepreneurs to ensure they function effectively as sustainable development engines. Furthermore, they highlight while insufficient resources are a key economic factor that could impact social entrepreneur's contribution to sustainable development, there are resource-poor entrepreneurs seeking innovative business models to enable becoming self-sustainable (Bansal *et al.* 2019). In addition, Bewayo and Vicente Portes (2016: 39-56) conclude a weak banking system significantly impacts the commercial

sector, with high levels of unemployment and poverty, which are some of the sustainable development issues social entrepreneurship attempts to address.

Socio-economics

LaMarco (2018) describes socio-economic factors as the social and economic factors that shape and determine the dynamics of a society, highlighting that an understanding of these factors helps businesses make better decisions, with regard to their future and the direction the business may take. These factors affect the behaviour of the different socio-economic classes, in relation to their different priorities and how they spend their money (LaMarco 2018). Kassa (2021) and Rotich, Cheruiyot and Yegon (2014: 263-267) identified owner gender and age, access to finance, experience of the owner, and the age of the business, as well as business area/location, family business background, and tax, inflation and interest rates, to be some of the socio-economic factors that could affect SMEs, including SEs.

As previously discussed, social entrepreneurs exist within environments that are most often unique and dynamic that may, therefore, require a unique set of strategies to adapt and navigate through the socio-economic environment where they operate (Griffiths *et al.* 2013: 341-357). Hence, for sustainable development to be positively impacted by social entrepreneurship, it needs to create an intimate relationship between economic and social behaviour, thereby increasing the aggregate demand of the economy which will, in turn, stimulate economic growth (Mendez-Picazo *et al.* 2020).

Understanding the entrepreneurship, socio-economic factor interplay and effects will influence and help the SE to develop strategies that will improve its social value creation, as well as stimulate economic growth (LaMarco 2018). SEs are usually caught up in “the trap” of various socio-economic factors, which also limits their ability to access public and private resources, invariably impacting their operations (Nicolaescu 2011).

Taxation

Many SEs in SA find the taxation associated with the choices of their legal forms quite confusing and are usually misinformed on how to formally register their organisation (Coetzee 2016). According to the Bertha Centre for Social Innovation and Entrepreneurship (2016: 3), SEs who choose the for-profit legal form have flexibility regarding sources of finance and private ownership, however, they will not have easy access to charitable donations and grants. Nevertheless, the SE with the non-profit legal form could engage fully in business activities, while also having access to grant funding; this choice has the consequence of taxation.

The South African Revenue Services (SARS) provides accreditation to SEs providing them tax advantages that make them attractive to Corporate Social Investment (CSI) departments. These accreditations are the Public Benefit Organisation (PBO) and Donor Deductible Status (DDO) (Coetzee 2016). However, the misunderstanding and fear of losing their accreditation status deprive SEs from engaging in business activities that will improve their financial sustainability and increase their social value creation (Claeye, Shumba and Steinman 2014). This has resulted in many SEs adopting the currently fashionable hybrid model, which combines a non-profit legal form and a for-profit legal form (Coetzee 2016). Thus, it is imperative for SE owners/managers to understand the required guidelines from SARS in terms of finances and business activities, as this will ensure they operate effectively and fulfil their objective of developing communities.

Interest rate

According to a discussion paper by the Danish Technological Institute (2016), many SEs are reluctant to use traditional commercial finance products because of the fear of not being able to pay back the loan due to high interest rates. Although, SEs might provide goods and services to customers willing to pay a premium for a socially beneficial product or they might sell an essential service to

a poor customer at a decent profit, they do not make enough profit to match the high interest rates of traditional financial markets (Bugg-Levine, Kogut, and Kulatilaka 2012). These high interest rates contribute to the challenge of funding or access to finance faced by SEs.

Lyon and Baldok (2014) highlight that since the global financial crisis in 2007/2008, access to both debt and equity business finance for all enterprises, including SEs in the UK, has become considerably more difficult and expensive, with an average four percent increase in the interest rate on bank loans between 2008 and 2012. Many traditional finance sources, such as banks, believe SEs are higher-risk and less profitable than other businesses, and higher-risk requires higher interest rates (European Commission 2016), as a result of the various constraints associated with the redistribution of their profit, and the gaps created in the financial market. This is a critical economic factor that could discourage social entrepreneurship participation in addition to affecting its sustainable development contribution.

Competitive environment

One of the significant effects of globalisation is the demand for enhanced competitiveness from SMEs, including SEs (Mathew 2008: 22-24). Competitiveness is considered a very crucial aspect of any business environment and is helpful to humankind, as it ensures businesses provide superior products and services to remain highly competitive (Ullah 2020). Markets where many SEs exist and compete are not solely impact-focused (Ross 2018). The extent of value creation and impact of a SE thus relies on the ability of the enterprise to make effective use of the available resources and continue to be competitive. Seferian (2020) argues that for SEs to be successful, they need to view competition the same way as a commercial enterprise and leverage their social impact, while providing products and services, not inferior in terms of quality, design, or the customer experience in general.

A recent study by Lin-Hi *et al.* (2020: 58-84) finds no difference in customer willingness to buy and willingness to pay for sustainable products offered by SEs and commercial enterprises, indicating it is a difficult undertaking for SEs to compete successfully with commercial enterprises eventually. However, Yalcintas (2019) suggests SEs possess unique characteristics that do not exist in commercial enterprises and these resources can be exploited to develop strategies that will ensure competitive advantage.

SEs can thus survive in a competitive environment, but will need to generate a balanced combination of excess financial returns and excess social value, through identifying relevant resources that represent a potential source of sustained competitive advantage over the commercial enterprise (Walkenhorst, Damaske and Sturm 2021). In addition, SEs have the tendency to increasingly cooperate with each other, more so when they offer similar goods or services, but a healthy competition among them is also essential (Arenas 2020).

COVID-19

COVID-19, a strain of the coronavirus, has had devastating economic effects on millions of people around the world, as many governments close 'non-essential' businesses and institutions in an effort to limit the spread of the virus (Weaver 2020: 1). These closures have affected revenue generation of small businesses such as social entrepreneurs, requiring a profound shift and alteration in the fundamentals of their business models or running the risk of disappearing (British Council 2020c: 2; Weaver 2020: 1; Kang and Seidl 2021). Furthermore, social-distancing guidelines requiring prescribed physical distance be maintained between everybody, taken to contain the virus once it was declared a pandemic, have affected many micro and small businesses in the service sector, where physical proximity often matters (Belitski *et al.* 2021: 2).

In a special report by COMESA Monetary Institute (2020), both supply and demand are highlighted to be included in the economic effects of COVID-19 on

SMMEs. Where the supply side is concerned, reduction in the supply of labour is experienced by many companies as a result of movement restriction, while loss of demand and revenue is dramatic and sudden on the demand side, due to customer loss of income and reduced purchasing power (COMESA Monetary Institute 2020: 2). These challenges may also cause a severe drop in social entrepreneurs' capacity to effectively contribute to sustainable development.

In the United States of America (USA), the number of active business owners plummeted by 3.3 million or 22 percent over the crucial two-month window from February to April 2020, and may remain closed permanently because of the inability to finance ongoing expenses (Fairlie 2020: 1). However, in the UK, only approximately one percent of SEs are expected to close because of strict government lockdown regulations, compared to the 11 percent for businesses (Social enterprise UK 2021: 2). This is attributed to the incredible resilience SEs have shown throughout the pandemic and their creative entrepreneurial mind-set, which enables them to adapt to rapidly evolving circumstances (Investec 2021).

Despite the economic effects of the pandemic on the operations of SEs, they are still considered the shining light and real innovators for social community impact (Oberoi, Halsall and Snowden 2021: 2; Bonnici 2020). According to Roan and Udayakumar (2021), this moment of crisis provides an opportunity for social entrepreneurs committed to creating positive social impact and contributing to the sustainable development of local communities. Nonetheless, COVID-19 has caused a major economic shock (Bartik *et al.* 2020: 17656), with significant effects on many social entrepreneurs. Furthermore, it is important for this study to understand how they are adapting and the impact COVID-19 has on their sustainable development contribution in local communities.

Russia-Ukraine conflict

According to Kammer *et al.* (2022) and Naidoo-McCarthy (2022), Russia and Ukraine are major community producers and the conflict between the two

countries is a major blow to the global economy, as global prices have soared as a result, especially for oil and natural gas. SA, as with many other SSA countries, is still gradually recovering from the COVID-19 pandemic and are as such, particularly open to the conflict consequences, more so due to increased energy and food prices, diminished tourism, and possible challenges to access capital markets internationally (Kammer *et al.* 2022). A press release by the World Bank (2022) highlights that the conflict has given rise to increasing apprehension regarding a definitive global slowdown, with inflation and debt surging, and an unprecedented poverty level increase. In addition, with organisations such as SEs moving quickly to alleviate interruptive impacts on their business to maintain the flow of goods, funds, and information across the supply chain, the global supply chain is being tested (Kilpatrick 2022). These could negatively affect social entrepreneurs and their operations in SA.

In a recent parliamentary debate on the economic effects of the conflict, the South African Deputy Minister of Finance, Mr David Masedo, admitted to the significant risks the conflict poses to the country's economic outlook, particularly as an increase in prices of household staples such as maize, wheat and oil supplies, will add to inflation and reduce disposable income of consumers (Mputing 2022). In 2021, Russia imported R1.3 billion worth of products from SA and exported products to SA to the value of approximately R458 million, furthermore, the volume of trade between South African and Ukraine accounts for roughly 0.2 percent of exports and 0.05 percent of imports (Davis 2022). This shows the economic grounds when it comes to trade between the three nations.

However, Moffat (2022) argues that despite the negative economic impact of the conflict on African countries such as SA, it also provides an opportunity to act on the possibility to strengthen policy formulation and implementation that will benefit and grow SMEs, including social entrepreneurs. Except for Russia, SA is the second biggest palladium producer in the world, with the precious metal being

critical to automobiles and electronics, while it is also a major gold exporter; therefore, the country could benefit from growing demand (Resnick 2022). Furthermore, the Finance Minister, Enoch Godongwana, mentioned that while the conflict offset other reactions, SA's economy may be spared from the effects of the conflict and instead, could see positive economic activity (Mahlakoana 2022). Hence, the economic sanctions on Russia could be an unseen benefit for South African SMEs such as social entrepreneurs, as this may lead to increased demand for goods and services both locally and internationally (Business Tech 2022)

3.7.1.4 Infrastructural factors

According to Lancu *et al.* (2021), understanding the factors, including infrastructural factors that influence social entrepreneurship is a lever to stimulate creative potential and ability to alter the progression of social inequalities. In a study conducted on emerging SE ecosystems in the Eastern and Southern parts of Africa by the World Bank (2017: 42), it was revealed that the ability of social entrepreneurs is either enabled or constrained by infrastructure, to operate effectively in their local communities. Generally, all the countries studied are impacted by noteworthy infrastructural challenges including power cuts, as well as poor transportation as well as information and communication technology (ICT).

SA was identified by the World Bank (2017), as having better forms of transportation such as roads and railways, in comparison with other countries, nevertheless, service delivery to communities such as townships in SA, is generally poor. Furthermore, the World Bank (2017: 42) highlights that despite ICT infrastructure in SA being more advanced and developed, this comes with high prices, and slow implementation and acceptance of mobile money solutions. It is thus important to understand the effect infrastructural factors have on social

entrepreneurship's contribution to sustainable development in communities such as townships, particularly in KZN.

Technology

Infrastructure such as technology has an important significance for any entrepreneur, even those without technological focus or products (Mark and Putzschel 2014). Entrepreneurs need to adjust their business practises to technological changes and the introduction of new technologies and products in a market, in order to be competitively relevant (Mark and Putzschel 2014). Galvanauskaite (2014) is of the opinion technology increases transparency for social entrepreneurship and equips people for social cause, as well as encouraging individuals to make a social impact.

The innovative approaches applied by social entrepreneurs to address social problems requires the use of technology, not only because it is inherently innovative but increasingly, technology has become a cost-effective way to solve social issues (Juneja 2015). This means it is important for social entrepreneurs operating in communities such as townships, to have access to new forms of technology and acquire the knowledge to use this technology in the creation of social value and social innovation, to address the lingering social problems in their communities.

In a study conducted by Adeyemi (2019), it is suggested that depending on the contextual factors, the availability of technology, either through technology transfer or development of new technology, the implications of technology cannot be overemphasised, as it could lead to increased productivity and employment, resulting in economic growth of a nation or firm. Adeyemi (2019) adds that strategic use of technology by social entrepreneurs will provide various benefits, which include; improved performance and organisational culture, increased access to useful information and improved customer reach, optimised internal

efficiencies, as well as reduced process and product cost, and higher differentiation of products.

According to Mihda (2017), technology serves as a driving force for society and business, and organisations such as SEs can use the power of technology to better understand and quantify the problem to be solved, as well as help to move quickly from proof of concept, to proof of application. Hence, lack of proper technological infrastructure and easy accessibility to new technology could hinder the effective operations of social entrepreneurs to create social value.

Electricity

Power-cuts or blackouts, well-known as load shedding, have become more frequent in SA as a result of the low supply and high demand of electricity (Coetzee and Els 2016: 268). The main provider of electricity in SA and also the largest, Eskom, has not met the country's electricity demand because of insufficient existing power station maintenance, inability to introduce new infrastructure successfully, poor management and corruption allegations (Laher *et al.* 2019: 899). Eskom performance is considered vital for the South African economy grow, because unless generation capacity is improved, new industry such as social entrepreneurship cannot develop and grow to overcome social problems including unemployment and poverty (Colling 2021). In addition, businesses are subjected to widespread disruption as a result of insufficient energy security and predictability in SA, particularly for small businesses such as SEs, who are negatively impacted and many are closing (Liedtke 2021). The South African Chamber of Commerce and Industry (SACCI) estimate that load shedding costs the country R17 million loss per hour (Mkhabela 2022). This means load shedding is an important structural challenge that needs to be urgently addressed.

According to Mbomvu *et al.* (2021: 3), South African SMMEs, including social entrepreneurs, depend on electricity to conduct their business and load shedding

may, as such, adversely influence their profitability, solvency, efficiency and liquidity. Many small businesses such as SEs cannot afford to buy generators to keep the power on during rolling blackouts, which makes them lose thousands of rands and leaves their security systems compromised, exposing the businesses to theft and other forms of crime (IOL 2022a). Furthermore, some of the worst and most commonly felt effects of load shedding on SMMEs such as SEs are highlighted as failed wireless connectivity, negatively impacted staff morale, planning deficiencies, and being unable to trade, as well as inoperative equipment and bad traffic (Alumo Energy 2020). Hence, adequate electricity supply is a critical factor that could enhance social entrepreneurs' growth, thus improving their sustainable development contribution in SA.

Climate change

AS stated by Sulcas (2022), time is running out for humanity to save the planet and people from catastrophic global warming. Jackson (2021) and Rosen (2021) describe climate change as the cyclic climate changes due to atmospheric fluctuations and interactions, between the atmosphere and a variety of factors within the earth's systems; geologic, chemical, biological and geographical. The severe KZN flooding of 12 April 2022 that left hundreds dead, with houses, businesses, roads, and bridges damaged extensively, in addition to water, electricity, rail and telecommunication infrastructure, was attributed to climate change by President Cyril Ramaphosa (SA Government 2022). However, many local residents living in townships and informal settlements have blamed poor infrastructure for the scale of the flooding, as they are the hardest hit, because they lack resilience and options (Mwai 2022; Du Plessis 2022; Galvin and Bond 2022). Omarjee (2022) highlights the KZN floods are just the start of many more extreme weather events to come, and the rebuilding of infrastructure needs to be resilient to such climate risks. In other words, businesses such as SEs may continue to experience the effects of climate change should proper infrastructures not be in place.

Mwai (2022) points out the weather system that triggered the floods on 11 April, resulted in more than 300mm rainfall within a 24-hour period. In comparison to previous flooding, the latest figures are significantly more than, for example 2019, with 165mm recorded on 22 April and in 2017, rainfall measured 108mm on 10 October. This shows an upward trajectory in the weather system. SA cane growers reveal that damage to cane fields and farm infrastructure as a result of the floods, stood at R222.9 million (Daily News 2022). Furthermore, an estimated cost for road infrastructure damage is preliminarily at R5.6 billion; this includes 1 369 infrastructure projects across the KZN province (Mbhele and Molapo 2022). Mahlaka (2022) explains the damage caused by the floods will have long-term repercussions on infrastructure and many small businesses such as SEs, may not be adequately insured to recover losses, thus putting their existence and sustainability at risk. Karaoulanis (2022: 1) asserts the impact of climate change on small businesses, including SEs, are multidimensional and could negatively affect supply chain, production, and resource acquisition, while it can also cause infrastructural damages.

Mavuso (2022) argues the crisis should trigger the conversation of how the government is preparing for climate change as extreme weather systems are becoming a reality. Naidoo (2022) is of the opinion that investing in smart early-warning systems is an urgent way for government to adapt to this changing environment, as it will ensure rapid disaster risk analysis and ensure quick communication with decision makers and communities. Hence, social entrepreneurs identifying ways to adapt to the extreme weather system and climate change may be crucial, if they are to contribute to sustainable development in KZN townships.

Internet connectivity

The internet has, over the years, transformed the way small businesses such as SEs operate, communicate with employees and interact with customers

(Columbia Telecommunication Corporation 2010: 1). The internet is fast, efficient and filled with resources that can help small businesses, including SEs, to build or develop an online presence that will offer prestige to the business, improve brand visibility, and increase the confidence of potential customers in the business offer (Apăvăloaie 2014: 956; Barhatov, Campa and Pletnev 2018: 555). As the globe moves towards a digital economy, small businesses such as SEs require fast and stable internet connectivity to enable them to remain connected, even while they are on the go (West 2012). In other words, adequate internet connectivity to create social values effectively and efficiently, is crucial for social entrepreneurs in order that these may contribute to sustainable development.

Queen (2021) argues that slow and unreliable internet connectivity can cost small businesses such as SEs, money, time and reputation, and can also impact everything from employee productivity to customer service, to the ability to develop new business and reach new customers. According to Mzekandaba (2021), the average national broadband speed in SA has improved from 14.04 Mbps in 2020 to 19.94 Mbps in 2021, and the country has improved from 97th, to rank 90th in the world, indicating significant improvement. However, more needs to be done, as telecommunication investment in the country decreased by six percent in 2020 (Briggs 2021).

Mkansi (2021: 2) highlights that SMEs in Africa constitute only two percent of enterprises in e-commerce, attributed to the direct costs from internet connectivity, access to telecommunication, and network facilities. As at 2021, 36 percent of South Africans remain unconnected to the internet and major mobile network providers offer a per gigabyte average cost at R38.93, placing SA 136th worldwide, where data affordability is concerned, while the cheapest data cost average in the world is 22 times less than SA (Briggs 2021). In addition to the issue of affordability, there is also the problem of lack of digital skill and literacy, and the

lack of content in local languages (Richard 2019). These factors may significantly limit social entrepreneur's value creation.

3.7.2 Internal factors

Described as those factors within the organisation, internal factors are under control of the managers/owners of the organisation, whether tangible or intangible (Sitharam and Hoque 2016: 278). Nonetheless, Kraja and Osmani (2015: 123) mention it is not easy to manage the internal environment of a business, as it involves the ability to effectively manage resources such as all assets, capacities, organisational processes, and information, as well as knowledge that will help improve efficiency and effectiveness.

According to Islam (2016), key internal factors that could influence the activities of social entrepreneurs include uncertainty and risk, funding and resources, and management efficiency. In addition, Sitharam and Hoque (2016: 278) identify internal environmental factors such as "management competency and skills, financial knowledge, business management training, and technological capabilities" to have a significant influence on any business enterprise. In a study conducted in Latvia by Dobele (2011: 101-107), internal factors are described as the opportunities and threats that exist within a SE the owner/manager has to compete with.

These internal factors include access to finances, staffing problem and personal issues. One of the internal challenges faced by SEs is their inability to compete with traditional businesses, with regard to level of salary offered, however, SEs provide meaningful jobs and great experience (Dobele 2011: 101-107). This makes it crucial to comprehend which internal factors impact SEs and how they can be addressed to enable effective social value creation that will contribute to sustainable development.

3.7.2.1 Management competence and skills

In a study conducted by Amini, Arasti and Bagheri (2018), managerial competence is revealed as one of those general entrepreneurial competencies all managers require to ensure the effectiveness and efficiency of the enterprise, including SEs. In addition, these managerial competencies are referred to as the knowledge, skills and abilities relating to management knowledge that will help the owner/manager to realise organisational objectives (Amini *et al.* 2018). Consequently, it is important for owners/managers of SEs to have management skills and competencies to run their enterprises effectively and efficiently, including those operating in KZN townships.

According to Wranka-Pospiech (2016: 40-57), the volatility and dynamic changes occurring in an environment requires owners/managers of SEs enter relationships with different groups of stakeholders. In addition, it is important to manage these relationships properly to ensure legitimacy and accountability in delivering organisational objectives. Furthermore, Wranka-Pospiech (2016) highlights any form of mismanagement can cause many problems, which could infringe on organisational performance, therefore, a SE should be run by a competent manager with the personality, charisma and leadership skills to drive the development of such an organisation. Mthembu and Barnard (2019) propose that with a given budget, SEs can be more efficient and when they apply successful management skills focused on the most effective programmes, provide higher impact through the use of strategic mechanisms for planning and control.

In literature, a study regarding the distinction between management skills and leadership skills reveals both cannot be clearly separated, as every manager has a leadership role, with every leader similarly engaged in functions of management (Heinecke, Kloibhofer and Krzeminska 2014). The owner/manager of a SE should also have management skills that provide functions such as organisation, integration, planning, and measurement along with budgeting, and development

of people, because lack of any of these functions may lead to the SE not achieving its full potential.

3.7.2.2 Technical skills

Today's complex and complicated entrepreneurial environment requires entrepreneurs, including social entrepreneurs, to possess the technical savvy that will enable them to grow their business and operate to their full potential in this digital age (Patel 2016). These technical skills include; Conversion Rate Optimisation (CRO), Search Engine Optimisation (SEO), content marketing, and user experience, as well as email marketing, social media, writing, and outsourcing or delegation (Patel 2016). All these technical skills are crucial for entrepreneurs, including social entrepreneurs, to help them have a significant impact in their communities.

Rattner (2014) highlights the need for social entrepreneurs to have a deep understanding of the value ICT can contribute to their social mission, especially when offered in context, with appropriate training and the intent of empowering the user. Furthermore, technical skills can empower social entrepreneurship initiatives through democratising access to information, creating business value, and enabling new capacities (Rattner 2014). According to Galvanauskaite (2014), having the appropriate technical skills will help social entrepreneurs fill the gap neglected by other sectors and contribute positively to their impact on economic and social conditions, as well as breaking several barriers and enabling people in communities to escape from the vicious cycle of ongoing social problems.

3.7.2.3 Education and training development

One of the key drivers with the potential to enhance economic and social development in historically disadvantaged communities, including in SA, is social entrepreneurship education (Waghid and Oliver 2017: 76-100). In addition, the provision of entrepreneurship education and training can strengthen the

entrepreneurial capacity of individuals to develop new ventures, which Waghid and Oliver (2017) assert could have positive economic implications for society.

As Roslan *et al.* (2019) explain, entrepreneurial education and training can help equip individuals with all the necessary knowledge, skills, and personal well-being, and develop their abilities to explore and identify new opportunities, as well as create innovative solutions to address social problems in society. However, entrepreneurs operating in the townships, including social entrepreneurs, are usually faced with challenges that differ from well-developed urban areas. Hence, it is suggested such entrepreneurs need to have education and training programmes specific to their context (Lekhanya 2017).

Social environment factors are considered top of the list of factors affecting social entrepreneurship education and training and makes it important for individuals to be informed of these social environment factors that could affect their success and development (Sarikaya and Coskun 2015: 888-894). However, Sarikaya and Coskun (2015: 888-894) mention that regardless of these factors, social entrepreneurship education and training will significantly increase the level of social awareness, and the sensitivity to problems in the environment, create innovative solutions to the problems, and provide support in the ability to provide an opinion to the solutions created.

In SA, it is believed low-level education and training development limits the effectiveness of social entrepreneurs' contribution to community development, as education and training development are regarded as important mechanisms that could address some of the wide-ranging social challenges in the country, such as exclusion from economic activities, joblessness and unemployment, as well as law-breaking and corruption (Littlewood and Holt 2018).

3.7.2.4 Marketing strategy

Marketing strategy comprises a bundle of decisions that identify the specific marketing action and involves the planning and executing of a targeted strategy to ensure goods and services reach customers, as well as satisfy their needs (Rasmussen 2012). According to the International Management Institute (2019), for a SE to achieve its objective of social value creation and desired social impact, it needs to clarify its vision, mission and values, analyse potential users and competitors, elaborate the market determinants, and manage effective a distribution system, as well as promotion and communication. Moreover, because most SEs operate in resource constrained environments and are projected to be competing for resources with commercial enterprises, it becomes necessary to embrace some innovative entrepreneurial approaches to their marketing, in order to create social value and contribute to sustainable development (Satar, Siraj and Chesti 2016: 16-24).

The emphasis of SEs existing within a double bottom line of social and financial returns requires they continually make difficult decisions regarding the goods and services to offer and which market segment to pursue (Boschee 2006). Hence, SEs cannot shy away from developing marketing strategies and it will be delusional for them to believe the purpose of their business and the good-will around their mission will market themselves (Punia 2013). In other words, not having the necessary marketing skills and strategies will affect SEs social impact, sustainability and the capacity to scale (Punia 2013). Furthermore, in recent years, there is an increasing call for SEs to start exploring digital marketing as a key part of their business strategy; not having an online presence could mean the enterprise does not exist (Ricard 2019).

The use of various social media platforms to market products and services, build awareness and gain recognition, has become a relatively new practice for businesses (Urban and Maphathe 2021: 52; van Scheers 2016: 640). The evolution of social media has made it easy to use technically, cost effective and

accessible to a diverse customer base, opening opportunities for SMEs such as social enterprises, that may not have access to resources, both financial and technical, to undertake conventional marketing programmes (dos Santos and Duffett 2021: 2; Tlapana and Dike 2020: 1). Oji, Iwu and Haydam (2017: 2) highlight that in SA, lack of proper marketing strategies and skills contribute to business failures on an ongoing basis; the use of social media integrated marketing systems could allow for a two-way communication pattern, which builds customers communication as well as loyalty over a broader range of products and services. Bierman (2021) mentions that not using social media to effectively market your business meant missing opportunities within a significant segment of an engaged population, because 40 percent of the South African population are active social media users. It is therefore imperative for social entrepreneurs to embrace the use of social media in marketing their products or services.

3.8 CONCLUSION

This chapter provided insight into the factors affecting social entrepreneurship contribution to sustainable development. The chapter amongst other elements reviewed literature on important characteristics, the influence of social networking, society's perception, resources, social impact measurement, as well as the internal/external environment that could affect social entrepreneurship contribution to sustainable development.

The next chapter deals with the research methodology employed in this study.

CHAPTER FOUR

RESEARCH METHODOLOGY

4.1 INTRODUCTION

The preceding chapter discussed and analysed literature on critical factors affecting the social entrepreneurship contribution to sustainable development. The purpose of this chapter is to discuss and provide an overview of the approaches and techniques used to conduct the research. Research is a search for knowledge and an art of scientific investigation for pertinent information on a specific topic/area (Kabir 2016). Patel and Patel (2019: 48) describe methodology as a “systematic, theoretical analysis of the methods [and principles] applied to a field of study”. The purpose and function of research methodology are to address the research questions (Williams 2007: 65). Therefore, this chapter will explain and discuss the design of the research and the method, in addition to the study population, data collection instruments, and various data analysis types employed, validity and reliability, as well as ethical consideration.

4.2 RESEARCH DESIGN

Although a research design provides the appropriate framework or plan for obtaining relevant information for the study, it also brings the research questions and study execution together (Blanche, Durrheim and Painter 2006: 34; Sileyew 2019). This means a research design is the glue that holds the research project together and ensures all the major research project parts (samples, measures, and methods of analyses) work together in order to address the central research question (Jongbo 2014: 90).

A good research design ensures it delivers the evidence necessary to address the research problem in a manner that is accurate, clear and as unequivocal as possible (Ganeshpurkar *et al.* 2018). Similarly, Wu and Little (2011) and Akthar

(2016: 68) claim a research design ensures any potential threat to the validity of the scientific research conclusion is minimised. De Vaus (2001: 9) adds that research design entails obtaining evidence relevant for answering a research question, testing a theory, evaluating a programme or describing some phenomenon accurately. This makes it important that the researcher ensures data collection, organising and analysing techniques, as well as interpretation of results and subsequent findings, are consistent with the research questions and meet relevant norms and standards for validity and reliability (Asenahabi 2019: 77).

For this research study, the research design was adopted because it facilitates efficient collection of relevant data and the technique for their analyses, which addresses the research questions and ensures reliability of the results (Kothari 2004: 32). According to Maxwell (2012: 4), research questions are the hub that holds all other components in a design together and should, as such, inform and be sensitive to these components.

4.2.1 Research approach

The study followed a positivist research approach elaborated by Park, Konge and Artino (2020: 690) as an approach that “generate exploratory associations or casual relationships that ultimately lead prediction and control of the phenomena in question”. In positivist research approach, there is usually a particular ontology and epistemology which Antwi and Hamza (2015) suggest that people’s objective experiences are real and should be taken into consideration (ontology), and researchers can investigate and deduct logic with precise empirical observations of individual behaviour in order to discover and possibly get the closest approximation of reality (epistemology). This approach helps to objectively enquire the opinions and desires of people to ensure a better understanding of the nature and dynamics of the social world, free from any bias stemming from the researcher’s values and beliefs (Ryan, 2018).

It is for these reasons that the positivist research approach was used in this study because it helps the researcher to objectively understand the host/research townships' ontology and epistemology, while also analysing the factors affecting social entrepreneurship contribution to sustainable development. This approach is different from the interpretive school of thought (Antwi and Hamza, 2015), which prefer to understand the world as it is from subjective experiences of individuals, rely on a subjective relationship between the researcher and subjects, and do not predefine dependent and independent variables.

4.3 RESEARCH METHOD

The reason for adopting this research method was to determine the relationship between two variables (social entrepreneurship and sustainable development) and to reach specific conclusions as to the critical factors that impact the contribution social entrepreneurship makes to sustainable development (Apuke 2017: 42). The research method ensured the scientific inquiry was practically implemented regarding the collection of data, their analysis, interpretation and conclusion (Queiros, Faria and Almeida 2017: 370). It is therefore crucial the method is followed and used appropriately to achieve the objective for which it was adopted (Antwi and Hamza 2015: 220). Grover (2015: 5) stated there are three methods used to answer the research questions in social research namely; quantitative, qualitative and mixed research method.

A quantitative research method was used for this study, considered appropriate because of its fundamental ability to effectively examine the relationship among variables, while the interpretation of research findings need not be seen as mere coincidence (Daniel 2016: 94). A questionnaire was used to measure these variables, which were statistically analysed to determine the factors affecting the sustainable development contribution of social entrepreneurship. To explore a sample size of 90 social entrepreneurs in KZN townships, this method was also considered appropriate, deemed necessary to establish valid findings; a

qualitative method would not have been practically adequate. In addition, a qualitative research method would not have been appropriate for this study, because of its inability to adequately test relationships between particular study variables and conduct statistical tests to prove the study hypotheses. Moreover, using a different approach would have been time-consuming, with high financial implications, and not feasible to target the study sample size.

4.3.1 Quantitative research

According to Bhandari (2021a) and Frey (2018), a quantitative research method is a process that involves collecting and analysing numerical data. It focuses on collection of data and then using statistical tests to better understand the relationship between two or more phenomena or variables, detect hidden patterns in the research data, and interpret what such patterns reflect (Kamga 2018; Ahmed *et al.* 2019: 2; Sukamolson 2007: 2). From a broader perspective, a quantitative research approach is “social research that employs empirical methods and empirical statements” – for this research, it concerns those factors that affect the contribution of social entrepreneurship to sustainable development. This involves determining “the strength of association or correlation between variables”, generalisation and to “broaden or clarify the findings of the quantitative evaluation through a sample for inference in a population” (Cadena-Iniguez *et al.* 2017: 1608).

Williams (2021) asserts a quantitative research approach is an important and crucial tool that can help the researcher to form hypotheses for a study, use deductive reasoning to test the hypotheses, and analyse it to confirm or reject the hypotheses. This follows the pattern of accepted theory, where hypotheses are developed and then tested in order to prove or disprove a correlation or relationship exists or not (Nenty 2009: 21; Meyer, Witteloostuijn and Beugelsdijk 2017: 536). In this instance, the design of the approach was intended to have a clear understanding of the reasons behind the ability, or more often, inability of

social entrepreneurs in KZN townships to be innovative and creative in order to contribute to sustainable development (Stochemer 2019: 18). A quantitative research method, as with any other approach, requires the collection of data, that must then be analysed and interpreted, with conclusions then drawn to the study (Albers 2017: ix). Based on its scientific objectivity and highly systematic procedures (Creswell 2014), this approach was identified and considered appropriate for this study, as it proved effective in answering the study objectives. This approach was also used to test the literature review identified variables that formed the base of the questionnaire.

4.4 POPULATION

The population is described as the total individuals, groups, organisations or entities a researcher “seeks to understand and to which the study results may be generalised or transferred; it is the [main] group the research is concerned with” (Casteel and Bridier 2021: 343). The group of individuals or participants referred to as the target population, concerns all that take part who have the specific attributes a researcher wants to understand (Asiamah, Mensah and Oteng-Abayie 2017: 1612; Banerjee and Chaudhury 2010: 61). Accordingly, as claimed by Davis (2021), the identification of the population is critical to the research study, because it provides clearly explained directions on the scope of the research, its objectives and data types, while also defining characteristic participant variables of those individuals who meet the study requirements. providing the total population or universe range to determine the size of the sample. The study population consisted of social entrepreneurs operating within the selected townships in the province of KZN.

4.5 SAMPLING

According to Taherdoost (2016: 20), sampling begins by clearly defining the target population, as researchers neither have time or resources to analyse the entire population. It is a selection process whereby a population of interest subset is

selected to be representative of the entire population (Tuner 2020: 8), expecting the sample data and information to, as much as possible, represent the entire population, with the least possible error, distortion of data and without substitution or incompleteness (Elfil and Negida 2017: 1; Adwok 2015: 95; Bhardwaj 2019: 157). Sampling is defined by Hammersley and Mairs (2004: 4) as a practical means to collect data, where the study population is frequently huge, thus the larger the population, the greater the risk of the sample drawn from that population being unrepresentative. However, a 'sampling frame' is explained to comprise all units the sample is drawn from and should preferably be identical to the population or at least closely resemble it (Stochemer 2019: 57). A questionable sampling or sampling technique can significantly affect the data integrity, which drives the credibility of the findings (Asiamah *et al.* 2017: 1607).

Two main types of sampling design exist: probability and non-probability (Stochemer 2019: 57; Taherdoost 2016: 20). Probability sampling is a scientific technique, where every element has an equal opportunity to be selected for the sample (Abubakar, Etikan and Alkassim 2015: 1; Alvi 2016: 12). It is also known as random sampling, where the probability of selecting each element is known and can be readjusted mathematically (Sharma 2017: 749).

Conversely, non-probability sampling is a sampling technique that denotes those elements that are part of the sample but have unknown probabilities, or known to, alternatively, be zero (Vehovar, Toepoel and Steinmetz 2016: 327, McCombes 2019). This type of sampling is usually applied when the researcher has limited resources or there is no population list readily available and complete, with the selection totally dependent on researcher subjectivity (Galloway 2005: 859; Anello 2021). Based on this background, this study adopted a nonprobability, snowball, convenience sampling technique.

As explained by Frey (2018), this method is used by the researcher to generate a "pool of participants" for a research study, accomplished with individual referrals

by those with a particular shared research interest characteristic as per the target population. This process is generally initiated by the researcher “with a small number of initial contacts that fit the research criteria and are invited to become participants within the research” (Parker, Scott and Geddes 2019: 4). The sample group in this sampling technique grows much as a rolling snowball does, as one participant introduces the researcher to another participant who fits the research criteria, who in turn introduces the researcher to a third participant, and so on (Cohen and Arieli 2011: 424). In building the sample, sufficient data are gathered to be of practical use in the study (Sharma 2017: 752). Access to potential informants by the researcher was facilitated through snowball sampling with other informants across the three KZN townships selected for this study providing the needed contact information (Noy 2008: 330). This sampling method was necessary, since gaining access to subjects that have the target characteristics is challenging (Naderifar, Goli and Ghaljaie 2017: 2).

The researcher began by establishing the inclusion and exclusion criteria for participant selection. Inclusion criteria: the social entrepreneur has been operating for the past one year, the social entrepreneur is only pursuing a social issue that is not for personal gain, the social entrepreneur is registered with the Department of Social Development or intends to soon comply, and the social entrepreneur is involved in an income generating venture. Exclusion criteria include: social entrepreneurs operating for less than a year, social entrepreneurs who only pursue social issues for personal gain, and social entrepreneurs not involved in any income generating venture. This was closely done with the procedure of snowball sampling. These criteria were developed and formulated with the literature review as basis. This analysis enabled the researcher to precisely determine the participants to be considered for the sample size.

Convenience sampling enabled the researcher to identify social entrepreneurs, managers and owners of SEs in the three KZN townships who were available,

accessible and willing to participate by answering the questionnaire (Stratton 2021: 373; Etikan, Musa and Alkassim 2016: 2; Acharya, *et al.* 2013: 332; Farrokhi and Mahmoudi-Hamidabad, 2012: 785). A thorough coverage of representation of social entrepreneurs within the KZN townships being studied was achieved through the distribution of a questionnaire. This ensures limited bias or misrepresentation of any of the townships being studied (Speak *et al.* 2018: 2333). In addition, it is important to state a probability sampling technique would not be adequate for this kind of study, since many social entrepreneurs in these townships are not legally registered and, as such, they do not appear in the list of registered social entrepreneurs.

4.6 DATA COLLECTION INSTRUMENTS

The design of instruments to collect data can be either qualitative or quantitative or a combination of both (Zohrabi 2013: 254). To ensure adequate data are collected, the design of the instrument for data collection is crucial so the results may be explainable (Thomas, Oenning and Goulart 2018: 658). The research questions and objectives are, to a large extent, determined by the data gathering methods used (Canals 2017: 390). Information that guided the formulation of the questionnaire was sourced from a review of relevant literature, and a quantitative research method was considered as the best technique to test the identified variables.

It is held by Cappa, Petrowski and Njelesani (2015: 319) that the data collection method chosen is crucial, as are the data collecting procedures, which should be clearly defined, since this is, to some extent, dictated by the context of the country where the research is undertaken. As this study deals with understanding the prevailing conditions and identifying those factors that affect social entrepreneurship as a sustainable development tool in the KZN townships, a descriptive approach was adopted (Nassaji 2015: 129). Sileyew (2019) refers to the two primary data collection instruments types in quantitative research, namely:

questionnaires and interviews. Hence, based on the research approach adopted for this study, a questionnaire was employed for data collection from participants.

4.6.1 Questionnaire

According to Acharya (2010: 2), the design of a questionnaire is important and crucial to the research, where a questionnaire that is inappropriate will mislead not only the research, but also academics and policymaking; as such, an adequate and appropriate set of sequentially ordered questions, is required. As described by Bhandari (2021b), a questionnaire is a list of questions or statements used to collect respondent data relating to their attitudes, experiences or points of view, and is typically used in market research, while also featuring in social and health sciences.

Boparai, Singh and Kathuria (2018: 210) indicate the design of a questionnaire as daunting, with data from the questionnaire clearly having to deal with the research questions, and the study aims and objectives; otherwise, wrong interpretation or bias may result, the power of the study decreased, and not being able to generalise the results of the study. Roopa and Rani (2012: 277) warn that, failing to construct a questionnaire carefully and properly, with suitable questions, correct question ordering and scaling, or good format can affect reliability of information significantly. The researcher needs to, therefore, design a questionnaire that is valid, reliable, clear, and interesting, as well as succinct (Jenn 2006: 32).

The questionnaire is the heart of any survey research project (Price, Jhangiani and Chiang 2015a). It is quite an expedient means to collect data from a large number of individuals that are useful, comparable and potentially produce results that are valid and meaningful, with clear and concise questions consistently asked from all participants (Mathers, Fox and Hunn 2009: 19). Thus, the researcher was able to access a large sample using a questionnaire for this study, while it also

helped in bias reduction, which may be difficult to achieve with interviews (Phellas, Bloch and Seale 2011: 182).

The term “questionnaire” is used in this study to signify a device for securing answers to questions or statements by using a form that the respondents complete, in order to gather information or data that are statistically analysed (Kabir 2016: 208). Therefore, the questionnaire is used in correlation to the adopted research method and because of its intrinsic ability to reach many respondents, which can generate standardised, quantifiable and empirical data (Quad 2016). Primary data comprise the original, unique data and may be gathered through various means, such as observations, surveys, questionnaires, and case studies or interviews, as per researcher requirements (Ajayi 2017: 2).

4.6.2 Design of the questionnaire

The complex nature of designing a questionnaire requires the researcher to note certain considerations (Colosi 2006: 1). These considerations must be in context of the study and capture variables that are of interest according to the study hypothesis (Kazi and Khalid 2012: 514). Hence, it is the researcher’s responsibility to ensure appropriate questionnaire design that is correctly and easily understood by subjects/participants (Jain, Dubey and Jain 2016: 2).

According to Nemoto and Beglar (2014: 7), a Likert-scale (five-point related option) questionnaire design is not an easy undertaking, since it “involves the measurement of abstract psychological constructs and inferences made [regarding] the respondents based on data elicited by the items”; as such, items ought to be carefully designed. However, as indicated above, the format of the questionnaire was deemed most appropriate technique for data collection in this study (Appendix 1). Formulation of the questionnaire was done by reviewing relevant literature, specifically on social entrepreneurship and sustainable development. Design of the questionnaire was focused on enabling the researcher to gather relatable, critical factors shown to affect the contribution of

social entrepreneurship to sustainable development. Therefore, both internal and external environmental factors were considered and covered.

The questionnaire comprised two sections, A and B. The first section sought demographical information and was designed to understand the nature of the population and enable the researcher to make statistical inferences that answer the hypothesis and study objectives. For instance, the section enabled the researcher to identify whether the respondents understand whether level of education influences an individual's participation in social entrepreneurship.

Section B focused fully on the study variables. This section was designed based on the reviewed literature underpinning the study and in line with aims and objectives, as well as the research questions. The fundamental purpose of this section was to understand and critically evaluate the factors affecting and hindering social entrepreneurship use as a sustainable development tool in KZN townships. Furthermore, this section enabled the researcher to identify patterns that provide a better understanding of the dynamic challenges affecting social entrepreneurs operating in the townships, while also developing practical ways to address these challenges. This section was presented in Likert-scale form. The sample of the questionnaire is provided below (See Appendix 1).

4.7 DISSEMINATION OF THE QUESTIONNAIRE

The best questionnaire may not obtain adequate results when it is not well distributed and administered (Boynton 2004: 1372). According to Verma (2021), one of the best ways for a questionnaire to reach enough (or the right) respondents for the researcher to obtain the required responses, is by in-person distribution. This method proved to be effective and efficient, as all the respondents voluntarily agreed to participate and complete the questionnaire and, where any issues or questions were raised, the researcher provided assistance. However, it is important to state that this method was demanding for the researcher in terms of financial cost, as many respondents required constant

visits and reminders in order to obtain feedback. This development affected the time-frame initially allocated for distributing and administering the questionnaire to change from two to five months. This extension was due to the unavailability of the respondents as a result of their busy schedules and their initial reluctance to participate.

4.8 PILOT TESTING THE QUESTIONNAIRE

In conducting a sound, fully-fledged study, a vital step is represented by a pilot study and when conducted thoroughly, it will enable design of a clear road map for a researcher through which to achieve study objectives (Hazzi and Maldaon 2015: 53; Doody and Doody 2015). Pilot studies often enable the researcher to identify or refine a research question, specify clearly stated aims and objectives within an official framework, fostering methodological exactitude, and provide an estimation of the time and resources needed to complete the bigger, finalised study version (Ismail, Kinchin and Edwards 2018: 1; Malmqvist *et al.* 2019: 2). Van Teijlingen and Hundley (2002) claim that a pilot study will help the researcher to discard all unnecessary, difficult or ambiguous questions in the questionnaire.

The researcher piloted the questionnaire under the same conditions planned for the formal administration (Sincero 2012). This provides the researcher the opportunity to observe whether respondents experience difficulty in completing the research instrument, such as problems with item wordings and instrument format, or with the question order and time it takes to complete (Fraser *et al.* 2018: 263). The pilot study could potentially reveal areas of improvements, allowing the researcher a better understanding of how to continue to ensure the success of the study (Crossman 2019).

A total of nine social entrepreneurs across the three selected KZN townships were involved in the pilot study. These social entrepreneurs were approached across the three KZN townships, based on snowball characteristics. Prior to the collection of the primary data, research experts such as, experienced researchers and

statisticians within the field were consulted to improve the quality of the research instrument. The pilot study provided the researcher with insightful and constructive feedback and all suggestions made were incorporated in the questionnaire. It was suggested that “the statements within the questionnaire need to be short, specific and straight to the point” and also “some of the statements seems repetitive”. However, the general flow of the questionnaire and its simplicity were highly commended. This process enhanced the quality of the questionnaire, ensuring it was not unnecessarily long and time-consuming to complete, while it also minimised any potential ambiguity in the statements. The duration for the pilot study was set for two weeks and it went smoothly as planned. It is also important to state that the nine pilot study respondents were not included with the 90 respondents who participated in the main study.

4.9 DATA ANALYSIS

After the field survey and data collection process, the researcher was able to identify data analysis techniques that were conducive to understanding the findings of the study through different analytical tests. As stated by Disman, Ali and Barliana (2017: 51), the processing and analysing of data is an important aspect in quantitative research with regard to answering the research problem and testing the hypothesis that will lead to proper conclusions. According to Gunter (2002: 238), the analysis and measurement of quantitative data is usually conducted through numbers and the quality of a study is crucially affected by the effectiveness of data processing, analysis and interpretation. Use of the Chi Square (X^2) was to determine variable independence to observe the degree of data frequency (Sharpe 2015: 1). Descriptive statistics such as bivariate analysis and correlation were used to provide observations and summaries of the data, which helped to identify patterns (Conner and Johnson 2017: 52). The research hypothesis was tested using inferential statistics in the form of a t-test.

4.9.1 Frequency analysis

Frequency analysis was used in this study to determine the associated number of times each respondent identified with a particular statement and to help the researcher categorise the data so it can be interpreted in a visual way (Cherry 2021). Furthermore, the frequency analysis provided the researcher with a fair idea of the number of cases that were part of various categories set in the research questionnaire, in addition to supplying the snapshots required for a detailed analysis of the study (Shreffler and Huecker 2022)

4.9.2 Descriptive Analysis

This type of analysis is critical in understanding the nature of the phenomenon being studied. While this analysis provides the basis for the comparison of variables with inferential statistics tests, reporting the most appropriate descriptive statistics is important, as this reduces the probability of presenting results that could be misleading (Kaur, Stoltzfus and Yellapu 2018: 63). This study used descriptive statistics for two major purposes. First, they were used in summarising the data set in a valid and meaningful way. Second, they were used to numerically describe the different variables of interest (Mishra *et al.* 2019: 72; Kaliyanda and Kulkarni 2019: 83).

4.9.3 Inferential statistics and Chi-square test

In order to make inferences with regard to the population where the data are sampled, inferential statistics are used (Larson 2006: 76). In inferential statistics, the researcher needs to make certain assumptions in using the z test and t-test in relation to population characteristics estimates, or parameters. However, the Chi-square (X^2) test neither incorporates any population parameters nor does it require normal distribution (Abebe 2019: 33). Rana and Singhal (2015: 69) and Howell (2011) explain use of a Chi-Square (X^2) test is to establish any existing association between the contingency table rows and columns. Therefore, the size of any discrepancies between the expected and the actual results are compared

by this test, considering the sample size and number of variables in the relationship (Hayes 2021b).

In this study, the researcher used the Chi-square (X^2) test to determine the goodness of fit and to test the relationships between the variables being studied (Onchiri 2013: 1235). The objectives of the study guided the variables that were tested. Thus, conducting the inferential statistics and Chi-square test were to determine whether there were relationships between all the variables that are significant, which were then used in determining and proving the research hypothesis. Furthermore, due to the fact that the sample data consisted of numerical scores, it was much easier to use a Chi-square test to determine different relationships between the tested variables.

4.9.4 Correlations

Correlation statistical analysis is employed in assessing the degree of association that exists between the two measured quantitative variables in individual group members (Aggarwal and Ranganathan 2016: 187; Nickolas 2021). The strength of the relationship between two quantifiable variables is represented by +5 and -5 (Yang *et al.* 2019: 4605). Schober, Boer and Schwarte (2018: 1763) explain that correlation analysis does not only provide the researcher with the information about the strength but also the direction of a relationship between variables. For the purpose of this study, correlation analysis was used to determine and identify the critical factors that impact the contribution made by social entrepreneurship to sustainable township development in KZN.

4.9.5 Factor analysis

What is the importance of factor analysis?

Factor analysis is used to summarise and regroup data “into a limited set of clusters based on shared variance so that relationships and patterns can be easily interpreted and understood” (Yong and Pearce 2013: 79). A researcher can use

statistical procedures to simplify a set of complex variables or items, typically through factor analysis, allowing enhanced comprehension of the relationships items in a scale have and those of “the underlying factors the items may have in common” (Tavakol and Wetzel 2020: 245). For instance, as part of a national service delivery survey, four separate questions related to load shedding may be asked of participants that address issues at the three levels of government - local, state and national. On its own, each question is not enough to measure perceptions concerning load shedding, however, they may offer a better measure the perception, together. Factor analysis aids in understanding whether the same thing was adequately measured by the four measures. Should this be the case, combining them will create a new variable, a factor score variable containing a score for each factor, per respondent. The researcher is also able to identify which factors have more weight than others.

According to Tavakol and Wetzel (2020: 245) there are two important types of factor analysis: Exploratory Factor Analysis (EFA) and Confirmatory Factor Analysis (CFA). EFA is usually used to uncover complex patterns by exploring the dataset and testing predictions, whereas CFA is used to confirm hypotheses and develop path analysis diagrams to represent variables and factors (Yong and Pearce 2013: 79). For this study, the EFA helps the researcher to build evidence based on internal structure by retaining only those items with appropriately high factor loading, as the factor loading determines the correlation between the item and the factor (Tavakol and Wetzel, 2020: 245). In addition, the CFA is used to create the proposed model to show the theoretical and hypothesized relationships between the social entrepreneurships and the factors affecting its contribution to sustainable development.

4.10 RELIABILITY

There are two central concepts crucial to developing useful research measurement instruments, namely, reliability and validity – to demonstrate the

rigour and trustworthiness of the research (Bannigan and Watson 2009: 3237; Roberts and Priest 2006: 41). Reliability refers to the error-free degree of measurement and the measuring device or procedure “consistently assigns the same score to individuals or objects with equal value” (Lakshmi and Mohideen 2013: 2753; Golafshani 2003: 599). LoBiondo-Wood and Haber (2014: 298) and Price, Jhangiani, and Chiang (2015b) describe a reliable measure as one that can produce the same results when the behaviour is measured again by the same scale – it measures the proportion of consistency to inconsistency. Consistency is a key element when reliability is measured. Reliability allows a researcher to make interpretations and predict with confidence that given repeated administrations with the same or similar group of people, the results should be consistent, assuming the accessed conditions have not changed (Salmond 2008: 28).

Measuring instrument dependability in quantitative research is essential for healthy study results (Sürücü and Maslakçı 2020: 2707). A high reliability score indicates a strong relationship between the items on the test and a reliability estimate at or above .70 can be accepted for research purposes (Mohamed *et al.* 2015: 166). Reliability estimates depend chiefly on the number of test items, the magnitude of the covariance, and the number of participants in the test (Brannick 2005: 7). In other words, the reliability estimates become more precise as the number of test items, the size of the covariance, and the size of the sample size increases. Therefore, it is important to have high levels of reliability in quantitative research, as it evaluates the solidity and correctness of the collected results, thus increasing the opportunity to make correct decisions (Haradhan 2017: 68). In this study, a reliability test (Cronbach Alpha Test) was conducted as it increases researcher confidence that the measure’s observed score reflects the true measure score (Eldridge 2020: 344). Whenever a measurement has a potential for error, reliability is required for the soundness of that measurement (Schnell 2020).

4.11 VALIDITY

Validity is described as the degree of accurate measurement through a method measuring what it planned to measure (Middleton 2019). Considered very important in quantitative research, validity is used to check whether the results, when measuring a property in a particular set of objects, are in keeping with those objects and their ensuing behaviour (Hammersley 2008: 43). Sürücü and Maslakçı (2020: 2696) add that validity depends on the meaningful and appropriate interpretation of the data obtained from the measuring instrument as a result of the analysis. Therefore, a data collection instrument is believed to be valid when it accurately measures what it claims to measure (Da Costa and Schneider 2016: 182). Morgan and Hodge (2015: 295) advise that for validity of an instrument to be established, the researcher must carefully and thoughtfully develop studies likely to yield trustworthy information about the relevant population, construct(s), and relationship(s) of interest, or, differently stated, the applicable research question.

A pilot test on the questionnaire, before being administered to participants, ensured questions were simple to understand and unambiguous (Van Teijlingen and Hundley 2001). As previously stated, the literature review was used in gathering information to develop the questions and ensure they represent those factors that impact social entrepreneurship as a sustainable development tool. In addition, validity of the instrument was improved through the involvement of a professional editor, who conducted a check for any misprints and incorrect wording or phrases.

4.12 ETHICAL CONSIDERATIONS

Ethics in research embraces moral issues arising from research conduct and respecting participants throughout the research study, partly by using agreed standards (Gregory 2003: 2; Alderson and Morrow 2020: 6). Pittaway, Bartolomei and Hugman (2010: 232) add that ethics in research “embraces the principles of

respect and dignity, justice and beneficence, alongside that of non-maleficence” (seeking to do no harm). This means the researcher needs to adopt ethical principles that help “to protect individuals, communities and environments, and offer the potential to increase the sum of good in the world” (Israel and Hay 2006: 2).

As ethical consideration in research continues to change and evolve, it is the responsibility of the researcher to be up-to-date and ensure compliance with the latest research ethics. This involves submitting the research proposal to the ethics committee to determine suitability of the research aims and design, whether ethically acceptable, and adhere to the code of conduct of the institution (Bhandari 2021c). It is fundamentally important that a researcher obtains the ethics committee’s approval prior to commencing data gathering (Fleming and Zegwaard 2018: 210). Most significantly, ethics consideration helps promote the general research aims, as well as values such as trust, respect and accountability (Boyland 2020).

The researcher ensured participants were given adequate information regarding the nature of the study and their informed consent (Verbal and written) was obtained in order to participate in the study (Akaranga and Makau 2016: 7). Each respondent was provided with a Letter of information and a Consent form (Appendix 2), accompanied by the questionnaire (Appendix 1). The letter provided detailed information of the study nature, as along with any potential participation risks and benefits. These documents are confirmation that the study met the ethical compliance standards set by the DUT Faculty of Management Sciences Research Ethics Committee. The study was passed under ethical category 2 (minimal research ethics compliance required) and ensured participants were protected during the research, either by protecting them from harm, or by protecting their autonomy (Hunter 2007: 24).

4.12.1 Anonymity and Confidentiality

Anonymity, confidentiality, and protecting participant rights and welfare were guaranteed in a letter supplying information and obtaining consent (Appendix 2). As advised by Kaiser (2009: 1636), to maintain confidentiality in a study, researchers must ensure no participant identifying information in the data set, for example, respondents' names or addresses. Thus, participant names were not required and, as such, they all remained anonymous throughout the study. The assurance of anonymity and confidentiality given to the participants enabled them to freely engage with the study and provide honest and truthful information regarding factors affecting the contribution to sustainable development made by social entrepreneurs.

4.13 CONCLUSION

This chapter discussed the methodology adopted during the study as well as the reliability and validity of data. Research steps, instruments used in data gathering, sampling method and data analysis were also explained. The chapter further provided the ethical considerations for the study.

The subsequent chapter will provide an in-depth presentation, analysis, and summation of the research results.

CHAPTER FIVE

DATA ANALYSIS, INTERPRETATION AND DISCUSSION

5.1 INTRODUCTION

The research design adopted for this study was presented and discussed in the previous chapter. In this chapter, the main purpose is to provide a thorough analysis report of the collected quantitative primary data, interpreted and discussed in relation to the research objectives. Therefore, the results from the questionnaire findings are presented and discussed in this chapter. As the previous chapter highlighted, distribution of the questionnaire as the primary tool used to collect data, was to 90 participants. Analyses of the data collected from respondents was achieved using SPSS version 27.0. To illustrate the results of the quantitative data collected, descriptive statistics is applied, using graphs, cross-tabulation, and other figures. “Inferential techniques include the use of Chi-square test values; which are interpreted using p -values” (Howell 2011; Onchiri

2013: 1238). The literature review formed a strong foundation for this study, providing a wide overview of those factors and challenges that affect social entrepreneurship as a sustainable development tool in the KZN province townships. Thus, the literature aided in the development of the objectives and research questionnaire.

5.2 THE SAMPLE

A 100 percent response rate was achieved from the 90 questionnaires distributed. Achieving a 100 percent response rate meant a significant number was achieved for statistical purposes.

5.3 THE RESEARCH INSTRUMENT

Comprising 45 items, the research instrument presented a nominal or ordinal level of measurement. The questionnaire consisted of two sections and 13 questions, measuring various themes as follows:

A1-7 Biographical data

8 Characteristics of social entrepreneurs in KZN townships;

9 Society's perception of social entrepreneurs in KZN townships;

10 Social networking as it relates to social entrepreneurs in KZN townships;

11 Social impact measurement as it relates to social entrepreneurs in KZN townships;

12 Financial resources as it relates to social entrepreneurs in KZN townships;

13 The environmental factors (internal and external) that affect social entrepreneur's contribution to sustainable development.

The questionnaire adopted a Likert scale format, with closed-ended questions. To determine respondent experience and knowledge of factors they deemed significantly affected social entrepreneurs' contribution to sustainable development, respondents were expected to select their responses based on predetermined statements. The effects of the study variables were tested using

Chi-square, with a reliability test also conducted, based on the questionnaire sections.

5.4 RELIABILITY STATISTICS

The two most important aspects of precision are considered to be reliability and validity. Computing reliability is achieved from several measurements taken on the same subject, with an acceptable reliability coefficient at 0.70 or higher (Taber 2018; Eldridge 2020). The Cronbach’s alpha score for all questionnaire items is tabled below.

Table 5.1: Reliability Scores

| | | N of items | Cronbach's Alpha |
|-----|---|------------|------------------|
| B8 | The characteristics of social entrepreneurs in the KZN townships | 5 | 0.759 |
| B9 | Society's perception as it relates of social entrepreneurs in the KZN townships | 4 | 0.886 |
| B10 | Social networking as it relates to social entrepreneurs in the KZN townships | 4 | 0.808 |
| B11 | Social impact measurement as it relates to social entrepreneurs in the KZN townships | 4 | 0.895 |
| B12 | Financial resources as it relates to social entrepreneurs in the KZN townships | 4 | 0.726 |
| B13 | The environmental factor (internal and external) that affects social entrepreneurs' contribution to sustainable development | 14 | 0.906 |

The reliability test was conducted on all statements in the questionnaire, which was designed and divided into research themes in accordance with the research aim. Table 5.1 above shows the reliability scores for all sections exceeded the acceptable Cronbach’s alpha value for a newly constructed construct. This therefore indicates a degree of acceptance, with consistent scoring for this section of the research, in its entirety.

5.5 FACTOR ANALYSIS

This section reports on the results that emerged from the data obtained from the Likert scale items. The survey elicited respondents’ perception on factors affecting social entrepreneurship sustainable development contribution in the townships in

KZN on seven main critical variables, namely; characteristics of social entrepreneurs, society’s perception of social entrepreneurs, social networking, social impact measurement, financial resources, internal and external environment. Prior to the matrix tables, a summarised table is presented that shows the Kaiser-Meyer-Olkin (KMO) Measure and Bartlett’s Test results. “The requirement is that the KMO Measure of Sampling Adequacy should be greater than 0.500 and Bartlett’s Test of Sphericity less than 0.05” (Levine 2016; Traynor and Andrews 2015: 479). When these conditions are satisfied, a factor analysis procedure is allowed.

Factor analysis is only done for the Likert-scaled items. Selected components, illustrated in the rotated component matrix below, are divided into finer components.

5.5.1 KMO and Bartlett’s Test

Table 5.2: KMO and Bartlett’s Test

| | | Kaiser-Meyer-Olkin Measure of Sampling Adequacy | Bartlett's Test of Sphericity | | |
|-----|--|---|-------------------------------|----|-------|
| | | | Approx. Chi-Square | df | Sig. |
| B8 | The characteristics of social entrepreneurs in KZN townships | 0.727 | 124.212 | 10 | 0.000 |
| B9 | Society's perception as it relates to social entrepreneurs in KZN townships | 0.816 | 194.090 | 6 | 0.000 |
| B10 | Social networking as it relates to social entrepreneurs in KZN townships | 0.724 | 130.414 | 6 | 0.000 |
| B11 | Social impact measurement as it relates to social entrepreneurs in KZN townships | 0.826 | 218.760 | 6 | 0.000 |
| B12 | Financial resources as it relates to social entrepreneurs in the KZN townships | 0.709 | 76.010 | 6 | 0.000 |
| B13 | Internal environment | 0.794 | 220.156 | 6 | 0.000 |
| B13 | External environment | 0.809 | 737.582 | 91 | 0.000 |

As shown in table 5.2, all conditions have been satisfied to allow factor analysis. This means a greater than 0.500 KMO Measure of Sampling Adequacy and a less than 0.05 significance value for Bartlett’s Test of Sphericity (Levine 2016). The results show “sampling, and all the variables under the [category] themes, are adequate and statistically significant in measuring the same thing” (Traynor and Andrews 2015: 479). The test, furthermore, indicates a 0.826 KMO measure of sampling adequacy indicating, for example, there is a very strong significant impact (0.000) by social networking on social entrepreneurship’s contribution to sustainable development in the KZN townships.

5.6 BIOGRAPHICAL DATA

The questionnaire consisted of two sections, as indicated above, namely biographical information and factors that affect social entrepreneurship as a sustainable development tool. Section A comprised seven statements based on respondents’ highest qualification, age group, gender, which KZN township the SE is situated, type of SE, how the SE is owned, and years the SE has been operating. The demonstration of data is achieved through frequencies and percentages.

5.6.1 Highest qualification

Table 5.3: Highest qualification

| | | Please indicate your highest qualification | | | Cumulative |
|-------|---------------------|--|---------|---------------|------------|
| | | Frequency | Percent | Valid Percent | Percent |
| Valid | Matric | 10 | 11.1 | 11.1 | 11.1 |
| | Diploma/Certificate | 31 | 34.4 | 34.4 | 45.6 |
| | Degree | 19 | 21.1 | 21.1 | 66.7 |
| | Honours | 17 | 18.9 | 18.9 | 85.6 |
| | Masters | 10 | 11.1 | 11.1 | 96.7 |
| | PhD | 2 | 2.2 | 2.2 | 98.9 |

| | | | | |
|--------|----|-------|-------|-------|
| Others | 1 | 1.1 | 1.1 | 100.0 |
| Total | 90 | 100.0 | 100.0 | |

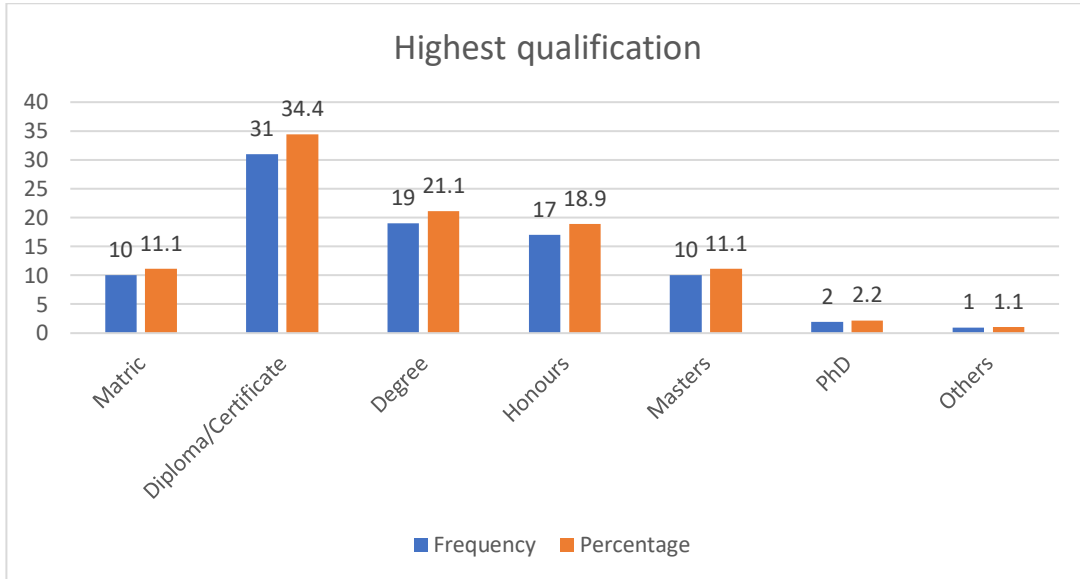


Figure 5.1: Highest qualification

The highest qualifications of the majority of the respondents (31 or 34.4 percent) are shown to be a diploma/certificate, followed by 19 (21.1 percent) with degrees. In addition, 17 (18.9 percent) of the respondents have honours, with 10 (11.1 percent) having masters, while 10 (11.1 percent) of the respondents have a matric certificate, with two (2.2 percent) having PhD and one (1.1 percent) did not have any form of educational qualification. Interestingly, these figures illustrate that a significant number of social entrepreneurs are educated (Table 5.3 and figure 5.1).

5.6.2 Age group

Table 5.4: Age group

Please indicate your age group

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------|-----------|---------|---------------|--------------------|
| Valid | 18 - 25 | 16 | 17.8 | 17.8 | 17.8 |
| | 26 - 32 | 33 | 36.7 | 36.7 | 54.4 |
| | 33 - 39 | 25 | 27.8 | 27.8 | 82.2 |
| | 40 - 49 | 9 | 10.0 | 10.0 | 92.2 |
| | 50+ | 7 | 7.8 | 7.8 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

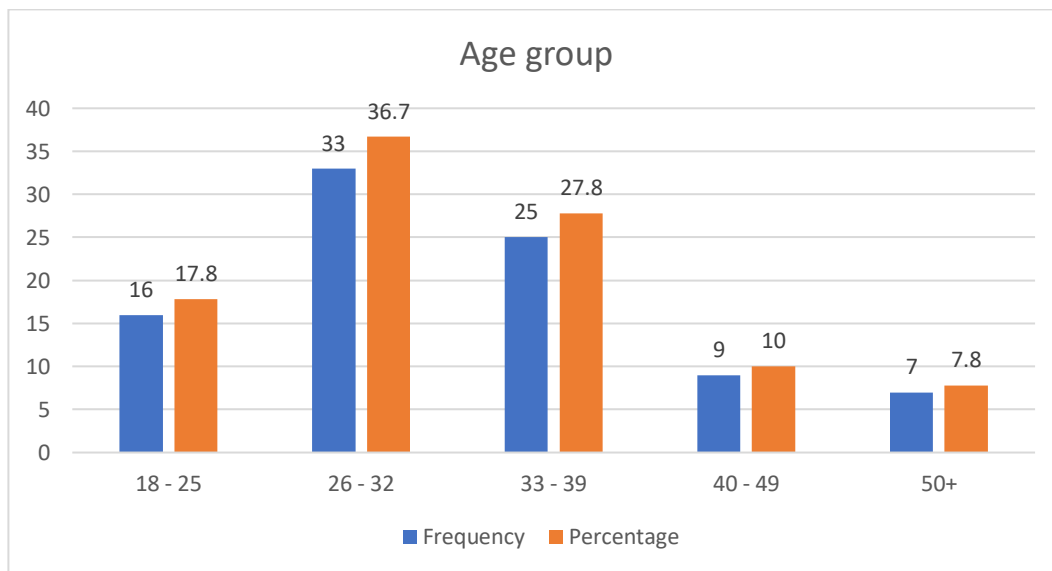


Figure 5.2: Age group

It is indicated in table 5.4 and figure 5.2 that most respondents (33 or 36.7 percent) were aged between 26-32 years, with 25 (27.8 percent) respondents between 33-39 years of age. The ages of 16 (17.8 percent) respondents were between 18-25 years, with nine (10.0 percent) between 40-49, while seven (7.8 percent) were 50 years and above. Remarkably, this figure shows a significant number of young social entrepreneurs operating within the social sector.

5.6.3 Gender

Table 5.5: Gender

Please indicate your gender

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | Male | 39 | 43.3 | 43.3 | 43.3 |
| | Female | 51 | 56.7 | 56.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

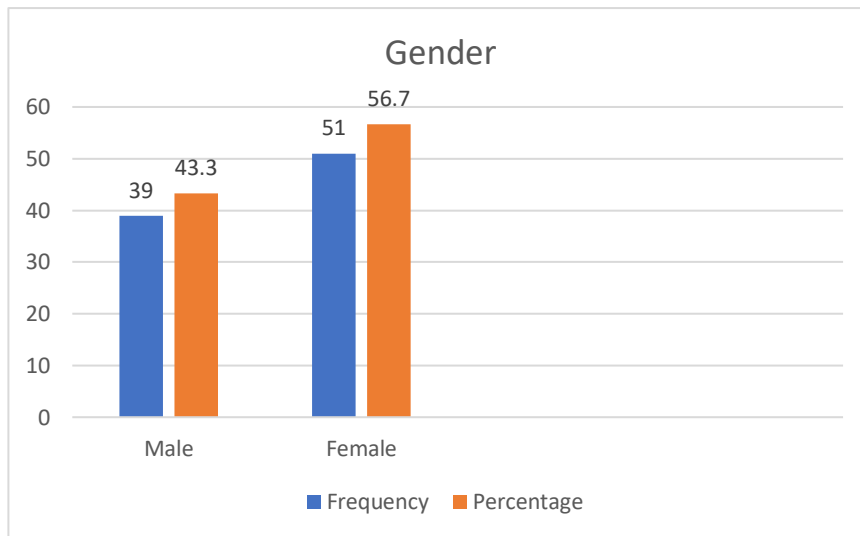


Figure 5.3: Gender

As shown in table 5.5 and figure 5.3, the majority of the respondents 51 (56.7 percent) were females, while 39 (43.3 percent) were males. This indicates that many SEs are owned or managed by females. This is supported by many studies (for example, Dickel and Eckardt, 2020: 196-218; Marín *et al.* 2019: 1-16), women tend to show more desire for social entrepreneurial intention and are motivated by being self-employed in order to escape weak economic systems in their countries.

5.6.4 Location of SE

**Table 5.6: Which township is your social enterprise situated?
Please indicate where your social enterprise is situated**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------|-----------|---------|---------------|--------------------|
| Valid | Inanda | 30 | 33.3 | 33.3 | 33.3 |
| | Ntuzuma | 30 | 33.3 | 33.3 | 66.7 |
| | KwaMashu | 30 | 33.3 | 33.3 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

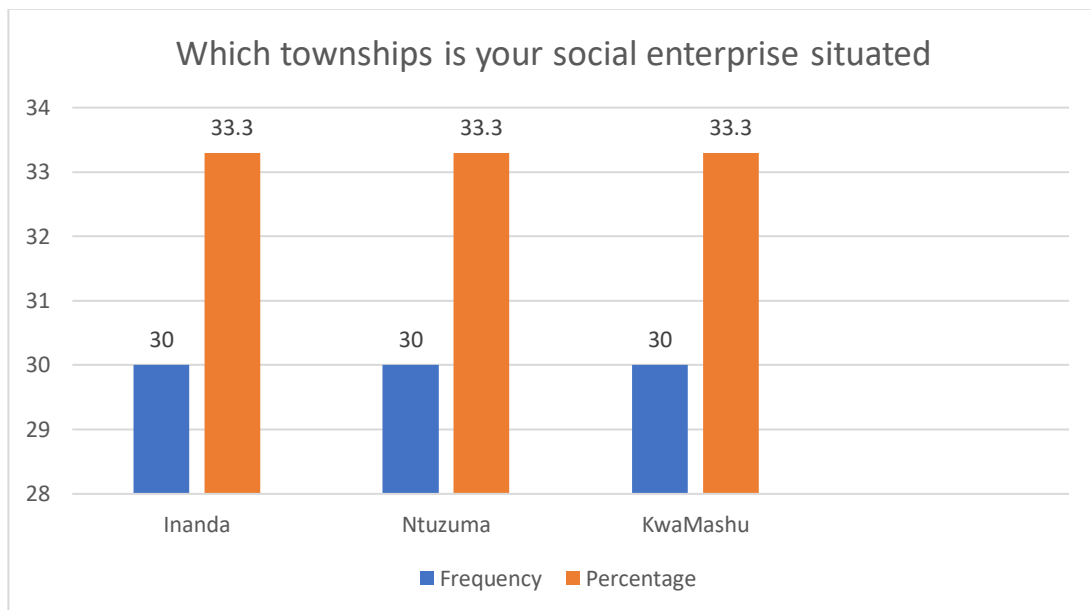


Figure 5.4: Which township is your social enterprise situated?

Table 5-6 and figure 5-3 illustrate where the SEs surveyed were situated, which as previously stated, has the focus area of this study as basis, with 30 (33.3 percent) of the respondents from Inanda, 30 (33.3percent) from Ntuzuma, and 30 (33.3percent) from KwaMashu.

5.6.5 Type of social enterprise

Table 5.7: Type of social enterprise

Please indicate type of social enterprise

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--|-----------|---------|---------------|--------------------|
|--|-----------|---------|---------------|--------------------|

| | | | | | |
|-------|-------------------------------------|----|-------|-------|-------|
| Valid | Non-Governmental Organisation (NGO) | 16 | 17.8 | 17.8 | 17.8 |
| | Not-for-Profit Organisation (NPO) | 26 | 28.9 | 28.9 | 46.7 |
| | Hybrid | 13 | 14.4 | 14.4 | 61.1 |
| | Profit oriented | 33 | 36.7 | 36.7 | 97.8 |
| | Others | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

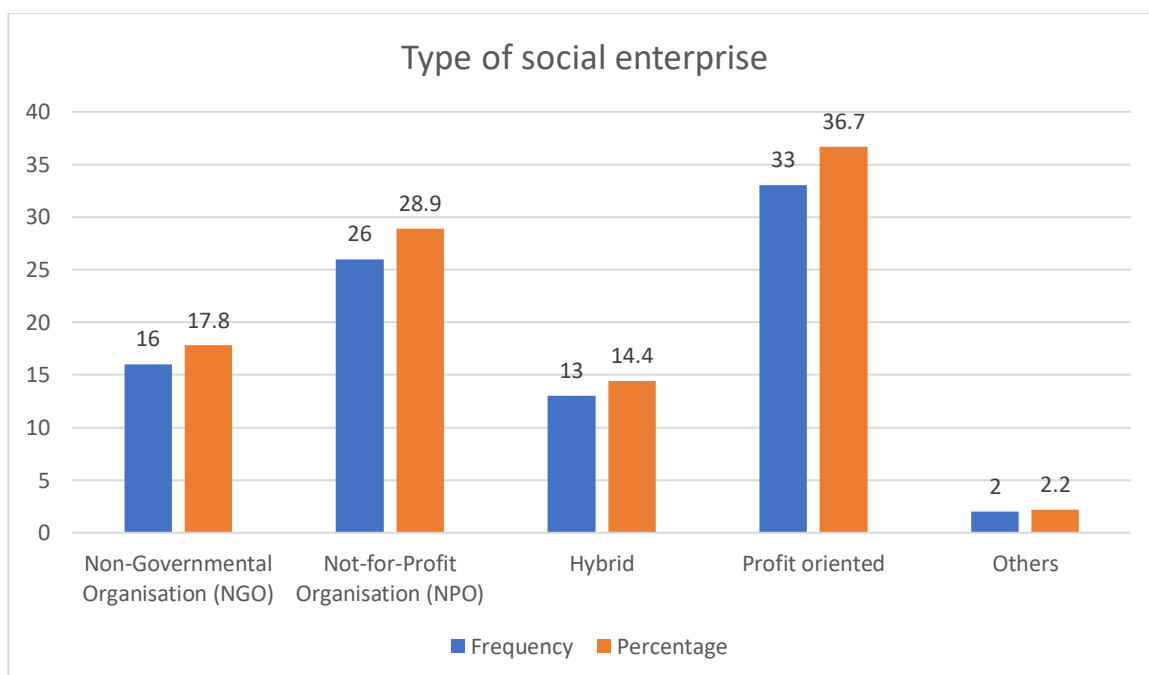


Figure 5.5: Type of social enterprise

The majority of the respondents 33 (36.7 percent) are shown to operate a profit oriented social enterprise, followed by 26 (28.9 percent) who were NPOs. 16 (17.8 percent) of the respondents operated as NGOs, while 13 (14.4 percent) operated as hybrid, and two (2.2 percent) are in the 'others' category (Table 5.7 and figure 5.4).

5.6.6 Type of ownership

Table 5.8: Type of ownership

Please indicate type of ownership

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------------------------|-----------|---------|---------------|--------------------|
| Valid | Partnership | 16 | 17.8 | 17.8 | 17.8 |
| | Manager and sole owner | 42 | 46.7 | 46.7 | 64.4 |
| | Manager and jointly owned | 19 | 21.1 | 21.1 | 85.6 |
| | Others | 13 | 14.4 | 14.4 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

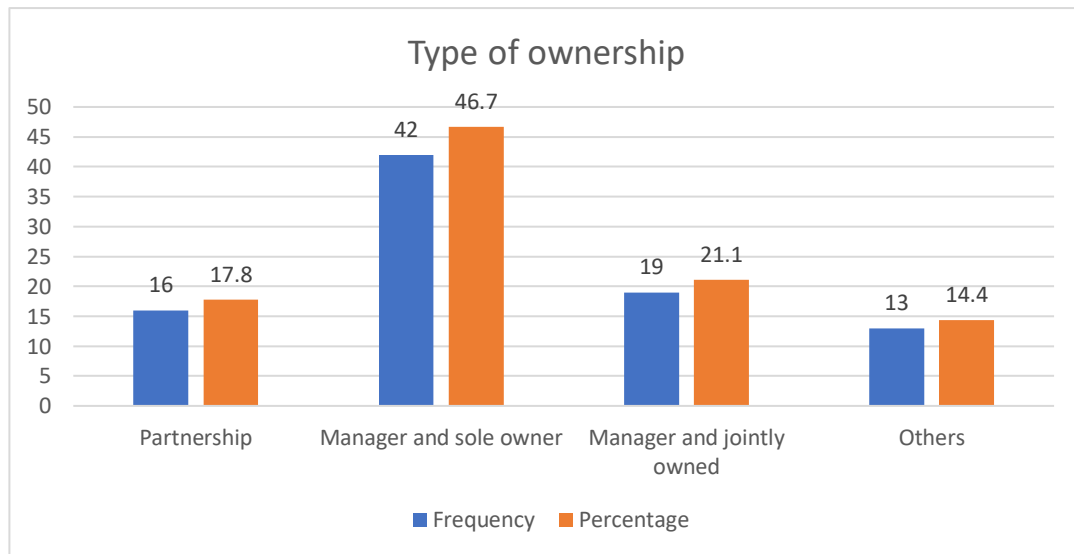


Figure 5.6: Type of ownership

Table 5.8 and figure 5.6 show that 42 (46.7 percent) of the respondents were managers and sole owners of the SEs, while 19 (21.1 percent) were managers and the SE was jointly owned. A total of 16 (17.8 percent) of the enterprises were owned in the form of partnership and 13 (14.4 percent) are in the 'others' category, indicating corporations. This indicates that many social entrepreneurs believe in managing and being sole owners of their SE, as it enables them to have control of the business and there is no need to obtain consensus before making decisions.

5.6.7 Years of operation

Table 5.9: Years of operation

Please indicate years of operation

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | 1 - 2 | 14 | 15.6 | 15.6 | 15.6 |
| | 3 - 5 | 35 | 38.9 | 38.9 | 54.4 |
| | 6 - 8 | 28 | 31.1 | 31.1 | 85.6 |
| | 9 - 11 | 4 | 4.4 | 4.4 | 90.0 |
| | > 11 | 9 | 10.0 | 10.0 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

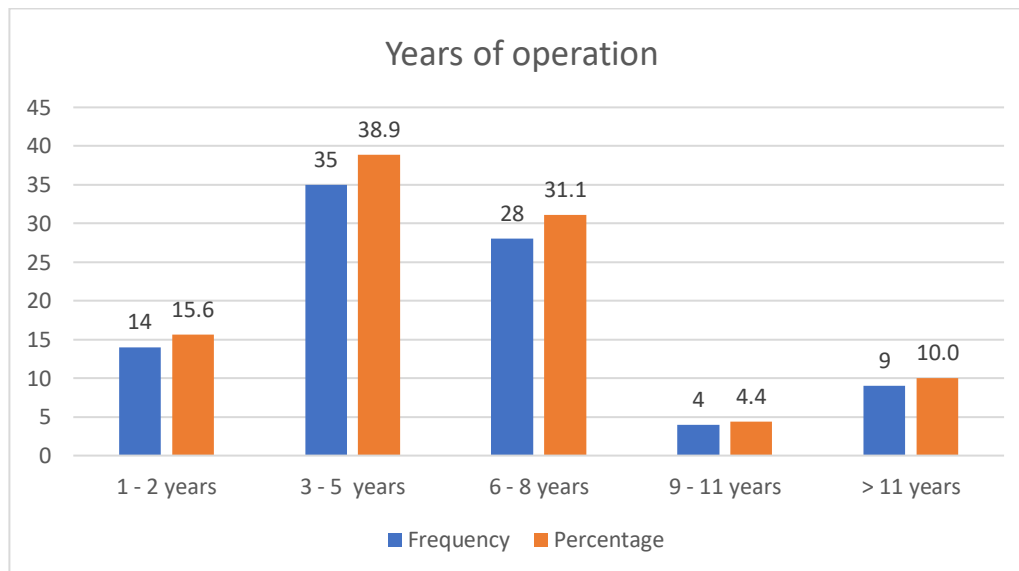


Figure 5.7: Years of operation

It is illustrated in Table 5.9 and figure 5.7 that the majority social entrepreneurs targeted (35 or 38.9 percent) had been operating for three to five years, while 28 (31.1 percent) had been operating for six to eight years with 14 (15.6 percent) being in their easiest stage of one to two years. Nine (10.0 percent) had been operating for more than 11 years, while only four (4.4 percent) had been operating

for nine to 11 years. Evidently, from the findings above, many of the social entrepreneurs have identified their target market and have sufficiently developed strategies that are sustainable. However as indicated by many studies (for example Worku 2013: 67; Choto, Tengeh and Iwu 2014: 94; Msomi and Olarewaju 2021: 103) many SMEs in SA, including SEs, do not survive for more than five years because of numerous factors that affect their operations.

FACTORS IMPACTING SOCIAL ENTREPRENEURSHIP AS A SUSTAINABLE DEVELOPMENT TOOL

The primary aim in this section, is the dissection and understanding of various critical factors affecting the contribution made by social entrepreneurship to sustainable development. These factors were categorised into six themes, with theme one consisting of five statements; theme two comprises four statements; theme three consists of four statements; theme four is made up of four statements; theme five consists of four statements; and theme six comprises 14 statements.

As previously stated above, rigorous literature searches were used to identify these factors and in the formation of the study aims and objectives, as well as the questionnaire development. The section below presents the findings regarding society's perception, as it affects social entrepreneurs' activities in the townships in KZN. As with the biographical information, frequencies and percentages were used to present the findings in the form of tables and figures.

THE FOLLOWING VARIABLES CONCERN THE CHARACTERISTICS THAT INFLUENCE SOCIAL ENTREPRENEURS' ACTIVITIES IN KZN TOWNSHIPS.

5.6.8 Social entrepreneurs' activities are influenced by age

Table 5.10: Social entrepreneurs' activities are influenced by age

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 13 | 14.4 | 14.4 | 14.4 |
| | Agree | 31 | 34.4 | 34.4 | 48.9 |
| | Neutral | 24 | 26.7 | 26.7 | 75.6 |
| | Disagree | 15 | 16.7 | 16.7 | 92.2 |
| | Strongly disagree | 7 | 7.8 | 7.8 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

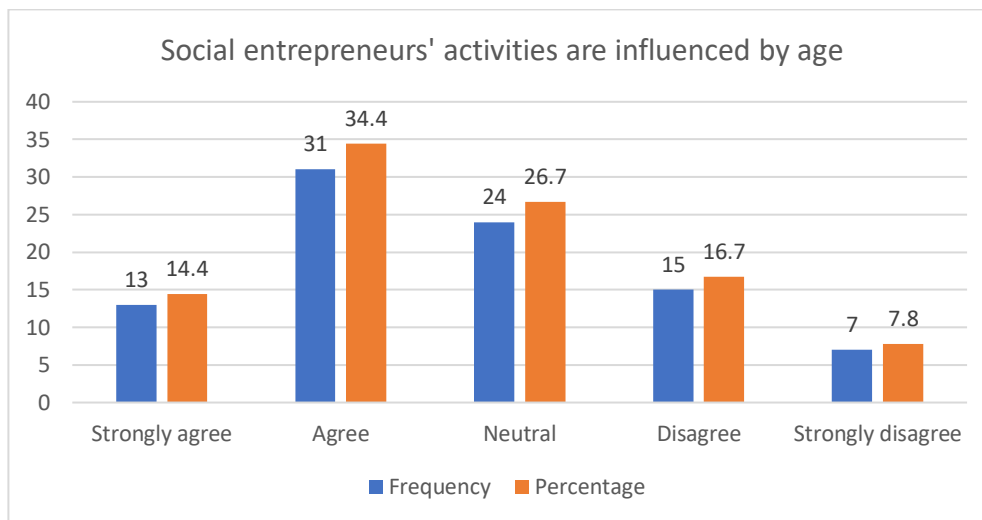


Figure 5.8: Social entrepreneurs' activities are influenced by age

As stated by Ip *et al.* (2022: 1), highlighting and recognition of the values of social entrepreneurs is important, as well as educating the society about social entrepreneurs to attract more young people to engage in social entrepreneurship. Young people are usually bombarded with information regarding social and environmental issues, making them more likely to develop a passion for providing solutions to many of the challenges threatening their future (Bouronikos 2021). Furthermore, young people have the attitudinal and behavioral qualities that situate them in the best position to assist in addressing issues regarding development that impact their fellow youths and other community members with less access to opportunities (United Nations 2020b). Engaging young people in

social entrepreneurship leads to a positive identity development that will impact the founder, employees, volunteers and recipients of SE offered products and services (Abdullah *et al.* 2022: 189). Hence, young people involvement in social entrepreneurship is considered an important characteristic that could enhance change in communities.

As table 5.10 and figure 5.8 show, many respondents (31 or 34.4 percent) agreed social entrepreneurs' activities are influenced by age while 13 (14.4 percent) strongly agreed with the statement. Neutral was indicated by 24 (26.7 percent) of the respondents, while 15 (16.7 percent) disagreed and strong disagreement was indicated by only seven (7.8 percent) of the respondents. A Chi-square test was conducted, to establish whether the observed findings were those expected. The result shows ($\chi^2 = 20.000$; $df = 4$; $P = 0.000$) for this variable, this shows that age influences social entrepreneurs' activities in the KZN townships. These findings are in line with the study conducted by GIBS (2018), which found that young people are more influenced by social entrepreneurship in SA.

5.6.9 Social entrepreneurs' activities are influenced by unemployment

Table 5.11: Social entrepreneurs' activities are influenced by unemployment

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|-----------------------|
| Valid | Strongly agree | 16 | 17.8 | 17.8 | 17.8 |
| | Agree | 28 | 31.1 | 31.1 | 48.9 |
| | Neutral | 16 | 17.8 | 17.8 | 66.7 |
| | Disagree | 27 | 30.0 | 30.0 | 96.7 |
| | Strongly disagree | 3 | 3.3 | 3.3 | 100.0 |
| Total | | 90 | 100.0 | 100.0 | |

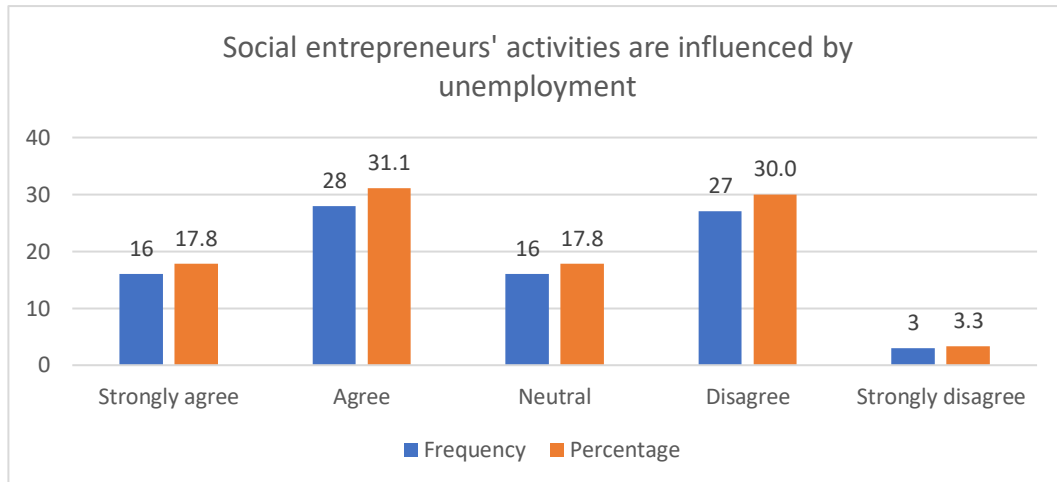


Figure 5.9: Social entrepreneurs' activities are influenced by unemployment

The Quarterly Labour Force Survey (QLFS) presented by Stats SA (2022), for the first quarter of 2022, showed an unemployment rate for those aged 15-24 of 63.9 percent and for those aged 25-34 years at 42.1 percent, while the official national rate is currently at 34.5 percent. Consequently, social entrepreneurship is a necessary alternative for many who are able and willing to work, but cannot find any employment (Raudsaar and Kaseorg 2013: 120).

As reflected in table 5.11 and figure 5.9, many respondents (28 or 31.1 percent) were in agreement and 16 (17.8 percent) were in strong agreement that unemployment is one of the characteristics that makes most people to start a social enterprise. A total of 16 (17.8 percent) of the respondents remained neutral, with 27 (30.0 percent) that disagreed, while three (3.3 percent) indicated strong disagreement with the statement. To determine the closeness of the fit between this variable and the expected findings, a Chi-square test was conducted showing results that ($\chi^2 = 23.000$; $df = 4$; $P = 0.000$), showing the hypothesis is valid. Furthermore, according to the findings, for the development of society and gainful employment of as many people as possible to be reached, social

entrepreneurship provides economic coping, possibility to utilise one's skills and talent to feel involved in society (Raudsaar and Kaseorg 2013:124).

5.6.10 Social entrepreneurs' activities are influenced by gender

Table 5.12: Social entrepreneurs' activities are influenced by gender

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 12 | 13.3 | 13.3 | 13.3 |
| | Agree | 17 | 18.9 | 18.9 | 32.2 |
| | Neutral | 15 | 16.7 | 16.7 | 48.9 |
| | Disagree | 39 | 43.3 | 43.3 | 92.2 |
| | Strongly disagree | 7 | 7.8 | 7.8 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

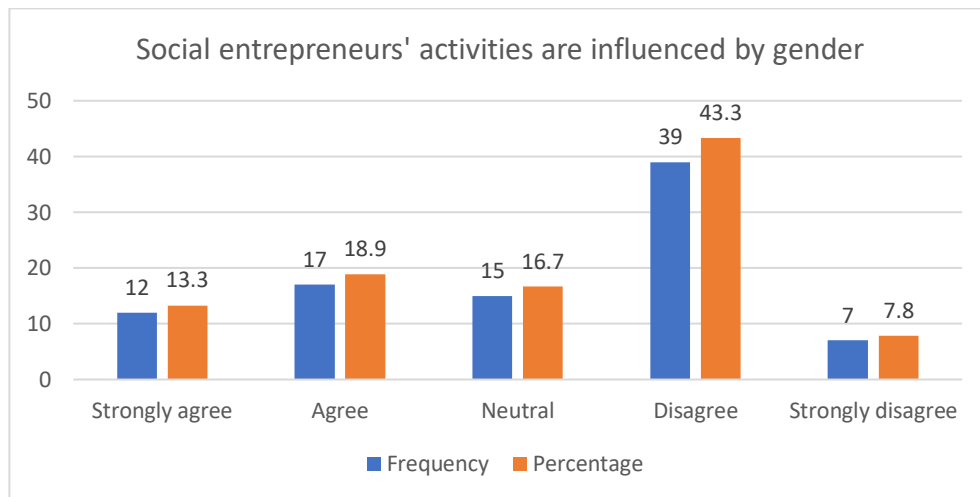


Figure 5.10: Social entrepreneurs' activities are influenced by gender

According to Bernardino, Freitas Santos and Cadima Ribeiro (2018: 61), both male and female social entrepreneurs have personalities characterised by high levels of openness to experience, conscientiousness, extraversion and emotional stability. A study conducted by Nicolas and Rubio (2016: 61) reveals that the

gender gap in the case of SE is considerably smaller than in the commercial enterprise. Hence, the difference in gender is not an important characteristic when considering the number of people that should be involved in creating social value that will contribute to sustainable development.

The findings in table 5.12 and figure 5.10 also confirm that respondents believed this, as 39 (43.3 percent) disagreed and seven (7.8 percent) strongly disagreed that social entrepreneurs' activities are influenced by gender. Of the respondents, 15 (16.7 percent) were neutral while 17 (18.9 percent) agreed and 12 (13.3 percent) strongly agreed with the statement. A Chi-square test determined the goodness of fit of this variable, where results illustrate ($\chi^2 = 33.778$; $df = 4$; $P = 0.000$).

5.6.11 Social entrepreneurs' activities involves more females than males

Table 5.13: Social entrepreneurs' activities involves more females than males

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 9 | 10.0 | 10.0 | 10.0 |
| | Agree | 22 | 24.4 | 24.4 | 34.4 |
| | Neutral | 22 | 24.4 | 24.4 | 58.9 |
| | Disagree | 31 | 34.4 | 34.4 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

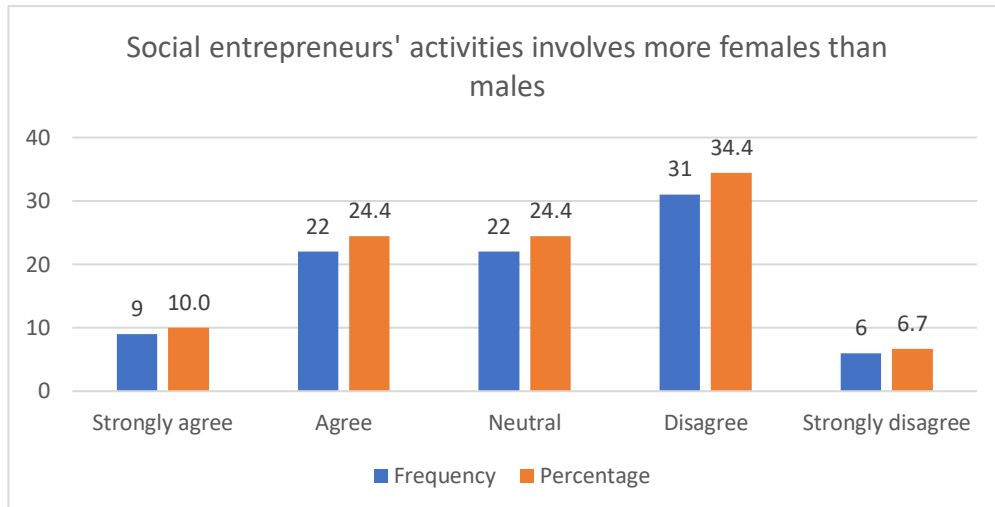


Figure 5.11: Social entrepreneurs' activities involves more females than males

As shown in table 5.13 and figure 5.11, some respondents (31 or 34.4 percent) disagreed and six (6.7 percent) strongly disagreed that there are more women social entrepreneurs than men social entrepreneurs. Whereas 22 (24.4 percent) respondents remained neutral, a further 22 (24.4 percent) agreed, while nine (10.0 percent) strongly agreed with the statement. To determine the significance of this variable a Chi-square test was conducted and once again a good fit was established. The results indicate that ($\chi^2 = 23.667$; $df = 4$; $P = 0.000$), which means it contradicts the findings highlighted by GIBS (2018:8) of the likelihood that males are more likely to be social entrepreneurs in SA. However, this finding supports GEM (2016) that found less of a gender gap in SSA, with some areas reflecting its non-existence for operational social entrepreneurship. Hence, a crucial characteristic that will enable social entrepreneurs to address social problems collectively and effectively in communities should comprise a more gender balanced approach to funding, support and practice (Carty 2020).

5.6.12 Social entrepreneurs' activities are influenced by level of education

Table 5.14: Social entrepreneurs' activities are influenced by level of education

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 22 | 24.4 | 24.4 | 24.4 |
| | Agree | 34 | 37.8 | 37.8 | 62.2 |
| | Neutral | 12 | 13.3 | 13.3 | 75.6 |
| | Disagree | 14 | 15.6 | 15.6 | 91.1 |
| | Strongly disagree | 8 | 8.9 | 8.9 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

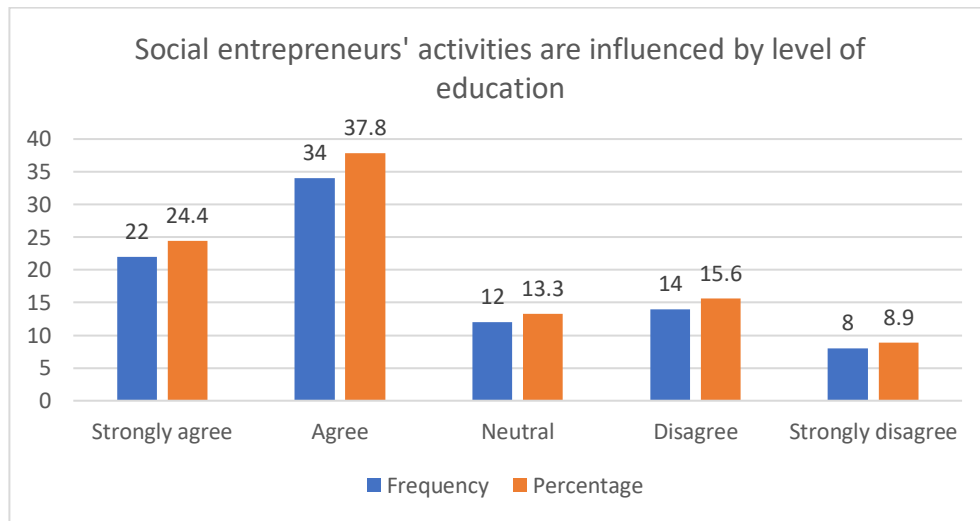


Figure 5.12: Social entrepreneurs' activities are influenced by level of education

According to Ndou (2021: 1), the “creation of an entrepreneurship mind-set and competencies is an evolutionary process that combines dynamic knowledge exploitation and exploration mechanism which level of education provides”. Level of education is significant for entrepreneurship development as it helps to guide the social entrepreneur through the stages of creating awareness, recognising, or creating an opportunity for social value creation, to the ultimate creation of

capacities for effectively and practically engaging in a social business venture (Shahid and Alarifi 2021).

In view of this, the findings illustrate by table 5.14 and figure 5.12, are a clear indication that respondents agreed education level is an important characteristic that will enable effective social value creation by social entrepreneurs and making a sustainable development contribution. Agreement was indicated by the largest group of respondents (34 or 37.8 percent) with 22 (24.4 percent) that indicated strong agreement with the statement. In addition, while 12 (13.3 percent) respondents remained neutral, 14 (15.6 percent) disagreed and eight (8.9 percent) indicated strong disagreement with the statement. To determine whether social entrepreneurs' activities are influenced by level of education, a Chi-square test was conducted. As indicated by the results, ($\chi^2 = 23.556$; $df = 4$; $P = 0.000$) for this variable, which shows level of education is an important characteristic for social entrepreneurship. These findings similarly corroborate GEM (2016) research findings that highlighted level of education tends to be more significant in operational social entrepreneurs in SSA than in commercial social entrepreneurs.

Component matrix: Characteristics of social entrepreneurs in KZN townships

Table 5.15: Component matrix: The characteristics of social entrepreneurs in the KZN townships

| Component Matrix^a | |
|---|----------------|
| B8 | Component 1 |
| Social entrepreneurs' activities are influenced by age | .625 |
| Social entrepreneurs' activities are influenced by unemployment | .651 |
| Social entrepreneurs' activities are influenced by gender | .866 |
| Social entrepreneurs' activities involve more females than males | .819 |
| Social entrepreneurs' activities are influenced by level of education | .603 |

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

These components are a further statistical analysis of the figures (figure 5.8 to 5.12) as mentioned above. A component test was performed on important characteristics that influence social entrepreneurship in KZN townships. One category of component was responded to, where the statement whether gender has an influence on who becomes a social entrepreneur shows a strong positive significance of 0.866. Respondents who indicated no gender gaps for social entrepreneurs in the KZN townships, a figure of 0.819 is reflected. With regard to the variable regarding most people starting a SE because they could not find employment, a positive significance 0.651 is shown by the component test, which indicates the unemployment situation in SA requires an entrepreneurship alternative be explored. The other variables, on whether the age group and the level of education are significant characteristics that influence social entrepreneurship in the KZN townships showed, respectively, 0.625 and 0.603. The tested variables above, therefore, indicated a strong significance on the characteristics that influence social entrepreneurship and enhance their contribution to sustainable development in KZN townships. This also means that the high component measured in the aforementioned table further supports the reliability of the research instrument.

THE FOLLOWING VARIABLES ARE ON SOCIETY'S PERCEPTION AS IT AFFECTS SOCIAL ENTREPRENEURS' ACTIVITIES IN KZN TOWNSHIPS

5.6.13 Social entrepreneurs' activities are affected by society's lack of understanding of the role of social entrepreneurs

Table 5.16: Social entrepreneurs' activities are affected by society's lack of understanding of the role of social entrepreneurs

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 25 | 27.8 | 27.8 | 27.8 |
| | Agree | 31 | 34.4 | 34.4 | 62.2 |
| | Neutral | 17 | 18.9 | 18.9 | 81.1 |
| | Disagree | 11 | 12.2 | 12.2 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

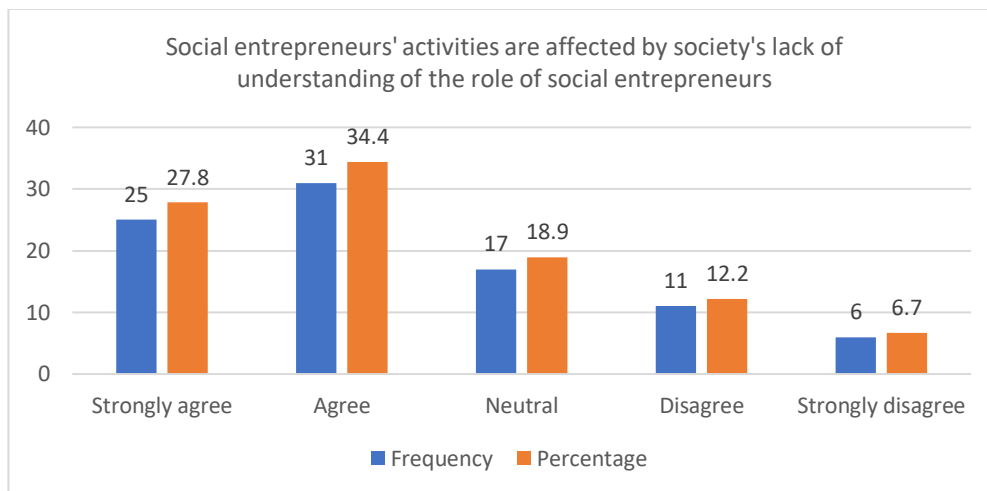


Figure 5.13: Social entrepreneurs' activities are affected by society's lack of understanding of the role of social entrepreneurs

According to Omorede (2014: 239), local conditions such as widespread ignorance, lack of knowledge and unscientific beliefs towards social entrepreneurship are contributing factors affecting social entrepreneur's activities. Moorty and Annamalah (2014: 263) mention that the perception of social entrepreneurs is dependent on social context, and varies across societies, but understanding it builds the motivational intention that could promote social entrepreneurship. This lack of understanding also makes society believe only those people who are unable to find or obtain the desired job are suited to social

entrepreneurship, as such affecting their motivational intention (Ashrafi *et al.* (2020: 88).

In view of this, the findings in table 5.16 and figure 5.13 indicate clear agreement by respondents that social entrepreneurs' activities are affected by society not comprehending the social entrepreneur's role. The largest group of respondents (31 or 34.4 percent) agreed or strongly agreed (25 or 28.7 percent) with this. A further 17 (18.9 percent) respondents remained neutral regarding the statement, with only 11 (12.2 percent) that disagreed and six (6.7 percent) that indicated they strongly disagreed. Thus, most (63,1 percent) respondents perceived society's lack of understanding of the role of social entrepreneurs as a determinant of their activities. A Chi-square test, which was conducted to determine whether society's lack of understanding the social entrepreneur's role affects their activities, supported these findings. Result indicated that for this variable ($\chi^2 = 28.889$; $df = 4$; $P = 0.000$), showing society's understanding of the social entrepreneur's role is an important component to these entrepreneurs contributing to sustainable development in the KZN townships. These findings align with those by GEM (2019), which concluded that social entrepreneurship supports or constraints are influenced by the attitudes, perceptions and intentions set within a context.

5.6.14 Social entrepreneurs' activities are affected by society's inadequate information about their activities

Table 5.17: Social entrepreneurs' activities are affected by society's inadequate information about their activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 20 | 22.2 | 22.2 | 22.2 |
| | Agree | 32 | 35.6 | 35.6 | 57.8 |
| | Neutral | 14 | 15.6 | 15.6 | 73.3 |
| | Disagree | 12 | 13.3 | 13.3 | 86.7 |

| | | | | |
|-------------------|----|-------|-------|-------|
| Strongly disagree | 12 | 13.3 | 13.3 | 100.0 |
| Total | 90 | 100.0 | 100.0 | |

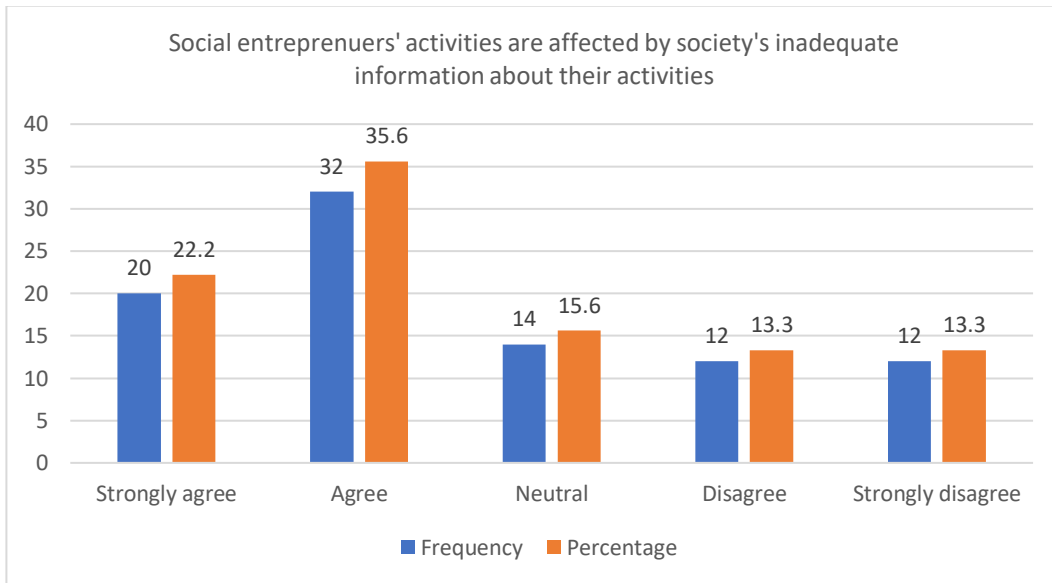


Figure 5.14: Social entrepreneurs’ activities are affected by society’s inadequate information about their activities

As depicted in table 5.17 and 5.14 many (58.8 percent) of the respondents either agreed (32 or 35.6 percent) or strongly agreed (20 or 22.2 percent) that inadequate information about social entrepreneurs’ activities influences society’s perception of them. A Chi-square test supported these findings, with the test conducted to determine whether society’s inadequate information of their activities affects social entrepreneurs’ activities. The results show that for this variable ($\chi^2 = 16.000$; $df = 4$; $P = 0.003$), which indicates social entrepreneurs’ activities are affected by society’s inadequate information about their activities.

There were some respondents 14 (15.6 percent) who were neutral, while 12 (13.3 percent) disagreed with the statement and 12 (13.3 percent) indicated strong disagreement. The literature endorsed these findings, as Ngatse-Ipangui and Dassah (2019) show quite conclusively that social entrepreneurs can improve and

generate society's support when local people are well informed of their programmes, through means such as door-to-door distribution of flyers, social media or through events. İter (2017: 117) mentions that SEs are considered very important for the formation of social transformation, but cannot be successful by underestimating public relations and adequately informing the target audience of their activities. However, Littlewood and Holt (2018) argue that having a varied legislation will significantly help in assisting social entrepreneurs to provide adequate information about their activities in SA. Therefore, providing adequate information of social entrepreneurs' activities can be seen as a significant means of enhancing society's perception and generating support to improve their activities.

5.6.15 Social entrepreneurs' activities are influenced by society's poor awareness of their contributions

Table 5.18: Social entrepreneurs' activities are influenced by society's poor awareness of their contributions

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 23 | 25.6 | 25.6 | 25.6 |
| | Agree | 30 | 33.3 | 33.3 | 58.9 |
| | Neutral | 13 | 14.4 | 14.4 | 73.3 |
| | Disagree | 13 | 14.4 | 14.4 | 87.8 |
| | Strongly disagree | 11 | 12.2 | 12.2 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

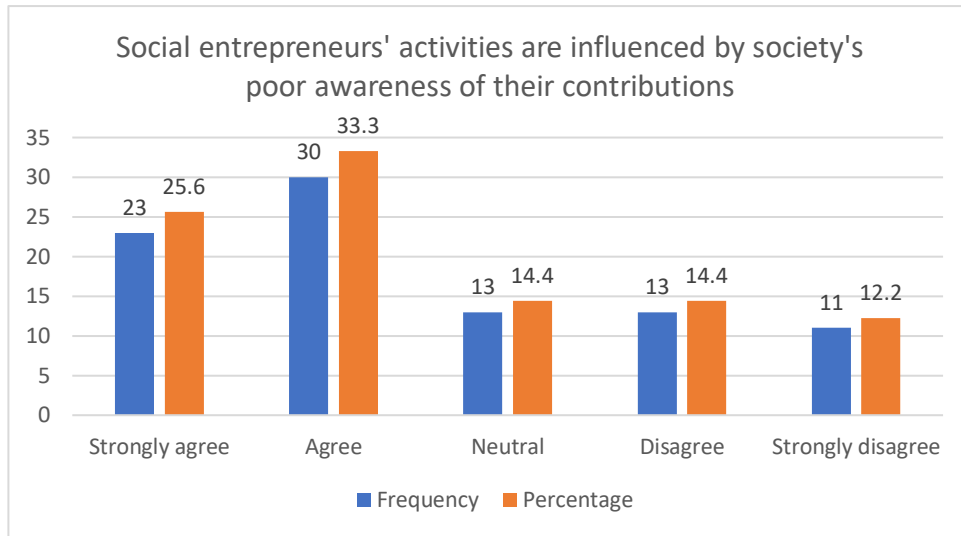


Figure 5.15: Social entrepreneurs' activities are influenced by society's poor awareness of their contributions

A significant number of respondents (30 or 33.3 percent and 23 or 25.6 percent) agreed and strongly agreed that social entrepreneurs' activities are influenced by society's poor awareness of their contributions (Table 5.18 and figure 5.15). A Chi-square test supports findings that determined whether society's poor awareness of social entrepreneurs' activities is influenced by these entrepreneurs' contributions. For this variable, the results indicate that ($\chi^2 = 14.889$; $df = 4$; $P = 0.005$), which shows society's poor awareness of their contributions influences social entrepreneurs' activities. A small number of the respondents (13 or 14.4 percent) were neutral whilst 13 (14.4 percent) disagreed with 11 (12.2 percent) that strongly disagreed. This means most of these respondents see the need to create more awareness of the contributions of social entrepreneurs' activities to society so that they are more appreciated and encouraged.

Ignoring this, according to Andriyansah and Zahra (2017; 461), creates a setback, as it discourages stakeholders in society to educate and socialise social entrepreneurship to the younger generation. As a result of the newness of the field in SA, less is known about social entrepreneurs and their activities and how

they can positively impact communities (Dzomonda 2021: 5). Hence, more awareness of social entrepreneurs' contributions in the communities where they operate is needed to change society's perception about them and generate more support.

5.6.16 Social entrepreneurs' activities are affected by inadequate involvement of the society in their activities

Table 5.19: Social entrepreneurs' activities are affected by inadequate involvement of the society in their activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 14 | 15.6 | 15.6 | 15.6 |
| | Agree | 33 | 36.7 | 36.7 | 52.2 |
| | Neutral | 16 | 17.8 | 17.8 | 70.0 |
| | Disagree | 15 | 16.7 | 16.7 | 86.7 |
| | Strongly disagree | 12 | 13.3 | 13.3 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

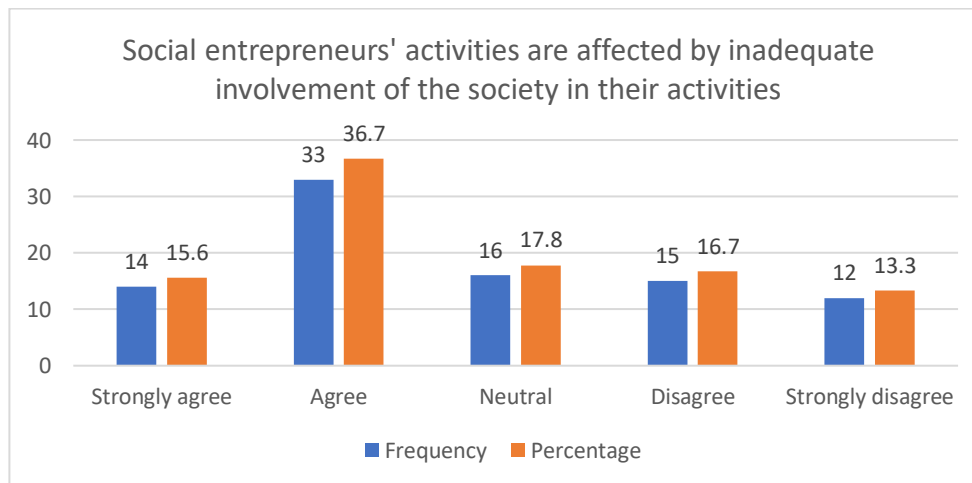


Figure 5.16: Social entrepreneurs' activities are affected by inadequate involvement of the society in their activities

As table 5.19 and figure 5.16 illustrate, many respondents (33 or 36.7 percent and 14 or 15.6 percent) agreed or strongly agreed, respectively, that social entrepreneurs' activities are affected by inadequate involvement of the society in their activities. These findings are supported by a Chi-square test that was conducted to establish whether social entrepreneurs' activities are affected by inadequate involvement of the society in their activities. The results for this variable show that ($\chi^2 = 16.111$; $df = 4$; $P = 0.003$), illustrating this understanding as valid. This means respondents viewed involving members of society in their activities as very important in order for society members to have a better understanding of social entrepreneurs and what exactly their operations entail. This is also crucial in generating positive society perceptions concerning social entrepreneurs that will help them contribute to sustainable development (Ngatse-lpangui and Dassah 2019). However, 16 (17.8 percent) respondents remained neutral to the statement, whilst disagreement was indicated by 15 (16.7 percent) with the statement and 12 (13.3 percent) respondents strongly disagreed.

Component matrix: Society's perception of social entrepreneurship in KZN townships

Table 5.20: Component matrix of society's perception of social entrepreneurship in KZN townships

| Component Matrix^a | |
|--|----------------|
| B9 | Component 1 |
| Social entrepreneurs' activities are affected by society's lack of understanding of the role of social entrepreneurs | .853 |
| Social entrepreneurs' activities are affected by society's inadequate information about their activities | .884 |
| Social entrepreneurs' activities are influenced by society's poor awareness of their contributions | .869 |
| Social entrepreneurs' activities are affected by inadequate involvement of the society in their activities | .847 |

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

This component matrix is additional statistical analysis on the above-mentioned figures (figure 5-13 to 5-16). Only one category of components was indicated to by the respondents, with a very strong significance shown by all components. A component test was performed on the statement regarding social entrepreneurs' activities are affected by society's inadequate information about their activities, and a strong positive significance of 0.884 was determined. A strong positive significance of 0.869 was further established for the statement whether social entrepreneurs' activities are influenced by society's poor awareness of their contributions. A figure of 0.853 is reflected for the statement relating to whether social entrepreneurs' activities are affected by society's lack of understanding of the role of social entrepreneurs. The last variable reflects a figure of 0.847 on the statement regarding to whether social entrepreneurs' activities are affected by inadequate involvement of the society in their activities. It can be observed that the component that was obtained from each rotational matrix is very close to a score of 1. All the variables tested based on society's perception of social entrepreneurship in KZN townships reflected a very strong significance towards social entrepreneurs' activities, which means the respondents believe a society's positive perception will be enhanced and increase social entrepreneurs' activities. Furthermore, the component test reveals society's positive perception is seen as an essential tool in helping social entrepreneurs contribute to sustainable development in the KZN townships.

THE FOLLOWING VARIABLES ARE ON SOCIAL NETWORKING THAT AFFECTS SOCIAL ENTREPRENEURS' ACTIVITIES IN KZN TOWNSHIPS

5.6.17 Social entrepreneurs' activities are affected by lack of partnership with other social entrepreneurs

Table 5.21: Social entrepreneurs' activities are affected by lack of partnership with other social entrepreneurs

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 24 | 26.7 | 26.7 | 26.7 |
| | Agree | 36 | 40.0 | 40.0 | 66.7 |
| | Neutral | 11 | 12.2 | 12.2 | 78.9 |
| | Disagree | 13 | 14.4 | 14.4 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

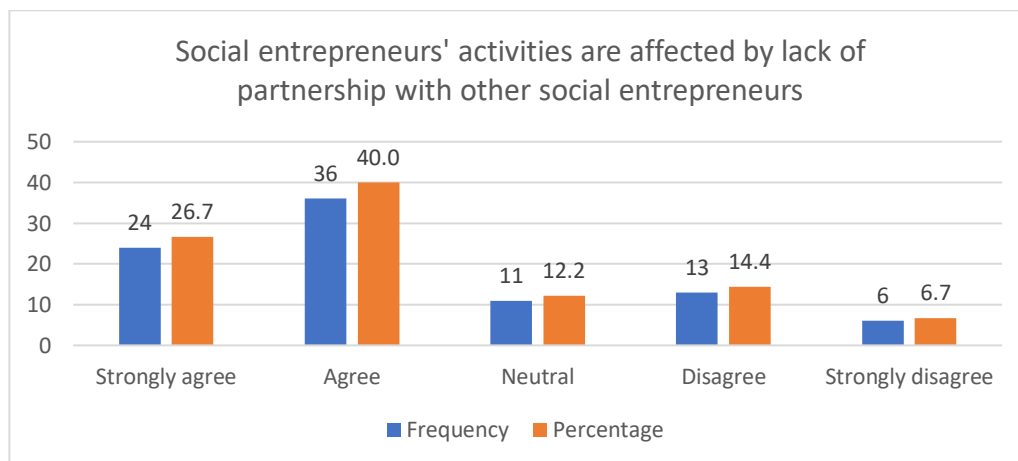


Figure 5.17: Social entrepreneurs' activities are affected by lack of partnership with other social entrepreneurs

The majority of respondents (36 or 40.0 percent) are shown (Table 5.21 and figure 5.17) to have agreed and 24 (26.7 percent) respondents further strongly agreed social entrepreneurs' activities are affected by lack of partnership with other social entrepreneurs. A small number of the respondents were neutral (11 or 12.2 percent), while 13 (14.4 percent) indicated disagreement with the statement and

six (6.7 percent) indicated strong disagreement. a Chi-square test supported these findings and was conducted to ascertain whether lack of partnership with other social entrepreneurs affects social entrepreneurs' activities and their contribution to sustainable development in the KZN townships. The results for this variable indicate that ($\chi^2 = 32.111$; $df = 4$; $P = 0.000$), signalling the partnership lack with other social entrepreneurs was seen to affect social entrepreneurs' activities.

5.6.18 Social entrepreneurs' activities are affected by lack of support and partnership from corporate organisations

Table 5.22: Social entrepreneurs' activities are affected by lack of support and partnership from corporate organisations

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 32 | 35.6 | 35.6 | 35.6 |
| | Agree | 36 | 40.0 | 40.0 | 75.6 |
| | Neutral | 12 | 13.3 | 13.3 | 88.9 |
| | Disagree | 7 | 7.8 | 7.8 | 96.7 |
| | Strongly disagree | 3 | 3.3 | 3.3 | 100.0 |
| Total | | 90 | 100.0 | 100.0 | |

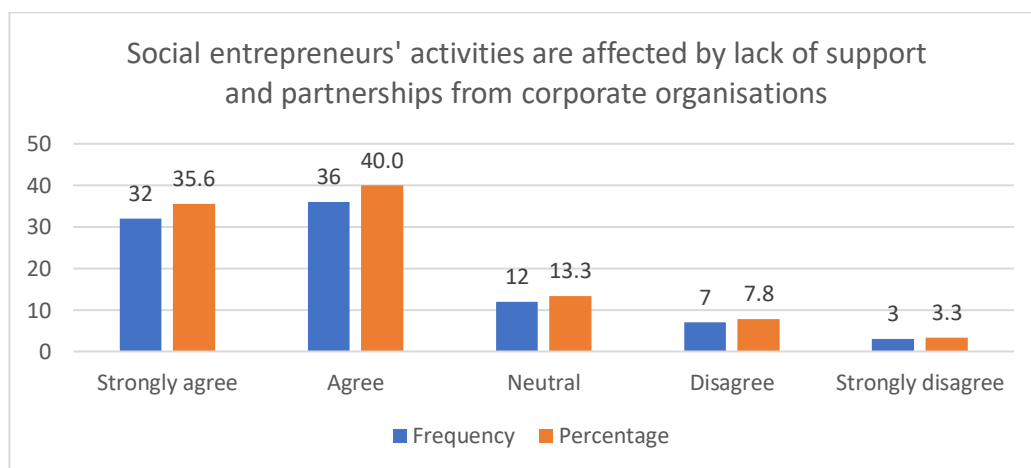


Figure 5.18: Social entrepreneurs' activities are affected by lack of support and partnership from corporate organisations

Most respondents (36 or 40.0 percent) are shown to have agreed with a further 32 (35.6 percent) that strongly agreed social entrepreneurs' activities are affected by lack of support and partnership from corporate organisations. Fewer respondents were neutral (12 or 13.3 percent), while only seven (7.8 percent) disagreed and three (3.3 percent) indicated strong disagreement with the statement (Table 5.22 and figure 5.18). To ascertain whether lack of support and partnership from corporate organisations affect social entrepreneurs' activities and their sustainable development contribution, a Chi-square test was conducted. The results for this variable indicate that ($\chi^2 = 50.111$; $df = 4$; $P = 0.000$), signalling a significant impact by corporate organisations' lack of support and partnership on social entrepreneurs' activities, thus, their contribution to sustainable development in the KZN townships is affected.

5.6.19 Social entrepreneurs' activities are affected by lack of support and partnership from government

Table 5.23: Social entrepreneurs' activities are affected by lack of support and partnership from government

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 33 | 36.7 | 36.7 | 36.7 |
| | Agree | 32 | 35.6 | 35.6 | 72.2 |
| | Neutral | 13 | 14.4 | 14.4 | 86.7 |
| | Disagree | 7 | 7.8 | 7.8 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

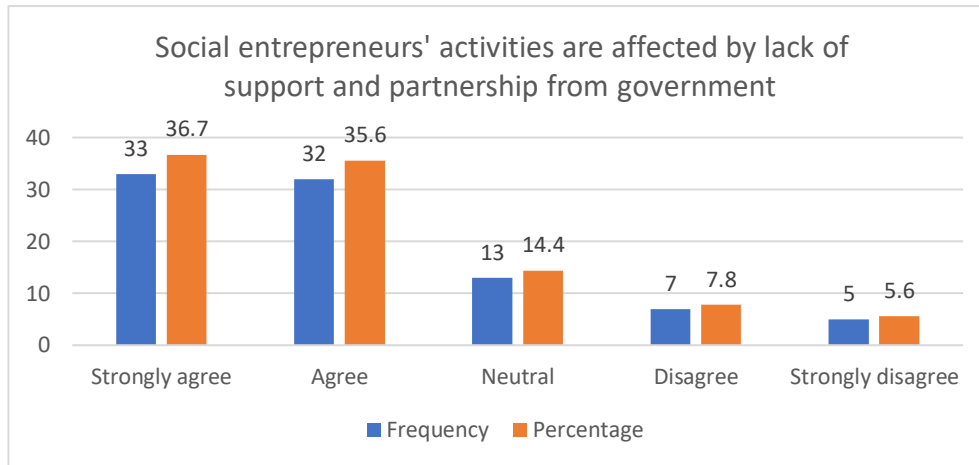


Figure 5.19: Social entrepreneurs' activities are affected by lack of support and partnership from government

Many respondents (32 or 35.6 percent) indicated they agreed (Table 5.23 and figure 5.19), with 33 (36.7 percent) that indicated they strongly agreed social entrepreneurs' activities are affected by lack of support and partnership from government. Fewer of the respondents (13 or 14.4 percent) were neutral while only seven (7.8 percent) disagreed and five (5.6 percent) respondents indicated strong disagreement with the statement. A Chi-square test, which was conducted to determine whether lack of government support and partnership affects social entrepreneurs' activities. The results for this variable show that ($\chi^2 = 40.889$; $df = 4$; $P = 0.000$), signalling social entrepreneurs' activities and their contribution to sustainable development in the KZN townships are significantly impacted by the lack of support and partnership from government. This is an indication that government support is needed for social entrepreneurs to create social values effectively and efficiently, to enhance their sustainable development contribution.

This finding supports Prasetyo, Setyadharma and Kistanti (2021: 2569), who argue that the role played by "social entrepreneurship collaboration" and networking with public institutions is "a new model of innovation that optimizes existing resources to improve productivity, entrepreneurial business

opportunities, and security [of] sustainable regional development”. Furthermore, Gigauri and Damenia (2020) suggest start-up funds can be provided by government in support of social entrepreneurial initiatives that could also aid in acquiring media attention to publicise social initiatives.

5.6.20 Social entrepreneurs’ activities are affected by the lack of use of platforms for social networking

Table 5.24: Social entrepreneurs' activities are affected by the lack of use of platforms for social networking

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 20 | 22.2 | 22.2 | 22.2 |
| | Agree | 39 | 43.3 | 43.3 | 65.6 |
| | Neutral | 12 | 13.3 | 13.3 | 78.9 |
| | Disagree | 12 | 13.3 | 13.3 | 92.2 |
| | Strongly disagree | 7 | 7.8 | 7.8 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

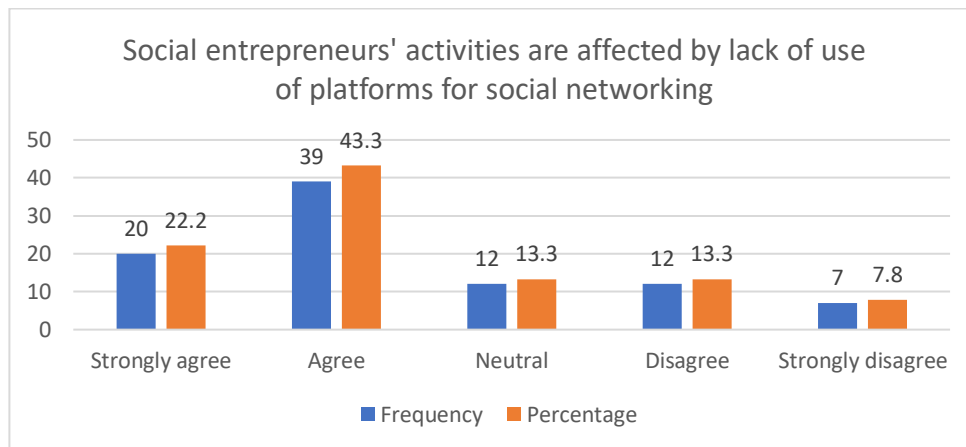


Figure 5.20: Social entrepreneurs' activities are affected by the lack of use of platforms for social networking

As table 5.24 and figure 5.20 illustrate, many respondents (39 or 43.3 percent) agreed and 20 (22.2 percent) further strongly agreed that social entrepreneurs' activities are affected by the lack of use of platforms for social networking. In addition, 12 (13.3 percent) respondents remained neutral, with 12 (13.3 percent) that disagreed with the statement, while seven (7.8 percent) strongly disagreed. A Chi-square test was conducted in order to determine whether lack of the use of platforms for social networking impacts social entrepreneurs' activities and their contribution to sustainable development in the KZN townships was further conducted. The results for this variable indicate that ($\chi^2 = 35.444$; $df = 4$; $P = 0.000$), signalling the lack of platforms use for social networking affects social entrepreneurs' activities.

This finding supports the claim of Abi-Aad (2015) that for better results, and long-lasting initiatives, social entrepreneurs can take advantage of the audience, reach and potential virality of the vast array of social networking platforms. Furthermore, Scuotto, Del Giudice and Carayannis (2017) suggest the use of social networking platforms can help entrepreneurs to engage external actors actively, including customers, public institutions, and other businesses, to attain and take up external knowledge, to then produce innovation.

Component matrix: Social networking as it relates to social entrepreneurs in the KZN townships

Table 5.25: Component matrix: Social networking as it relates to social entrepreneurs in the KZN townships

| Component Matrix^a | |
|--|----------------|
| B10 | Component 1 |
| Social entrepreneurs' activities are affected by lack of partnership with other social entrepreneurs | .701 |

| | |
|---|------|
| Social entrepreneurs' activities are affected by lack of support and partnership from corporate organisations | .835 |
| Social entrepreneurs' activities are affected by lack of support and partnership from government | .824 |
| Social entrepreneurs' activities are affected by the lack of use of platforms for social networking | .831 |

Extraction Method: Principal Component Analysis.

1 component extracted.

These components are drawn from additional statistical analysis of the figures discussed above (figure 5.17 to 5-.0). One category of component was indicated to by the respondents, showing a strong positive significance of 0.835 on the statement whether social entrepreneurs' activities are affected by lack of support and partnership from corporate organisations. On the variable on whether social entrepreneurs' activities are affected by lack of support and partnership from government, a positive significance of 0.824 was shown, while the other variables on whether social entrepreneurs' activities are affected by the lack of use of platforms for social networking and social entrepreneurs' activities affected by lack of partnerships with other social entrepreneurs showed a figure of 0.831 and 0.701 respectively. This means all variables tested revealed a strong significance to social networking, indicating that the underlying construct loaded perfectly and reliably measured the underlying construct.

THE FOLLOWING VARIABLES ARE ON SOCIAL IMPACT MEASUREMENT AS IT AFFECTS SOCIAL ENTREPRENUERS ACTIVITIES IN THE KZN TOWNSHIPS.

5.6.21 Lack of understanding of social impact measurement affects social entrepreneur's activities

Table 5.26: Lack of understanding of social impact measurement affects social entrepreneur's activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 29 | 32.2 | 32.2 | 32.2 |
| | Agree | 29 | 32.2 | 32.2 | 64.4 |
| | Neutral | 15 | 16.7 | 16.7 | 81.1 |
| | Disagree | 11 | 12.2 | 12.2 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

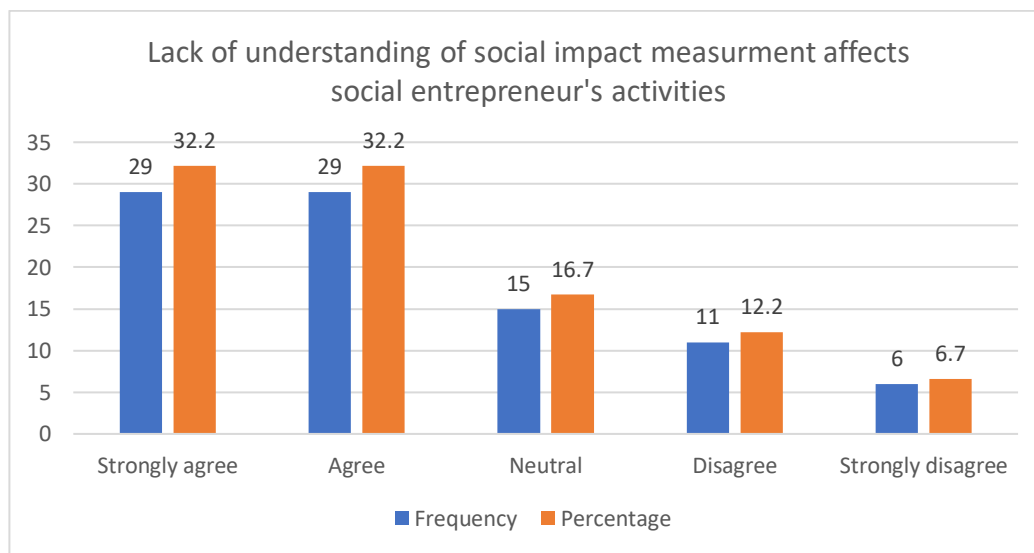


Figure 5.21: Lack of understanding of social impact measurement affects social entrepreneur's activities

It is illustrated by table 5.26 and figure 5.21 that the majority respondents (29 or 32.2 percent) agreed and 29 (32.2 percent) further strongly agreed that lack of understanding of social impact measurement affects social entrepreneur's activities. Further to this, 15 (16.7 percent) respondents remained neutral, with 11 (12.2 percent) respondents that disagreed and six (6.7 percent) that indicated they strongly disagreed with the statement. These findings were supported by a Chi-square test that was performed to ascertain whether social entrepreneur's

activities are affected by lack of understanding of social impact measurement. The results for this variable indicate that ($\chi^2 = 24.667$; $df = 4$; $P = 0.000$), which shows a lack of social impact measurement understanding affects social entrepreneur's activities. According to Buckland and Hehenberger (2021), social impact measurement offers improved comprehension of the aggregate impact by SEs that engage in similar social issues or in similar geographical areas to achieve greater results.

5.6.22 Social entrepreneurs' activities are affected by lack of applying appropriate social impact measurement methods/techniques

Table 5.27: Social entrepreneurs' activities are affected by lack of applying appropriate social impact measurement methods/techniques

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 21 | 23.3 | 23.3 | 23.3 |
| | Agree | 31 | 34.4 | 34.4 | 57.8 |
| | Neutral | 18 | 20.0 | 20.0 | 77.8 |
| | Disagree | 13 | 14.4 | 14.4 | 92.2 |
| | Strongly disagree | 7 | 7.8 | 7.8 | 100.0 |
| Total | | 90 | 100.0 | 100.0 | |

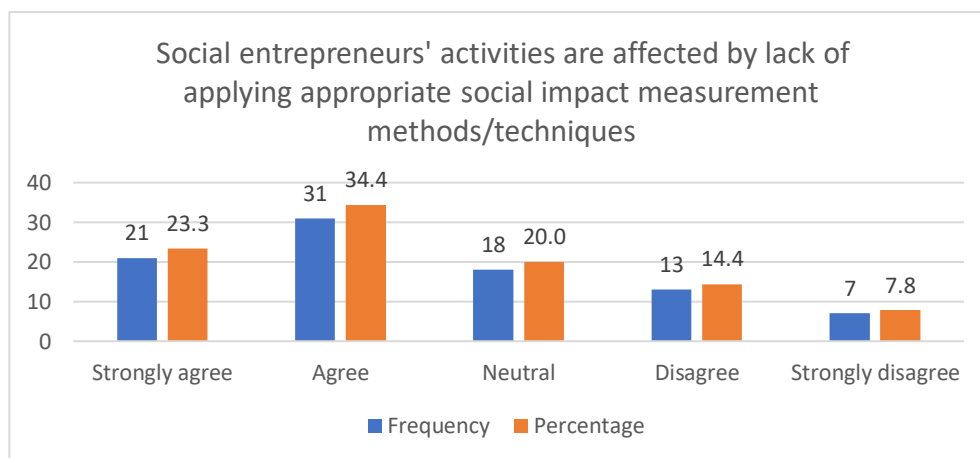


Figure 5.22: Social entrepreneurs’ activities are affected by lack of applying appropriate social impact measurement methods/techniques

According to DeRobertis-Theye (2021), no-one-size-fits-all exists with regards to applying social impact measurement techniques. A wide range of method and technique is needed as it also depends on different types of corporations, their requirements, activities, objectives and those impact aspects they want to measure (Maas and Liket 2011). This shows that applying the right social impact measurement technique is important for a social entrepreneur. Many respondents (31 or 34.4 percent) agreed and 21 (23.3 percent) further strongly agreed that social entrepreneurs’ activities are affected by lack of applying appropriate social impact measurement methods/techniques. In addition, 18 (20.0 percent) respondents remained neutral, with 13 (14.4 percent) that disagreed and a further seven (7.8 percent) that indicated strong disagreement with the statement (Table 5.27 and figure 5.22). A Chi-square test determined whether social entrepreneurs’ activities are affected by lack of applying appropriate social impact measurement methods/techniques. For this variable, results indicate that ($\chi^2 = 18.000$; $df = 4$; $P = 0.001$), illustrating that insufficient application of social impact measurement methods/techniques affects social entrepreneurs’ activities.

5.6.23 Lack of social impact measurement affects social entrepreneurs’ from identifying other opportunities to solve social problems

Table 5.28: Lack of social impact measurement affects social entrepreneurs’ from identifying other opportunities to solve social problems

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------|-----------|---------|---------------|--------------------|
| Valid Strongly agree | 27 | 30.0 | 30.0 | 30.0 |

| | | | | |
|-------------------|----|-------|-------|-------|
| Agree | 32 | 35.6 | 35.6 | 65.6 |
| Neutral | 11 | 12.2 | 12.2 | 77.8 |
| Disagree | 11 | 12.2 | 12.2 | 90.0 |
| Strongly disagree | 9 | 10.0 | 10.0 | 100.0 |
| Total | 90 | 100.0 | 100.0 | |

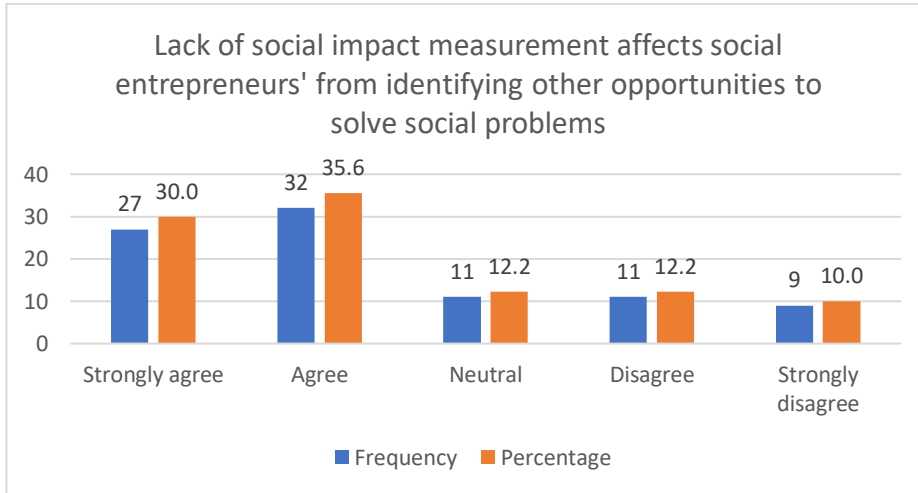


Figure 5.23: Lack of social impact measurement affects social entrepreneurs' from identifying other opportunities to solve social problems

Table 5.28 and figure 5.23 illustrate that most respondents (32 or 35.6 percent) agreed and 27 (30.0 percent) further strongly agreed that lack of social impact measurement affects social entrepreneurs' identifying other opportunities to solve social problems. A further 11 (12.2 percent) respondents remained neutral, with 11 (12.2 percent) respondents that disagreed with the statement and nine (10.0 percent) that indicated strong disagreement. A Chi-square test was conducted to ascertain whether social entrepreneurs' identifying other opportunities to solve social problems is affected by lack of social impact measurement was further conducted. The results for this variable indicate that ($\chi^2 = 25.333$; $df = 4$; $P = 0.000$), which signals lack of social impact measurement impacts social

entrepreneurs from identifying other opportunities to solve social problems in the KZN townships.

5.6.24 Lack of social impact measurement affects the willingness of investors to invest in social entrepreneurs' activities

Table 5.29: Lack of social impact measurement affects the willingness of investors to invest in social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 25 | 27.8 | 27.8 | 27.8 |
| | Agree | 33 | 36.7 | 36.7 | 64.4 |
| | Neutral | 13 | 14.4 | 14.4 | 78.9 |
| | Disagree | 10 | 11.1 | 11.1 | 90.0 |
| | Strongly disagree | 9 | 10.0 | 10.0 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

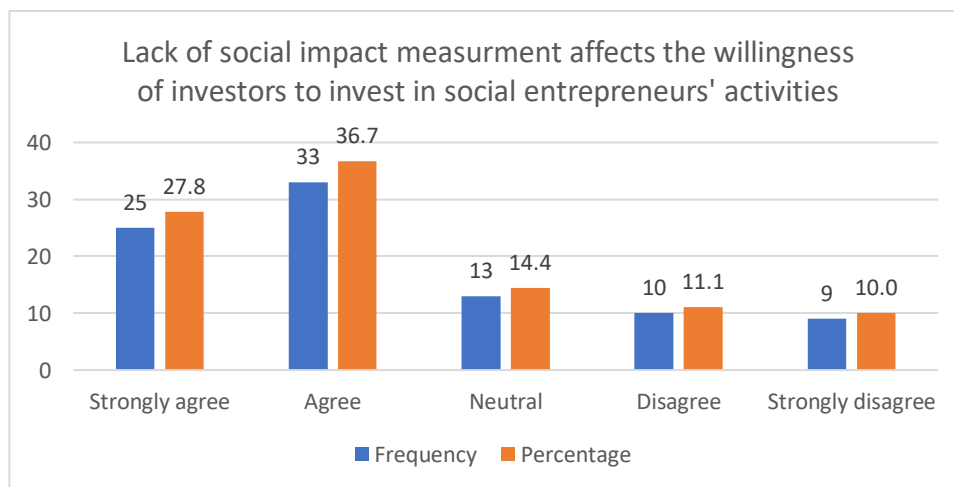


Figure 5.24: Lack of social impact measurement affects the willingness of investors to invest in social entrepreneurs' activities

According to So and Capanyola (2016), due diligence is required from investors to access the potential social return prior to committing to an investment, and measuring the social impact after the programme concludes, to assess portfolio performance in order to know whether to reinvest. Many SE funders are beginning to experience “budgetary constraints and need to allocate their resources more carefully than in the past”, thus making social impact measurement an important requirement to access funding from impact investors (European commission 2015: 4).

This supports the findings, as a majority of the respondents (33 or 36.7 percent) indicated agreement and 25 (27.8 percent) further strongly agreed the lack of social impact measurement affects the willingness of investors to invest in social entrepreneurs’ activities. A smaller number of 13 (14.4 percent) respondents indicated neutral, while 10 (11.1 percent) disagreed, with nine (10.0 percent) respondents that strongly disagreed with the statement. A Chi-square test, conducted to determine the impact on investors’ willingness to invest in social entrepreneurs’ activities affects their lack of social impact measurement. For this variable, the results indicate that ($\chi^2 = 24.667$; $df = 4$; $P = 0.000$), which shows lack of social impact measurement influences investor willingness to invest in social entrepreneurs’ activities in the KZN townships.

Component matrix: Social impact measurement as it affects social entrepreneurs’ activities

Table 5.30: Component matrix: Social impact measurement as it affects social entrepreneurs’ activities in KZN townships

Component Matrix^a

| B11 | Component 1 |
|---|----------------|
| Lack of understanding of social impact measurement affects social entrepreneurs’ activities | .865 |

| | |
|---|------|
| Social entrepreneurs' activities are affected by lack of applying appropriate social impact measurement methods/techniques | .914 |
| Lack of social impact measurement affects social entrepreneurs' from identifying other opportunities to solve social problems | .904 |
| Lack of social impact measurement affects the willingness of investors to invest in social entrepreneurs' activities | .808 |

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

These components are drawn from additional statistical analysis of the figures discussed above (figure 5.21 to 5.24). One category of component was indicated to by the respondents, showing a very strong positive significance of 0.914 on the statement whether lack of applying appropriate social impact measurement methods/techniques affects social entrepreneurs' activities. On the variable whether lack of social impact measurement affects social entrepreneurs' from identifying other opportunities to solve social problems, a strong positive significance of 0.904 is indicated, while the other variables on lack of understanding of social impact measurement affects social entrepreneurs' activities and lack of social impact measurement affects the willingness of investors to invest in social entrepreneurs' activities, showed a figure of 0.865 and 0.808, respectively. This means all variables tested revealed a very strong significance as to social impact measurement and loaded perfectly along a single component.

THE FOLLOWING SECTION IS BASED ON FINANCIAL RESOURCES AS IT AFFECTS SOCIAL ENTREPRENEURS AND THEIR CONTRIBUTION TO SUSTAINABLE DEVELOPMENT

5.6.25 Lack of access to financial resources affects social entrepreneurs' activities

Table 5.31: Lack of access to financial resources affects social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 44 | 48.9 | 48.9 | 48.9 |
| | Agree | 25 | 27.8 | 27.8 | 76.7 |
| | Neutral | 10 | 11.1 | 11.1 | 87.8 |
| | Disagree | 6 | 6.7 | 6.7 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

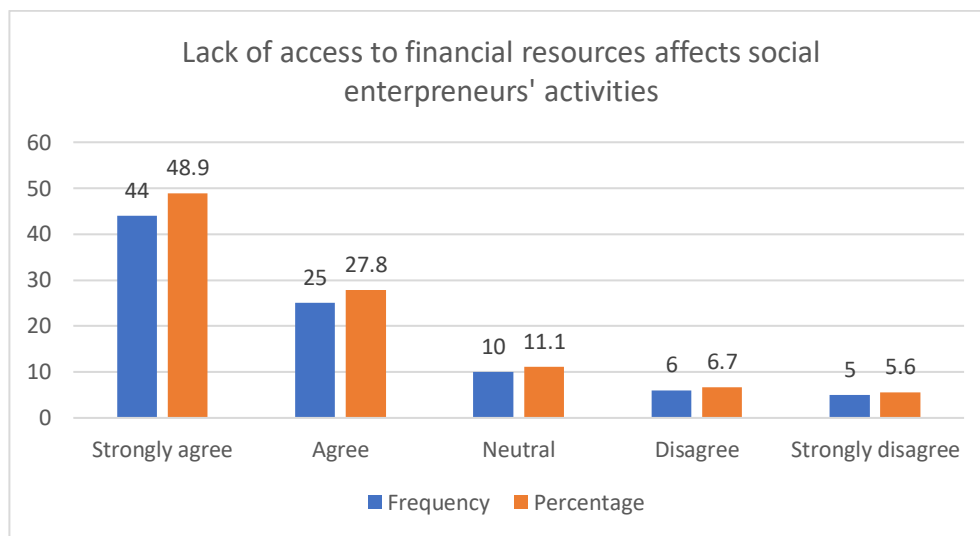


Figure 5.25: Lack of access to financial resources affects social entrepreneurs' activities

According to the ILO (2016: 13), access to finance in any country is crucial for social entrepreneurs' growth, including SA. Increased access to finance can help social entrepreneurs resolve some of their challenges and ensure they realise their full potential (European Commission 2019: 1). However, one of the major challenges of SEs in SA remains access to finance (GIBS 2018).

As reflected in table 5.31 and figure 5.25, a significant number of respondents (44 or 48.9 percent) indicated strong agreement, with a further 25 (27.8 percent)

respondents that agreed lack of financial resource access affects social entrepreneurs' activities. Ten (11.1 percent) respondents remained neutral, with six (6.7 percent) that disagreed and five (5.6 percent) that disagreed strongly with the statement. To ascertain whether social entrepreneurs' activities are influenced by non-existent or insufficient access to financial resources, a Chi-square test was conducted. The results for this variable show that ($\chi^2 = 61.222$; $df = 4$; $P = 0.000$), this shows social entrepreneurs' activities are affected by lack of access to financial resources.

5.6.26 Many social entrepreneurs depend on family and friends for finance to survive

Table 5.32: Many social entrepreneurs depend on family and friends for finance in order to survive

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 19 | 21.1 | 21.1 | 21.1 |
| | Agree | 32 | 35.6 | 35.6 | 56.7 |
| | Neutral | 13 | 14.4 | 14.4 | 71.1 |
| | Disagree | 13 | 14.4 | 14.4 | 85.6 |
| | Strongly disagree | 13 | 14.4 | 14.4 | 100.0 |
| Total | | 90 | 100.0 | 100.0 | |

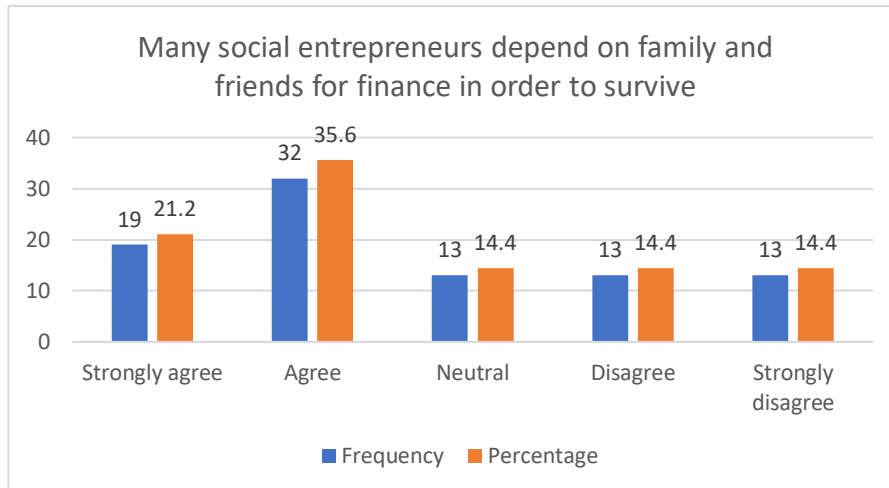


Figure 5.26: Many social entrepreneurs depend on family and friends for finance in order to survive

As table 5.32 and figure 5.26 illustrate, many respondents (32 or 35.6 percent) agreed and 19 (21.2 percent) further strongly agreed that many social entrepreneurs depend on family and friends for finance to survive. In addition, 13 (14.4 percent) respondents remained neutral, with 13 (14.4 percent) that disagreed with the statement and another 13 (14.4 percent) that strongly disagreed. A Chi-square test, performed to ascertain whether many social entrepreneurs depend on family and friends for finance to survive, reflect results for this variable showing that ($\chi^2 = 15.111$; $df = 4$; $P = 0.004$). According to Arregle *et al.* (2013: 313), family feature strongly in relation to entrepreneurial resources, but both positive and negative outcome can arise. Uzialko (2022) mentions that many small business owners, including social entrepreneurs, rely on friends and family for social, financial and sometimes, even operational support.

5.6.27 Lengthy processes required by financial institutions to obtain financial resources affect social entrepreneurs' activities

Table 5.33: Lengthy processes required by financial institutions to obtain financial resources affects social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 25 | 27.8 | 27.8 | 27.8 |
| | Agree | 38 | 42.2 | 42.2 | 70.0 |
| | Neutral | 14 | 15.6 | 15.6 | 85.6 |
| | Disagree | 8 | 8.9 | 8.9 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

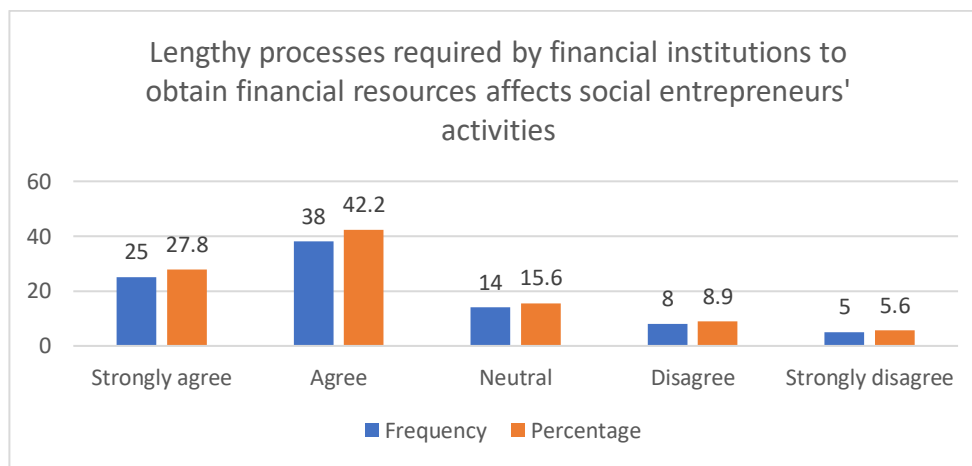


Figure 5.27: Lengthy processes required by financial institutions to obtain financial resources affects social entrepreneurs' activities

Table 5.33 and figure 5.27 show most respondents (38 or 42.2 percent) indicated their agreement, while 25 (27.8 percent) respondents further indicated strong agreement that lengthy processes required by financial institutions to obtain financial resources affects social entrepreneurs' activities. A further 14 (15.6 percent) respondents remained neutral, with eight (8.9 percent) respondents that disagreed with the statement and five (5.6 percent) that disagreed strongly. A Chi-square test was performed to determine this variable, with a good fit once again established, where the results indicate that ($\chi^2 = 40.778$; $df = 4$; $P = 0.000$).

According to Aktas and Barbetta (2022: 1), social entrepreneurs increase their production significantly, along with “fixed assets, properties and employment” when they are able to access financial resources and are not constrained by access to credit processes.

5.6.28 Social entrepreneurs’ activities are affected by lack of government financial assistance

Table 5.34: Social entrepreneurs’ activities are affected by lack of government’s financial assistance

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 27 | 30.0 | 30.0 | 30.0 |
| | Agree | 37 | 41.1 | 41.1 | 71.1 |
| | Neutral | 13 | 14.4 | 14.4 | 85.6 |
| | Disagree | 7 | 7.8 | 7.8 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

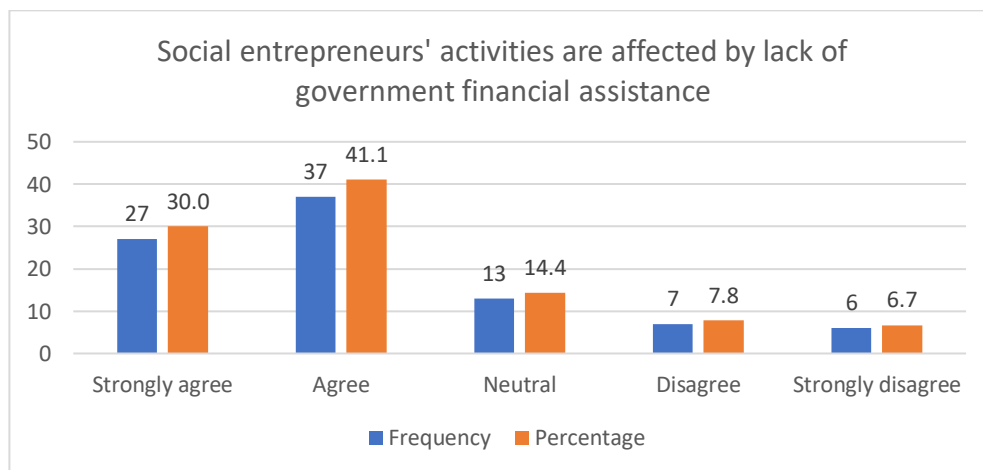


Figure 5.28: Social entrepreneurs’ activities are affected by lack of government’s financial assistance

As table 5.34 and figure 5.28 illustrate, the majority of respondents (37 or 41.1 percent) agreed and 27 (30.0 percent) further strongly agreed that social entrepreneurs' activities are affected by lack of government's financial assistance. Furthermore, 13 (14.4 percent) respondents remained neutral, with seven (7.8 percent) respondents that disagreed and six (6.7 percent) that indicated strong disagreement. To determine whether lack of government financial assistance affects social entrepreneurs' activities, a Chi-square test was conducted. The results for this variable indicate that ($\chi^2 = 40.667$; $df = 4$; $P = 0.000$), which shows social entrepreneurs' activities and their contribution to sustainable development are impacted by insufficient financial assistance from the government.

Component matrix: Resources as it affects social entrepreneurs' activities

Table 5.35: Component matrix: The effects of financial resources on social entrepreneurs' activities in KZN townships

Component Matrix^a

| B12 | Component 1 |
|---|----------------|
| Lack of access to financial resources affects social entrepreneurs' activities | .736 |
| Many social entrepreneurs depend on family and friends for finance in order to survive | .668 |
| Lengthy processes required by financial institutions to obtain financial resources affects social entrepreneurs' activities | .779 |
| Social entrepreneurs' activities are affected by lack of government financial assistance | .794 |

Extraction Method: Principal Component Analysis.

a. 1 component extracted.

These components are a further statistical analysis of the figures mentioned above (figures 5.25 to 5.28). A component test was conducted on financial resources as it relates to social entrepreneurs. Respondents indicated to one

component category, with a positive significance of 0.794 illustrative of the statement on whether social entrepreneurs' activities are influenced by inadequate financial assistance from the government. On the statement whether lengthy processes required by financial institutions to obtain financial resources affects social entrepreneurs' activities a score of 0.779 was shown. A positive significance of 0.736 is reflected with regard to the statement on whether lack of financial resources affects social entrepreneurs' activities. The statement to indicate whether many social enterprises depend on family and friends for finance in order to survive, reflects a positive significance of 0.668. The above variable thus showed a very strong relationship, indicating financial resources are necessary to enable adequate social value creation by social entrepreneurs and allow them to contribute to sustainable KZN townships development. This implies that the statement that constituted the sections measured what they set out to measure.

THE FOLLOWING SECTION IS BASED ON INTERNAL ENVIRONMENTAL FACTORS THAT AFFECT SOCIAL ENTREPRENEURSHIP AS A SUSTAINABLE DEVELOPMENT TOOL

5.6.29 Lack of management competence and skills affects social entrepreneurs' activities

Table 5.36: Lack of management competence and skills affects social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 28 | 31.1 | 31.1 | 31.1 |
| | Agree | 38 | 42.2 | 42.2 | 73.3 |

| | | | | |
|-------------------|----|-------|-------|-------|
| Neutral | 11 | 12.2 | 12.2 | 85.6 |
| Disagree | 8 | 8.9 | 8.9 | 94.4 |
| Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| Total | 90 | 100.0 | 100.0 | |

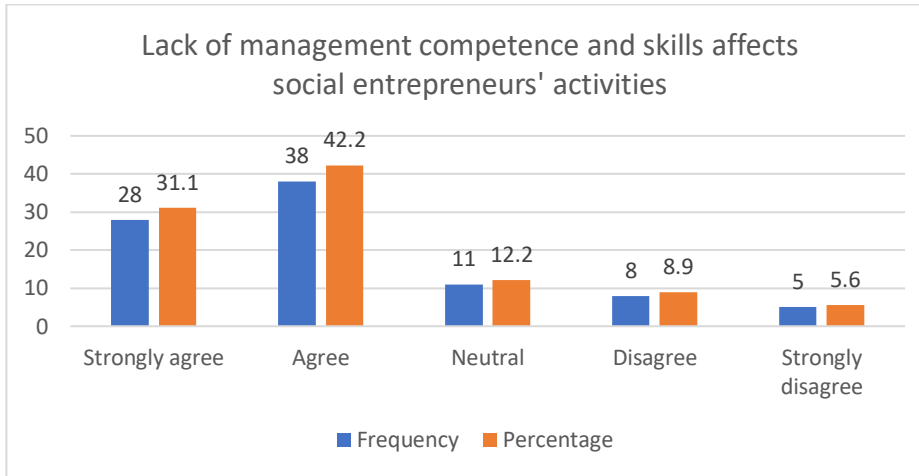


Figure 5.29: Lack of management competence and skills affects social entrepreneurs' activities

As shown in table 5.36 and figure 5.29, a majority of respondents (38 or 42.2 percent) indicated agreement and 28 (31.1 percent) respondents further strongly agreed that lack of management competence and skills affects social entrepreneurs' activities. In addition, 11 (12.2 percent) of the respondents were neutral, whilst only eight (8.9 percent) disagreed with the statement and five (5.6 percent) indicated strong disagreement. These findings are supported by studies conducted by Ncube and Chimucheka (2019) and Iskandar and Kaltum (2022), which assert that SMME performance, including SEs, is influenced by management competence.

A study by Kim (2019) also revealed a positive relationship between management competence and economic and social performance of a SE. To ascertain whether lack of management competence and skills influences social entrepreneurs' activities, a Chi-square test was conducted. The results for this variable indicate

that ($\chi^2 = 45.444$; $df = 4$; $P = 0.000$), which indicates social entrepreneurs' activities are affected by lack of management competence and skills.

5.6.30 Lack of technical skills affects social entrepreneurs' activities

Table 5.37: Lack of technical skills affects social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 25 | 27.8 | 27.8 | 27.8 |
| | Agree | 38 | 42.2 | 42.2 | 70.0 |
| | Neutral | 10 | 11.1 | 11.1 | 81.1 |
| | Disagree | 10 | 11.1 | 11.1 | 92.2 |
| | Strongly disagree | 7 | 7.8 | 7.8 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

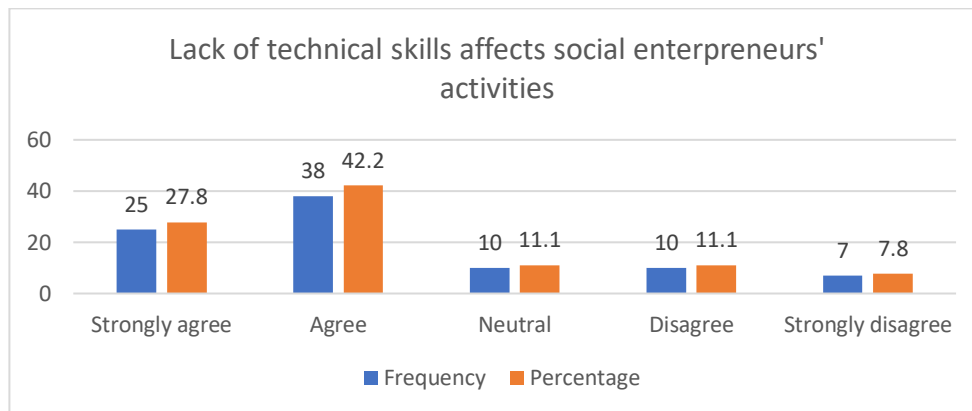


Figure 5.30: Lack of technical skills affects social entrepreneurs' activities

Table 5.37 and figure 5.30 show a majority of the respondents (38 or 42.2 percent) were in agreement, while a further 25 (27.8 percent) respondents strongly agreed lack of technical skills affects social entrepreneurs' activities. These findings are supported by a Chi-square test that was performed to ascertain whether social entrepreneurs' activities are affected by lack of technical skills. For this variable,

the results indicate that ($\chi^2 = 38.778$; $df = 4$; $P = 0.000$), signalling social entrepreneurs' activities are affected by lack of technical skills. A further 10 (11.1 percent) respondents remained neutral, with 10 (11.1 percent) respondents that disagreed with the statement and seven (7.8 percent) that strongly disagreed. According to Javani *et al.* (2017), technical skills provide the requisite knowledge, skills and practical competencies that enable an entrepreneur, including social entrepreneurs, to perform their duties effectively. In SA, one of the major challenges affecting the performance of SEs is still a lack of technical skills, inclusive of entrepreneurs (Mbaile 2020).

5.6.31 Lack of education and training development affects social entrepreneurs' activities

Table 5.38: Lack of education and training development affects social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 26 | 28.9 | 28.9 | 28.9 |
| | Agree | 37 | 41.1 | 41.1 | 70.0 |
| | Neutral | 10 | 11.1 | 11.1 | 81.1 |
| | Disagree | 12 | 13.3 | 13.3 | 94.4 |
| | Strongly agree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

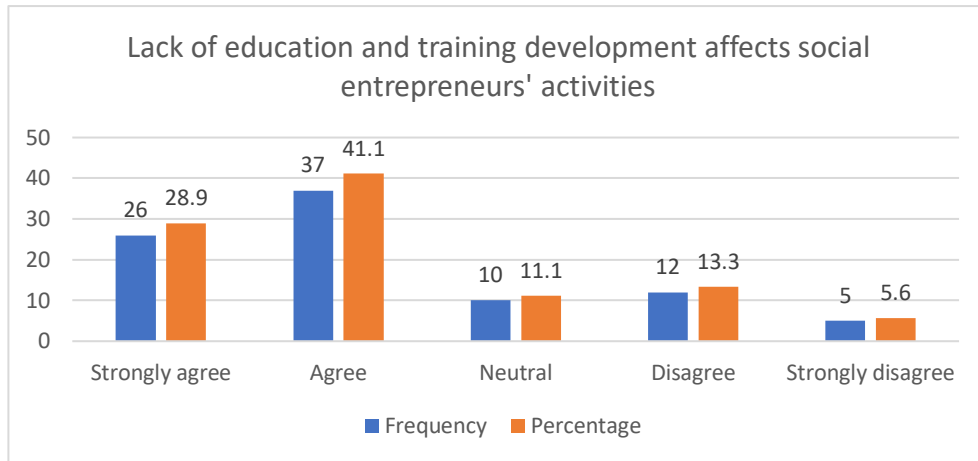


Figure 5.31: Lack of education and training development affects social entrepreneurs' activities

As table 5.38 and figure 5.31 show, most respondents (37 or 41.1 percent) indicated their agreement, with 26 (28.9 percent) that further strongly agreed the lack of education and training development affects social entrepreneurs' activities. A Chi-square test was conducted to ascertain whether social entrepreneurs' activities are affected by lack of education and training development, with the results supporting the findings. For this variable, the results indicate that ($\chi^2 = 38.556$; $df = 4$; $P = 0.000$), which show the lack of education and training development affects social entrepreneurs' activities and their contribution to sustainable development. In addition, 10 (11.1 percent) of the respondents were neutral, whilst 12 (13.3 percent) of the respondents disagreed with the statement and five (5.6 percent) indicated strong disagreement.

According to Waghid and Oliver (2017), education and training development helps to build and strengthen the entrepreneurial capacity of individuals to develop new ventures that will have positive implications for society. Littlewood and Holt (2018) concur and further find that education and training development is an important mechanism that will enable social entrepreneurs in SA to contribute effectively to

finding solutions to some broader social problems, for instance unemployment and crime.

5.6.32 Lack of marketing skills affects social entrepreneurs' activities

Table 5.39: Lack of marketing skills affects social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 21 | 23.3 | 23.3 | 23.3 |
| | Agree | 40 | 44.4 | 44.4 | 67.8 |
| | Neutral | 9 | 10.0 | 10.0 | 77.8 |
| | Disagree | 12 | 13.3 | 13.3 | 91.1 |
| | Strongly disagree | 8 | 8.9 | 8.9 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

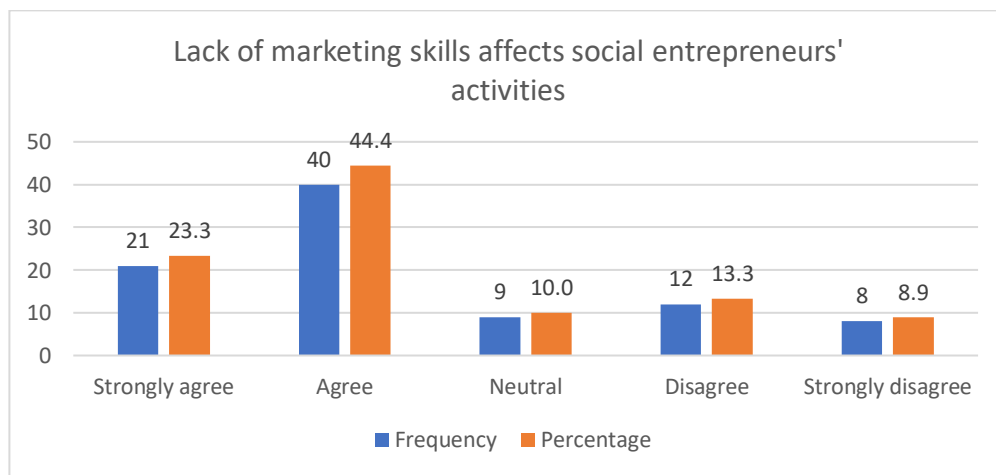


Figure 5.32: Lack of marketing skills affects social entrepreneurs' activities

According to Satar *et al.* (2016), social entrepreneurs, similar to commercial entrepreneurs, have to develop innovative entrepreneurial approaches to the marketing of their goods and services in order to successfully create social value that will enhance their contribution to development. A study by Oji *et al.* (2017: 2)

finds one of the major factors in SA is the lack of adequate marketing strategies and skills, which still contribute to business failure on an ongoing basis.

Table 5.39 and figure 5.32 depict agreement by the majority of respondents (40 or 44.4 percent), while a further 21 (23.3 percent) strongly agreed that lack of marketing skills affects social entrepreneurs' activities. A smaller number of the respondents (nine or 10.0 percent) were neutral to the statement, whilst only 12 (13.3 percent) disagreed and eight (8.9 percent) strongly disagreed with the statement. These findings clearly show that marketing skills are critical in ensuring the effective operations of social entrepreneurs. A Chi-square test was performed to ascertain whether social entrepreneurs' activities are affected by lack of marketing skills, which supported these findings. The results for this variable show that ($\chi^2 = 39.444$; $df = 4$; $P = 0.000$), signalling inadequate marketing skills affect social entrepreneurs' activities.

Component matrix: Internal environmental factors that affect social entrepreneur's contribution to sustainable development

Table 5.40: Component matrix: Internal environmental factors that affect social entrepreneur's contribution to sustainable development in KZN townships

Component Matrix^a

| B13 (Internal) | Component 1 |
|---|----------------|
| Lack of management competence and skills affects social entrepreneurs' activities | .874 |
| Lack of technical skills affects social entrepreneurs' activities | .911 |
| Lack of education and training development affects social entrepreneurs' activities | .899 |
| Lack of marketing skills affects social entrepreneurs' activities | .791 |

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

An additional statistical analysis was performed for the figures mentioned above (figure 5.29 to 5.32). A component test was, furthermore, performed on the section related to internal environmental factors that impact the contribution of social entrepreneurs to sustainable development. The respondents indicated to only one category of components, where all components tested reflected a positive significance. On the statement on whether social entrepreneurs' activities are affected by lack of technical skills, a very strong positive significance of 0.911 is shown. This means respondents felt the lack of technical skills affects social entrepreneurs' activities. Another variable, on whether social entrepreneurs' activities are affected by lack of education and training development, showed a strong positive significance of 0.899. With regards to social entrepreneurs' activities being affected by lack of management competence and skills, indicating a strong positive significance of 0.874. Regarding whether lack of marketing skills affects social entrepreneurs' activities, this statement reflected a strong positive significance of 0.791. It is clear, based on the component test that all the variables tested had a positive significance and the underlying constructs loaded perfectly and reliably measured in the aforementioned table further supports the reliability of the research instrument.

THE FOLLOWING SECTION IS BASED ON THE EXTERNAL ENVIRONMENTAL FACTORS THAT AFFECT SOCIAL ENTREPRENEURSHIP AS A SUSTAINABLE DEVELOPMENT TOOL

5.6.33 Lack of adequate legal framework for social entrepreneurs in SA affects their activities

Table 5.41: Lack of adequate legal framework for social entrepreneurs in South Africa is affecting their activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 29 | 32.2 | 32.2 | 32.2 |
| | Agree | 38 | 42.2 | 42.2 | 74.4 |
| | Neutral | 7 | 7.8 | 7.8 | 82.2 |
| | Disagree | 10 | 11.1 | 11.1 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

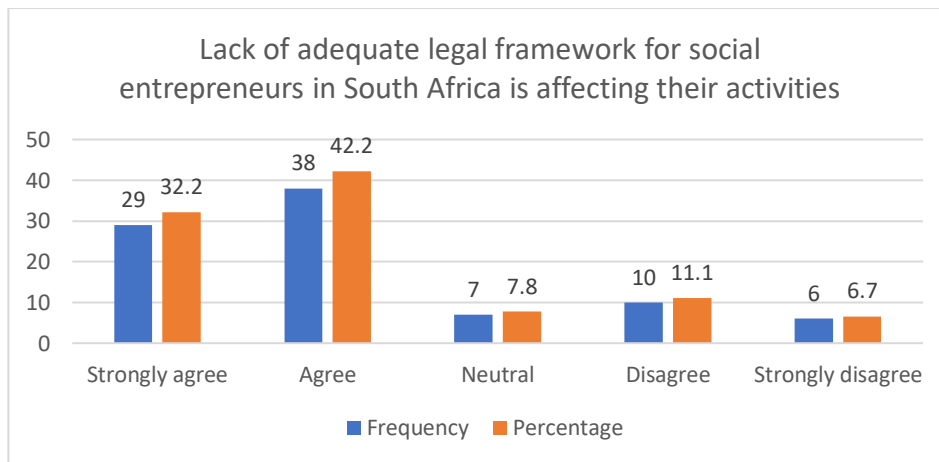


Figure 5.33: Lack of adequate legal framework for social entrepreneurs in South Africa is affecting their activities

Table 5.41 and figure 5.33 show that a majority respondents (38 or 42.2 percent) agreed and 29 (32.2 percent) further strongly agreed that lack of adequate legal framework for social entrepreneurs is affecting their activities. A small number of the respondents (seven or 7.8 percent) were neutral to the statement, whilst 10 (11.1 percent) stated their disagreement with the statement and six (6.7 percent) indicated strong disagreement. A Chi-square test supported these findings and was conducted to ascertain whether social entrepreneurs' activities are affected by lack of an adequate legal framework. The results for this variable indicate that ($\chi^2 = 47.222$; $df = 4$; $P = 0.000$), signalling the lack of an adequate legal framework

affects social entrepreneurs' activities. These findings are supported by a study conducted by Dzomonda (2021: 1-17) that finds lack of adequate policy and regulation to be a major problem for social entrepreneurs in SA. Moreover, a study by GIBS (2018) reveals an appropriate legal framework does not exist for social entrepreneurship in SA to guide its operations and activities. Therefore, for effective and efficient social value creation by social entrepreneurs and successfully play their role in the country, appropriate policy and regulations need to be in place.

5.6.34 Adequate government rules and regulations will improve social entrepreneurs' activities

Table 5.42: Adequate government rules and regulations will improve social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 30 | 33.3 | 33.3 | 33.3 |
| | Agree | 38 | 42.2 | 42.2 | 75.6 |
| | Neutral | 9 | 10.0 | 10.0 | 85.6 |
| | Disagree | 7 | 7.8 | 7.8 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

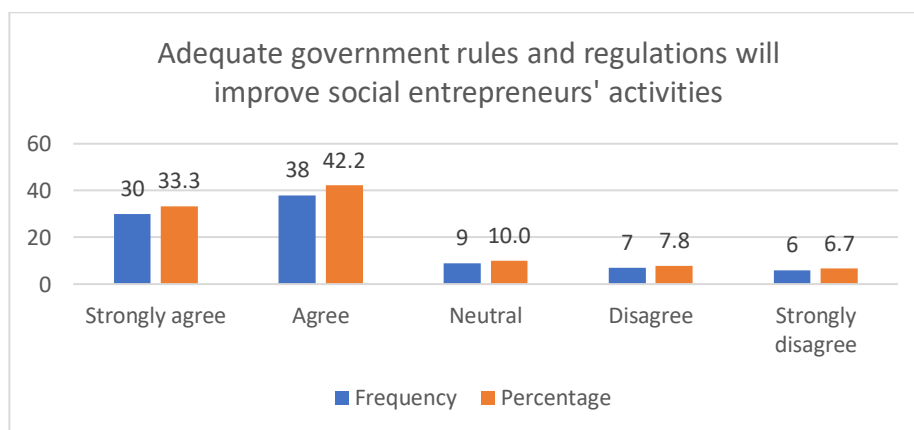


Figure 5.34: Adequate government rules and regulations will improve social entrepreneurs' activities

As depicted in table 5.42 and figure 5.34 The majority of respondents (38 or 42.2 percent) agreed with strong agreement indicated by 30 (33.3 percent) respondents that adequate government rules and regulations will improve social entrepreneurs' activities. Neutrality to the statement was indicated by a small number of the respondents (nine or 10.0 percent), whilst seven (7.8 percent) respondents disagreed with the statement, with six (6.7 percent) that strongly disagreed. To ascertain whether social entrepreneurs' activities will improve with less government rules and regulations, a Chi-square test was conducted. For this variable, the results show that ($\chi^2 = 49.444$; $df = 4$; $P = 0.000$), which illustrates that less rules and regulations by government will improve social entrepreneurs' activities. According to Stephan *et al.* (2015: 308-331), the rules and regulations developed by government could serve as a motivation for social entrepreneurs or a deterrent to engage in social value creation activities.

5.6.35 Increased government support will improve social entrepreneurs' activities

Table 5.43: Increased government support will improve social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 33 | 36.7 | 36.7 | 36.7 |
| | Agree | 38 | 42.2 | 42.2 | 78.9 |
| | Neutral | 7 | 7.8 | 7.8 | 86.7 |
| | Disagree | 7 | 7.8 | 7.8 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |

| | | | |
|-------|----|-------|-------|
| Total | 90 | 100.0 | 100.0 |
|-------|----|-------|-------|

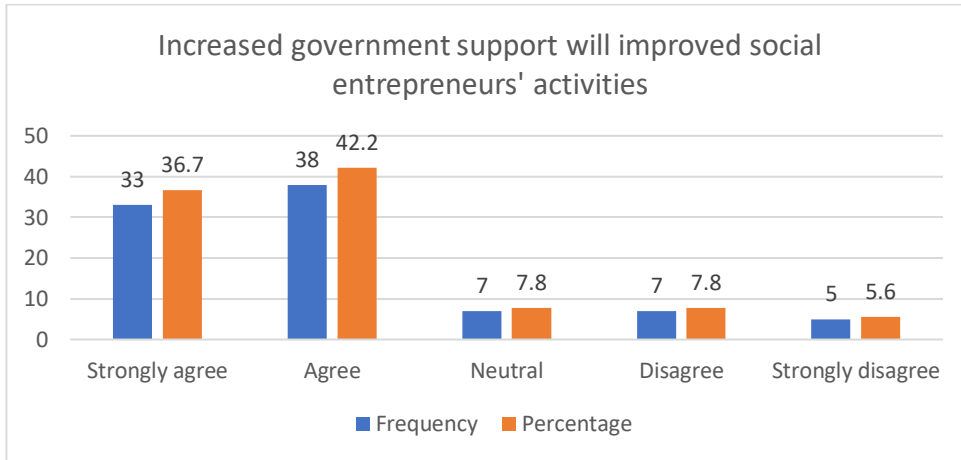


Figure 5.35: Increased government support will improve social entrepreneurs' activities

The majority of respondents (38 or 42.2 percent) agreed and a further 33 (36.7 percent) strongly agreed that increased government support will improve social entrepreneurs' activities. Seven (7.8 percent) of the respondents were neutral, whilst seven (7.8 percent) stated their disagreement and five (5.6 percent) indicated strong disagreement with the statement (table 5.43 and figure 5.35). To establish whether social entrepreneurs' activities will improve with increased government support, a Chi-square test was conducted. The results for this variable indicate that ($\chi^2 = 57.556$; $df = 4$; $P = 0.000$), signalling increased government support will improve social entrepreneurs' activities.

According to Littlewood and Holt (2018), a major factor limiting social entrepreneurs in SA and their sustainable development contribution remains the lack of government support in the country. Government can provide support and empower social entrepreneurs in the form of acquisition of resources, creating awareness, and coordination and implementation (Abidin and Kaka 2014)

5.6.36 Political instability affects social entrepreneurs' activities

Table 5.44: Political instability affects social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 34 | 37.8 | 37.8 | 37.8 |
| | Agree | 30 | 33.3 | 33.3 | 71.1 |
| | Neutral | 11 | 12.2 | 12.2 | 83.3 |
| | Disagree | 10 | 11.1 | 11.1 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

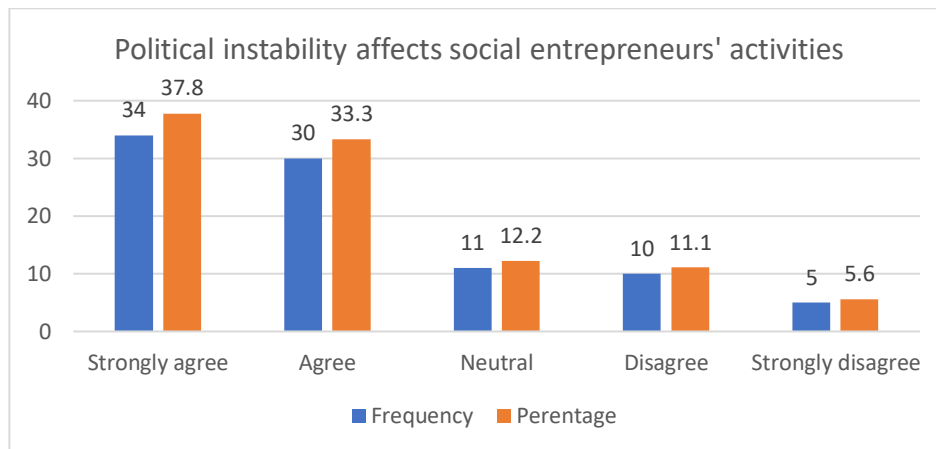


Figure 5.36: Political instability affects social entrepreneurs' activities

According to Shumetie and Watabaji (2019: 1), “political instability has significant negative effects” on a country’s enterprise innovativeness and special attention needs to be given to it in order to enhance enterprises’ innovativeness. Political instability such as “violence, civil war, strike, coup d’état and the collapse of government can affect business and investments in a country”, as no business prefers to operate in an unstable, which also does not draw investment (Jalloh, Djatmika and Adi Putra 2017: 380). In SA, as mentioned by Cilliers and Aucoin (2016: 7), “economic inequality, frequency of protests and trust in government”

are among the drivers of instability that could affect any business, including social entrepreneurs.

As table 5.44 and figure 5.36 show, the majority most respondents (34 or 37.8 percent) strongly agreed and 30 (33.3 percent) further agreed that political instability affects social entrepreneurs' activities. Eleven (12.2 percent) respondents remained neutral to the statement, whilst 10 (11.1 percent) disagreed with the statement and a smaller number (five or 5.6 percent) strongly disagreed. To determine whether social entrepreneurs' activities are affected by political instability, a Chi-square test was performed. For this variable, results reveal that ($\chi^2 = 37.889$; $df = 4$; $P = 0.000$), which shows that political instability affects social entrepreneurs' activities.

5.6.37 Social entrepreneurs' activities are affected by corruption

Table 5.45: Social entrepreneurs' activities are affected by corruption

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 28 | 31.1 | 31.1 | 31.1 |
| | Agree | 28 | 31.1 | 31.1 | 62.2 |
| | Neutral | 15 | 16.7 | 16.7 | 78.9 |
| | Disagree | 10 | 11.1 | 11.1 | 90.0 |
| | Strongly disagree | 9 | 10.0 | 10.0 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

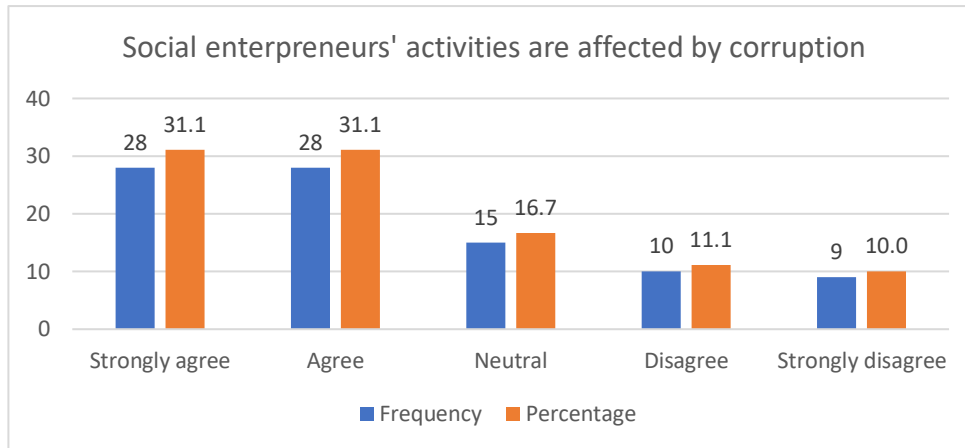


Figure 5.37: Social entrepreneurs' activities are affected by corruption

Table 5.45 and figure 5.37 show many respondents (28 or 31.1 percent) agreed while a further 28 (31.1 percent) strongly agreed that corruption affects social entrepreneurs' activities. In addition, 15 (16,7 percent) respondents indicated neutral to the statement, whilst 10 (11.1 percent) disagreed with the statement and nine (10.0 percent) strongly disagreed. To determine whether social entrepreneurs' activities are affected by corruption, a Chi-square test was conducted. The results for this variable show that ($\chi^2 = 19.667$; $df = 4$; $P = 0.001$), illustrating corruption influences social entrepreneurs' activities.

According to Ofusori (2020), in SA there has been a continuous increase in corruption perceived to be as a result of mild or non-existent consequence management to deter others. Fraud and corruption in SA lead to the mistrust in government by citizens, and by domestic and foreign investors which, in turn, hinders investments and slows down economic growth (Chitiga-Mabugu *et al.* 2021).

5.6.38 Social entrepreneurs' activities are affected by social factors

Table 5.46: Social entrepreneurs' activities are affected by social factors

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 25 | 27.8 | 27.8 | 27.8 |
| | Agree | 35 | 38.9 | 38.9 | 66.7 |
| | Neutral | 17 | 18.9 | 18.9 | 85.6 |
| | Disagree | 8 | 8.9 | 8.9 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

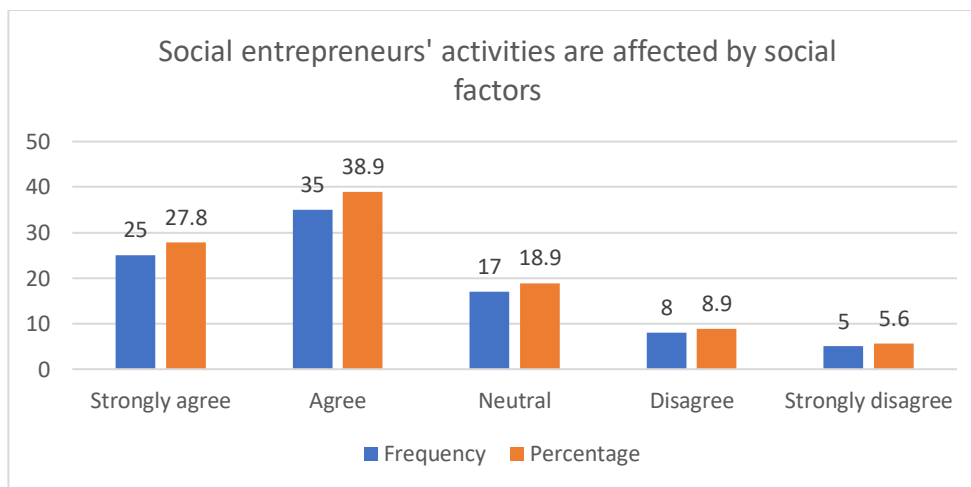


Figure 5.38: Social entrepreneurs' activities are affected by social factors

As depicted, the majority respondents (35 or 38.9 percent) were in agreement and a further 25 (27.8 percent) respondents strongly agreed social entrepreneurs' activities are affected by social factors. A further 17 (18.9 percent) of the respondents were neutral, whilst eight (8.9 percent) indicated their disagreement with the statement and five (5.6 percent) strongly disagreed (table 5.46 and figure 5.38). A Chi-square test to ascertain whether social factors affect social entrepreneurs' activities was conducted. For this variable, the results show that ($\chi^2 = 33.778$; $df = 4$; $P = 0.000$), which indicates social entrepreneurs' activities are affected by social factors.

5.6.39 High crime rate affects social entrepreneurs' activities

Table 5.47: High crime rate affects social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 30 | 33.3 | 33.3 | 33.3 |
| | Agree | 38 | 42.2 | 42.2 | 75.6 |
| | Neutral | 9 | 10.0 | 10.0 | 85.6 |
| | Disagree | 7 | 7.8 | 7.8 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

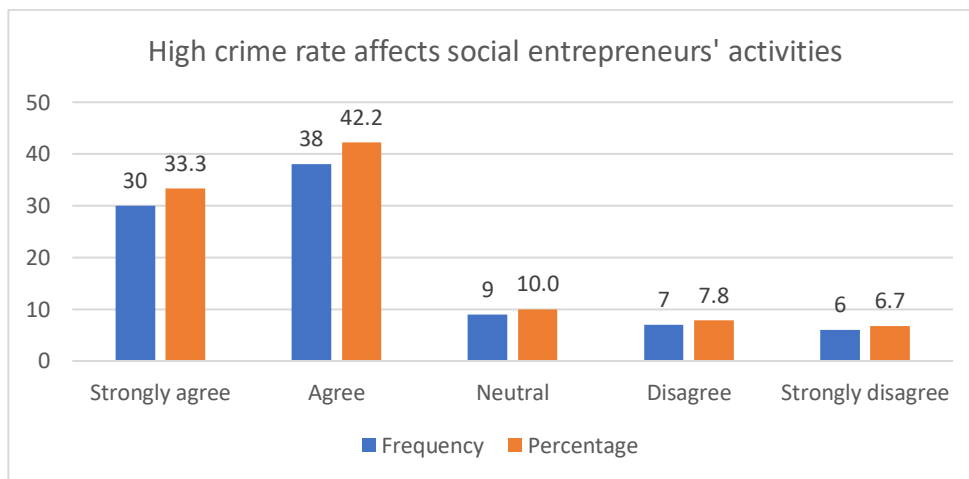


Figure 5.39: High crime rate affects social entrepreneurs' activities

As table 5.47 and figure 5.39 show, a majority of respondents (38 or 42.2 percent) indicated agreement, while a further 30 (33.3 percent) strongly agreed that the high crime rate affects social entrepreneurs' activities. Neutrality to the statement was indicated by a small number of the respondents (nine or 10.0 percent), whilst seven (7.8 percent) respondents disagreed with the statement and six (6.7 percent) strongly disagreed. A Chi-square test was conducted to determine

whether social entrepreneurs' activities are affected by high crime rate. The results for this variable reveal that ($\chi^2 = 49.444$; $df = 4$; $P = 0.000$), showing the high crime rate affects social entrepreneurs' activities and their contribution to sustainable development.

Mahofa, Sundaram and Edwards (2016: 3) find crime imposes a cost and negatively affects expected profits of small firms such as SEs, as "they may have to spend on security systems such as alarms, trackers on vehicles, electric fences, or armed guards to keep their property and staff secure". This supports the findings of Dzomonda (2021: 5) that a high crime rate increases the cost of doing business and retards growth and performance of social entrepreneurs in SA.

5.6.40 Lack of understanding of taxation for social enterprises affects their activities

Table 5.48: Lack of understanding of taxation for social enterprises affects their activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 26 | 28.9 | 28.9 | 28.9 |
| | Agree | 36 | 40.0 | 40.0 | 68.9 |
| | Neutral | 14 | 15.6 | 15.6 | 84.4 |
| | Disagree | 10 | 11.1 | 11.1 | 95.6 |
| | Strongly disagree | 4 | 4.4 | 4.4 | 100.0 |
| Total | | 90 | 100.0 | 100.0 | |

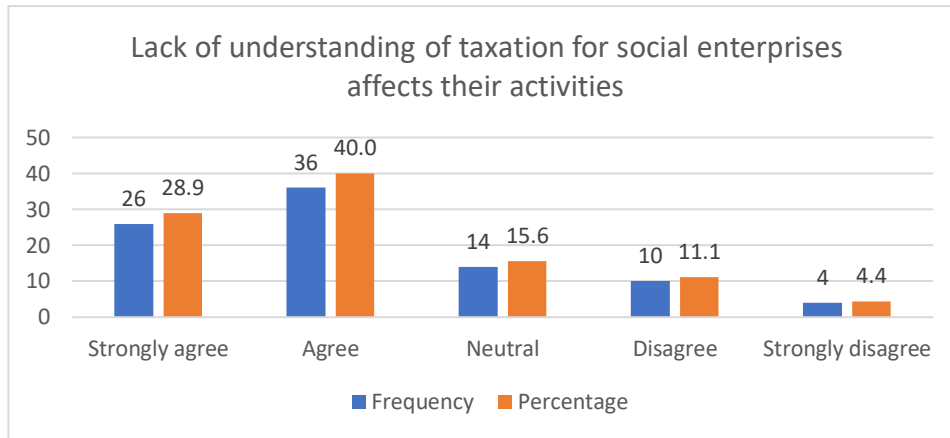


Figure 5.40: Lack of understanding of taxation for social enterprises affects their activities

Table 5.48 and figure 5.40 show the majority respondents (36 or 40.0 percent) agreed with a further 26 (28.9 percent) that strongly agreed a lack of understanding of taxation for social enterprises affects their activities. A total of 14 (15.6 percent) respondents remained neutral to the statement, with 10 (11.1 percent) that disagreed with the statement while four (4.4 percent) strongly disagreed. To determine whether social entrepreneurs' activities are impacted by insufficient understanding of taxation, a Chi-square test was conducted. The results for this variable show that ($\chi^2 = 36.889$; $df = 4$; $P = 0.000$), signalling lack of understanding of taxation for social enterprises affects their activities.

According to Killian and O'Regan (2018: 1), the fact that SE "combines for-profit and social impact aim in a single entity, a tax system that anticipates a binary world of charities and capitalism may be unable to accommodate them, and as such becomes a constraint for their common good". Hence, the confusion and lack of understanding of the tax system for SEs is a critical factor limiting their effective operation. The challenge of SEs not having a specific legal form in SA and having to adopt any available legal structure as for-profit entities has a significant implication in terms of taxation and the ability to benefit from different tax incentive schemes (Ker 2014: 17)

5.6.41 High interest rates affect social entrepreneurs' activities

Table 5.49: High interest rates affects social entrepreneurs' activities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 33 | 36.7 | 36.7 | 36.7 |
| | Agree | 31 | 34.4 | 34.4 | 71.1 |
| | Neutral | 12 | 13.3 | 13.3 | 84.4 |
| | Disagree | 10 | 11.1 | 11.1 | 95.6 |
| | Strongly disagree | 4 | 4.4 | 4.4 | 100.0 |
| | Total | | 90 | 100.0 | 100.0 |

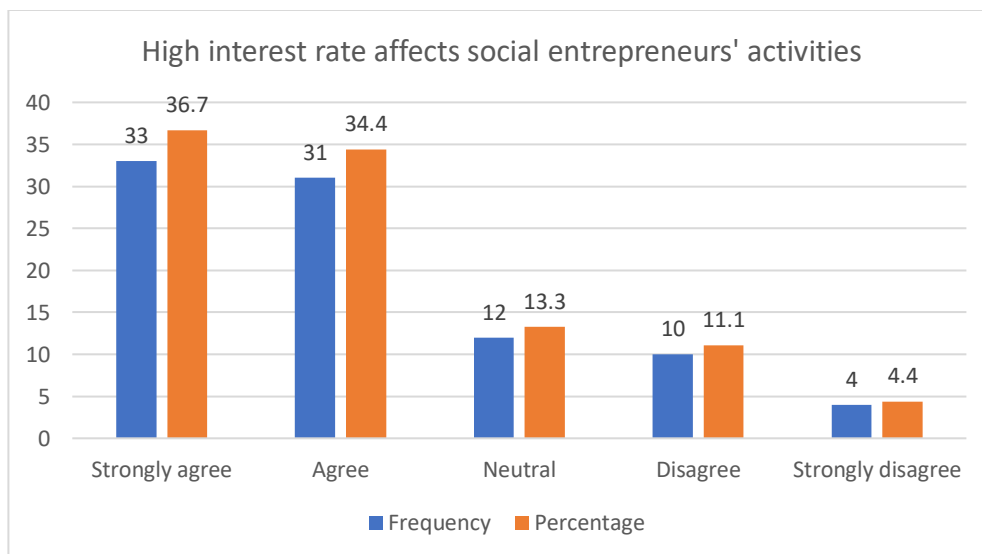


Figure 5.41: High interest rates affect social entrepreneurs' activities

The majority respondents (33 or 36.7 percent) indicated that they strongly agreed, with another 31 (34.4 percent) respondents that agreed high interest rates affect social entrepreneurs' activities (table 5.49 and figure 5.41). Further to this, 12 (13.3 percent) respondents indicated neutral to the statement, with 10 (11.1 percent) that disagreed with the statement and four (4.4 percent) that strongly

disagreed. To determine whether social entrepreneurs' activities are affected by high interest rates, a Chi-square test was conducted. For this variable, the results show that ($\chi^2 = 38.333$; $df = 4$; $P = 0.000$), indicating high interest rates affect social entrepreneurs' activities.

According to Johnston (2019), the interest rate is an economic factor that influences a business, because as interest rates rise, bank charges for loans increase, which shows more business earnings are used to settle loan interest, which diminishes their profits. The repo rate for SA is expected to return to the pre-Covid-19 pandemic level of 6.50 percent by the end of 2024 (PWC 2022: 5). This will have both short- and long-term effects on businesses, including SEs.

5.6.42 Social entrepreneurs' activities are affected by rapid technological changes

Table 5.50: Social entrepreneurs' activities are affected by rapid technological changes

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 31 | 34.4 | 34.4 | 34.4 |
| | Agree | 34 | 37.8 | 37.8 | 72.2 |
| | Neutral | 13 | 14.4 | 14.4 | 86.7 |
| | Disagree | 7 | 7.8 | 7.8 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

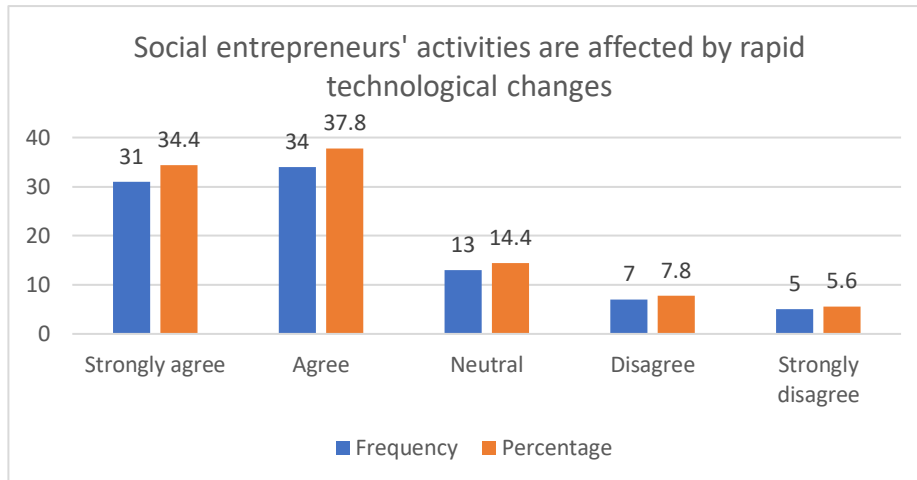


Figure 5.42: Social entrepreneurs' activities are affected by rapid technological changes

As table 5.50 and figure 5.42 reflect, most respondents (34 or 37.8 percent) agreed and 31 (34.4 percent) further strongly agreed that social entrepreneurs' activities are affected by rapid technological changes. In addition, 13 (14.4 percent) of the respondents remained neutral, while seven (7.8 percent) respondents disagreed with the statement, with five (5.6 percent) that strongly agreed. To determine whether rapid technological changes affect social entrepreneurs' activities, a Chi-square test was conducted. For this variable, the results show that ($\chi^2 = 41.111$; $df = 4$; $P = 0.000$), which shows social entrepreneurs' activities are affected by rapid technological changes.

The new technology surge, for example "3D printing, cloud computing, digital platform modularisation, social media, data analytics and digital" artefacts, are some of the rapid changes in technology disrupting the ways of creating business (Mortensen 2021: 18). According to Tendai, Nicole and Tafadzwa (2018), any business, including social enterprises that does not adjust to the rapid technological changes, may not survive the competition in the business environment.

5.6.43 Social entrepreneurs' activities are affected by lack of government support to technological changes

Table 5.51: Social entrepreneurs' activities are affected by lack of government support to technological changes

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 33 | 36.7 | 36.7 | 36.7 |
| | Agree | 34 | 37.8 | 37.8 | 74.4 |
| | Neutral | 10 | 11.1 | 11.1 | 85.6 |
| | Disagree | 8 | 8.9 | 8.9 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

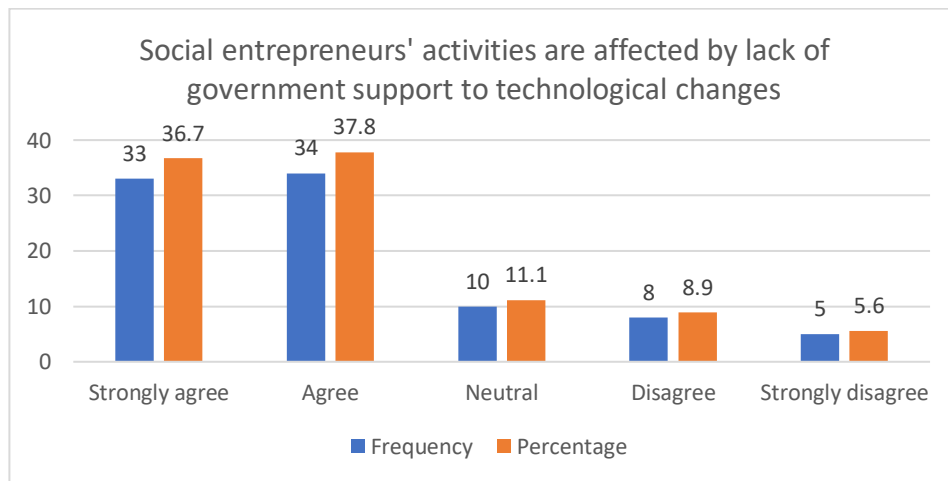


Figure 5.43: Social entrepreneurs' activities are affected by lack of government support to technological changes

As illustrated by table 5.51 and figure 5.43, many respondents (34 or 37.8 percent) indicated they agreed, while a further 33 (36.7 percent) strongly agreed social entrepreneurs' activities are affected by lack of government support to

technological changes. Furthermore, 10 (11.1 percent) respondents indicated neutral, whilst eight (8.9 percent) disagreed with the statement and five (5.6 percent) respondents strongly disagreed. To ascertain whether lack of government support to technological changes affects social entrepreneurs' activities a Chi-square test was conducted. The results for this variable reveal that ($\chi^2 = 45.222$; $df = 4$; $P = 0.000$), which shows social entrepreneurs' activities are affected by lack of government support to technological changes.

5.6.44 Social entrepreneurs' activities are influenced by competition from other businesses

Table 5.52: Social entrepreneurs' activities are influenced by competition from other businesses

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 30 | 33.3 | 33.3 | 33.3 |
| | Agree | 35 | 38.9 | 38.9 | 72.2 |
| | Neutral | 10 | 11.1 | 11.1 | 83.3 |
| | Disagree | 11 | 12.2 | 12.2 | 95.6 |
| | Strongly disagree | 4 | 4.4 | 4.4 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

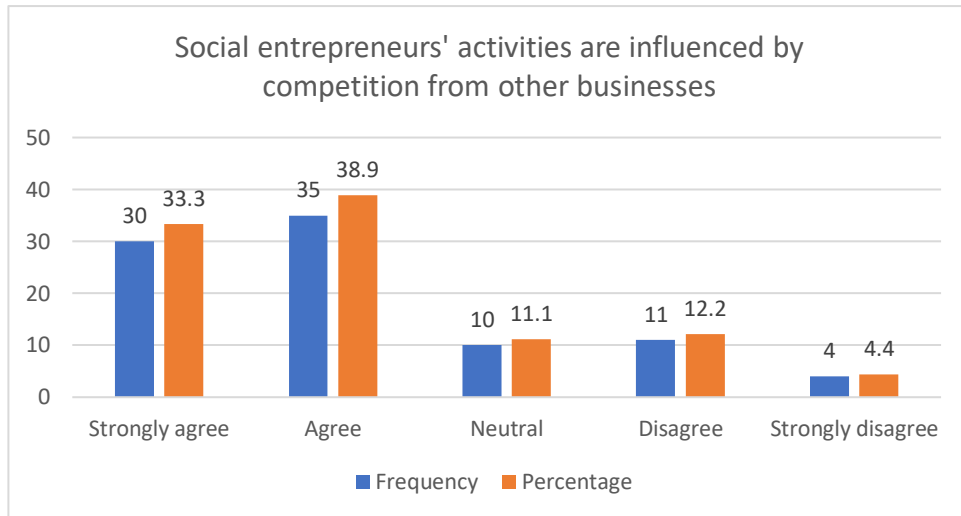


Figure 5.44: Social entrepreneurs' activities are influenced by competition from other businesses

SEs operate under resource scarcity conditions, which create competition that could jeopardise the enterprise's long-term sustainability (Walkenhorst *et al.* 2021). Social enterprises like commercial enterprises are faced with the challenge of competition, as such it is important for a SE not to compromise on its business competitiveness because it contributes to the achievement of its mission (Seferian 2020).

As table 5.52 and figure 5.44 show, most respondents (35 or 38.9 percent) indicated their agreement, with 30 (33.3 percent) that further strongly agreed social entrepreneurs' activities are influenced by competition from other businesses. A small number of the respondents (10 or 11.1 percent) remained neutral to the statement, with 11 (12.2 percent) that disagreed with the statement and four (4.4 percent) that strongly disagreed. To ascertain whether competition from other businesses influences social entrepreneurs' activities and their contribution to sustainable development, a Chi-square test was conducted. For this variable, the results indicate that ($\chi^2 = 41.222$; $df = 4$; $P = 0.000$), which show

social entrepreneurs' activities are influenced by competition from other businesses.

5.6.45 Social entrepreneurs' activities have been affected by the Covid-19 pandemic

Table 5.53: Social entrepreneurs' activities have been affected by the Covid-19 pandemic

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 39 | 43.3 | 43.3 | 43.3 |
| | Agree | 35 | 38.9 | 38.9 | 82.2 |
| | Neutral | 10 | 11.1 | 11.1 | 93.3 |
| | Disagree | 3 | 3.3 | 3.3 | 96.7 |
| | Strongly disagree | 3 | 3.3 | 3.3 | 100.0 |
| Total | | 90 | 100.0 | 100.0 | |

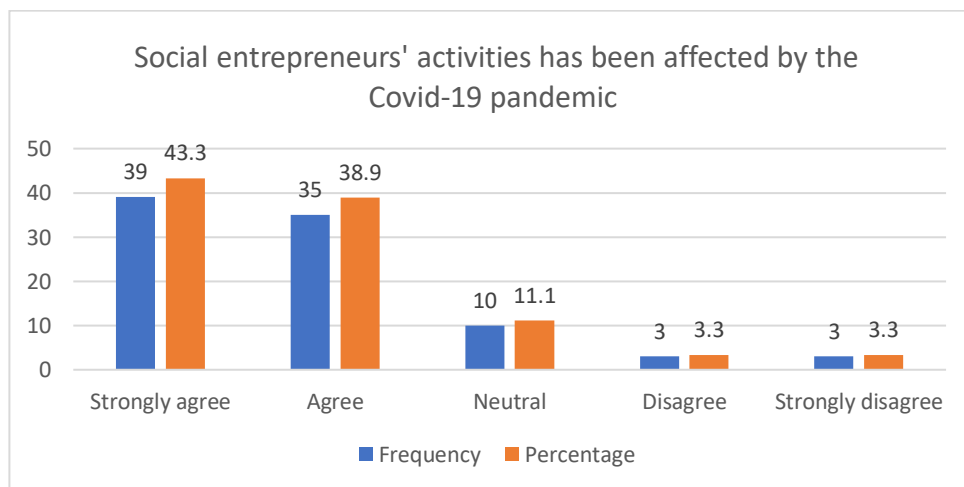


Figure 5.45: Social entrepreneurs' activities have been affected by the Covid-19 pandemic

Closure by many governments of non-essential businesses, including the South African government, to curb the effects of the Covid-19 pandemic, hindered and in many cases eradicated opportunities for many small business owners, such as social entrepreneurs to generate profit (Weaver 2020: 1). Table 5.53 and figure 5.45 show that the majority respondents (39 or 43.3 percent) stated their strong agreement, with a further 35 (38.9 percent) that agreed social entrepreneurs' activities have been affected by the Covid-19 pandemic. A further 10 (11.1 percent) respondents remained neutral to the statement, with disagreement indicated by a very small number of respondents (three or 3.3 percent) and strong disagreement with the statement by three (3.3 percent) respondents. To determine whether the Covid-19 pandemic affected social entrepreneurs' activities a Chi-square test was conducted. The results for this variable indicate that ($\chi^2 = 69.111$; $df = 4$; $P = 0.000$), which shows the Covid-19 pandemic impacted social entrepreneurs' activities.

5.6.46 Social entrepreneurs' activities has been affected by lack of government support from the effects of Covid-19

Table 5.54: Social entrepreneurs' activities have been affected by lack of government support from the effects of Covid-19

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 44 | 48.9 | 48.9 | 48.9 |
| | Agree | 28 | 31.1 | 31.1 | 80.0 |
| | Neutral | 11 | 12.2 | 12.2 | 92.2 |
| | Disagree | 5 | 5.6 | 5.6 | 97.8 |
| | Strongly disagree | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

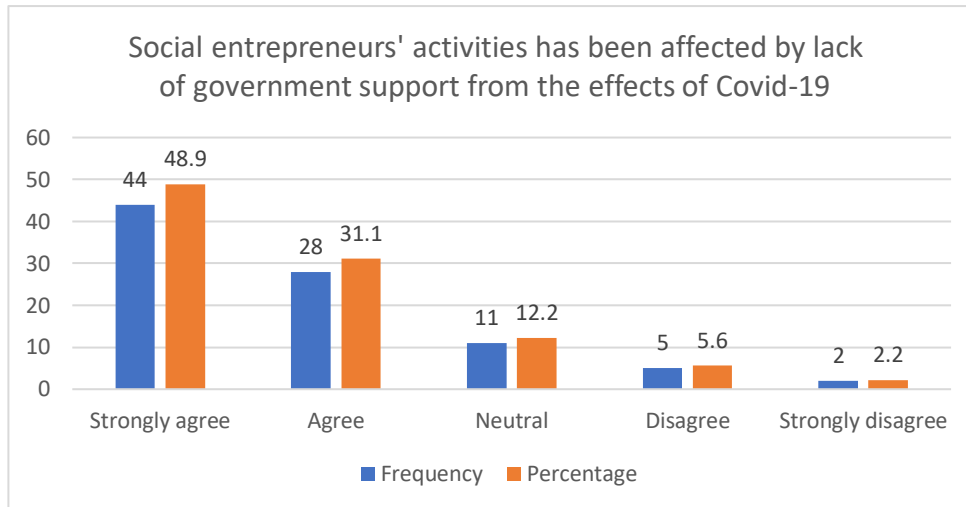


Figure 5.46: Social entrepreneurs' activities have been affected by lack of government support from the effects of Covid-19

As illustrated, the majority respondents (44 or 48.9 percent) strongly agreed and 28 (31.1 percent) further agreed that social entrepreneurs' activities have been affected by lack of government support from the effects of Covid-19. In addition, 11 (12.2 percent) respondents remained neutral to the statement, whilst disagreement with the statement was indicated by a small number (five or 5.6 percent) and two (2.2 percent) respondents strongly disagreed (table 5.54 and figure 5.46). To ascertain whether lack of government support from the effects of Covid-19 affected social entrepreneurs' activities, a Chi-square test was conducted. For this variable, the results show that ($\chi^2 = 69.444$; $df = 4$; $P = 0.000$), illustrating social entrepreneurs' activities have been affected by lack of government support from the effects of Covid-19.

Social entrepreneurs have a vital role to play, according to Bacq and Lumpkin (2020: 4), "despite the many unknowns and considerable challenges surrounding Covid-19", as the glue that holds cross-sector solutions together. However, this will require support from all stakeholders, particularly the government, which needs to build an enabling environment that will promote highly enthusiastic social

entrepreneurs who are imaginative and revolutionary to develop solutions for the socio-economic effects of Covid-19 (Adedeji and Olanipekun 2022). A report by the British Council (2020c) reveals the lack of government support for social entrepreneurs from the effects of Covid-19 is most acute in SSA.

Component matrix: External environmental factors that affect social entrepreneurship as a tool for sustainable development

Table 5.55: Component matrix: External environmental factors that affect social entrepreneurship as a tool for sustainable development in KZN townships

| B13 (External) | Component | | |
|--|-----------|------|------|
| | 1 | 2 | 3 |
| Lack of adequate legal framework for social entrepreneurs in South Africa is affecting their activities | | | .802 |
| Less government rules and regulations will improve social entrepreneurs' activities | | | .757 |
| Increased government support will improve social entrepreneurs' activities | | | .555 |
| Political instability affects social entrepreneurs' activities | | .720 | |
| Social entrepreneurs' activities are affected by corruption | | .742 | |
| Social entrepreneurs' activities are affected by social factors | | .774 | |
| High crime rates affect social entrepreneurs' activities | | .715 | |
| Lack of understanding of taxation for social enterprises affects their activities | .570 | | |
| High interest rates affect social entrepreneurs' activities | .643 | | |
| Social entrepreneurs' activities are affected by rapid technological changes | .800 | | |
| Social entrepreneurs' activities are affected by lack of government support to technological changes | .785 | | |
| Social entrepreneurs' activities are influenced by competition from other businesses | .714 | | |
| Social entrepreneurs' activities have been affected by the Covid-19 pandemic | | | .748 |
| Social entrepreneurs' activities have been affected by lack of government support from the effects of Covid-19 | | | .669 |

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 7 iterations.

This component matrix is presents results from supplementary statistical analysis of the figures mentioned above (figure 5.33 to 5.46). A component test was conducted on the statements related to external environmental factors affecting social entrepreneurship as a sustainable development tool. Respondents indicated to three categories of components. On the statement whether rapid technological changes affects social entrepreneurs' activities, a positive significance of 0.800 was shown. With regards to social entrepreneurs' activities being affected by lack of government support to technological changes, a positive significance of 0.785 was shown. This means the respondents felt social entrepreneurs' activities will improve with government support for rapid technological changes. Another variable, on whether social entrepreneurs' activities are affected by high interest rates, a positive significance of 0.643 was shown.

As highlighted in table 5.55 above, respondents had different views on some of the variables. For example, on whether lack of adequate legal framework for social entrepreneurs in South Africa affecting their activities; Political instability affecting social entrepreneurs' activities; and whether social entrepreneurs' activities has been affected by the covid-19 pandemic. This implies that despite the fact that these external environmental factors affect social entrepreneurs' activities, some of the respondents do not consider them as critical components affecting social entrepreneurs' contribution to sustainable development.

5.7 DISCUSSION OF KEY FINDINGS IN LINE WITH THE LITERATURE REVIEW AND RESEARCH OBJECTIVES OF THE STUDY

This section discusses the primary findings aligned to the review of literature and research objectives. As outlined in the first chapter, the study objectives include the following:

Sub-objective 1: To ascertain the characteristics that influence social entrepreneurs in KZN townships.

Sub- objective 2: To investigate society's perception of social entrepreneurship as it affects its contribution as a sustainable development tool in KZN townships.

Sub-objective 3: To explore the social networking impact on social entrepreneurship contribution as a sustainable development tool in KZN townships.

Sub-objective 4: To explore the effect of social impact measurement on the social entrepreneurship contribution as a sustainable development tool in KZN townships.

Sub-objective 5: To investigate the impact of resources on the social entrepreneurship contribution as a sustainable development tool in KZN townships.

Sub-objective 6: To identify the environmental factors that affect social entrepreneurship as a sustainable development tool in KZN townships.

5.7.1 Key findings of Objective 1

To ascertain the characteristics that influence social entrepreneurs in the townships in KZN

According to GIBS (2018), in SA social entrepreneurship seemingly suits mostly unemployed young people aged between 25 and 44 years who perceive it as an

attractive working world entry. Findings in the GEM (2016) report support findings that a greater younger generation representation is needed in operational social entrepreneurship in SSA, in comparison to that of entrepreneurship that is commercially operational. The empirical findings of this study agree with the literature, in that many respondents (49 percent) agreed young people make up the majority social entrepreneurs. The empirical findings further show that many of the respondents (49 percent) agreed most people started a social enterprise because they could not find employment. This means age and unemployment are motivational factors impacting KZN township social entrepreneurship.

The study findings further revealed many respondents (51 percent) disagreed gender has an influence on who becomes a social entrepreneur. The findings also reveal many of the respondents (41 percent) disagreed there are more female social entrepreneurs than male. This is supported by a GEM (2016) report, which suggests in SSA less of or no gender gap exists for operational social entrepreneurship, as opposed to that of operational commercial entrepreneurship. This means social entrepreneurship in the KZN townships should not be about gender, instead, embracing every innovation and capacity to solve pressing social issues.

The findings also revealed many respondents (62 percent) agreed the level of education influences who becomes a social entrepreneur. This supports the findings by GEM (2016), which indicate in SSA, a higher education level is found among operational social entrepreneurs than operational commercial entrepreneurs. The findings by GIBS (2018) and the British Council (2020a) are also supported, as they indicate level of education is an important characteristic of social entrepreneurs in SA. This means that a higher level of education is required by social entrepreneurs in the KZN townships in order to have the required skills and expertise to identify opportunities and create social value out of social problems.

5.7.2 Key findings on Objective 2

To investigate society's perception of social entrepreneurship as it affects its contribution as a tool for sustainable development in the townships in KZN

According to Urban (2015), there is a research gap around the perception of social entrepreneurship in SA, while Fatoki (2019) highlights that perceived social support is a predictor of social entrepreneurial intention in the country. Urban and Kujinga (2017), Dzomonda (2021: 5), GEM (2019) and Littlewood and Holt (2018), as well as the GIBS (2018), all agree that in SA, the perception of social entrepreneurship in society is one of the problems hindering its effective operations. Ashrafi *et al.* (2020: 88) and Omorede (2014: 239) maintain better knowledge and understanding of the social entrepreneurship contribution to the development of society will help promote social entrepreneurial intention.

According to the literature review and the empirical study findings, society's lack in understanding the role social entrepreneurs play, affects their activities. Hence, enriching and enlightening society to comprehend the importance of the role played by social entrepreneurship in sustainable development, is an approach that can enhance social entrepreneurial intention. This approach will further enhance social innovation and social value creation that will help solve many social problems in the KZN townships. The findings of this study supported adoption of this approach, with many respondents (56 percent) that identified society's lack of understanding of the role of social entrepreneurs is one critical factor affecting social entrepreneur's activities.

According to the findings of the study, society's perception of social entrepreneurs is influenced by inadequate information about their activities (52 percent), poor awareness of their contribution (53 percent) and inadequate involvement of society in the township community in their activities (47 percent). Accordingly, developing strategies through proper engagement with members of society and

developing a positive perception will serve as excellent support for social entrepreneurship that will enhance its contribution to sustainable development in the KZN townships.

5.7.3 Key findings on Objective 3

To examine the impact of social networking on the contribution of social entrepreneurship as a tool for sustainable development in the townships in KZN.

According to Seelos and Mair (2005: 241-246), the interfaces and social networking “between social entrepreneurship, CSR [programmes] and public institutions (such as governments and IOs) provide great potential for developing various ways of collaboration that will create social value in support of sustainable development”. Niño (2015), Saebi, Foss and Linder (2019) and Crisan-Mitra and Borza (2012) believe social entrepreneurship can be sustained by companies, as it is a “trigger factor”, not only of social entrepreneurship but also cross-collaboration between companies and social entrepreneurs, which will enhance the potential of positively impacting the social problem-solving process.

This is supported by the study findings, with 75.6 percent of respondents having indicated social entrepreneurs’ activities are impacted by lack of support and partnership from corporate organizations. Gigauri and Damenia (2020) and Prasetyo *et al.* (2021) mention the potential collaboration and networking between social entrepreneurs and government has to optimise existing resources that will enhance productivity, as well as opportunities for entrepreneurial business and sustainable development that is secure. The study findings support this, with 72.2 percent of respondents indicating social entrepreneurs’ activities are affected by lack of support and partnership with government. Vijayann (2013) mentions that the use of social networking platforms is very important for social entrepreneurs, as any disconnect will create a huge challenge in terms of building networks and interaction with audience. Furthermore, the study findings also revealed that 65.6

percent of the respondents cited lack of the use of social networking platforms affects social entrepreneurs' activities.

5.7.4 Key findings on Objective 4

To explore the effect of social impact measurement on the contribution of social entrepreneurship as a tool for sustainable development in the townships in KZN.

According to Buckland and Hehenberger (2021), social impact measurement is an important tool that helps social entrepreneurs to adequately understand the contribution of their activities. The study findings support this, with 64 percent of respondents that agreed insufficient social impact measurement affects understanding the contribution of the social entrepreneurs' activities. Maas and Liket (2011) highlight that applying the right social impact measurement method or technique depends on dimensions such as purpose, perspective, approach and orientation, along with the time-frame and its duration. They further mention a wide range of methods is needed, since it also depends on the different types of corporations, their requirements, activities, objectives and the impact aspects they want to measure. No-one-size-fits-all solution exists (DeRobertis-Theye 2021). This further supports the study findings, with 57.8 percent of respondents that indicated inadequate application of social impact measurement techniques affects social entrepreneurs' ability to solve a social problem.

Ayala (2019) and Buckland and Hehenberger (2021) mention that clearly displaying social impact, enables social entrepreneurs to attract investors and create an avenue to access more funding. In addition, the study findings support this is, as 64.4 percent of respondents indicated a lack of social impact measurement affects the willingness of investors to invest in social entrepreneurs' activities. Therefore, social impact measurement is crucial for social entrepreneurs as it measures the social outcome and impact created by specified

activities and is an on-going process and integral part of the social entrepreneurs' activities (OECD 2021)

5.7.5 Key findings on Objective 5

To investigate the impact of financial resources on the contribution of social entrepreneurship as a tool for sustainable development in the KZN townships.

As stated by Day and Jean-Denis (2016: 59-69), resources at the disposal of social entrepreneurs enable them to grow and function effectively. Dzomonda (2021) and the British Council (2020a: 34) highlight lack of access to funding remains one of the major challenges to social entrepreneurs in SA. This study's findings supported the above, where 76.7 percent of respondents indicated lack of access to financial resources affects social entrepreneurs' activities. The GEM (2016) report in SSA reveals that many social entrepreneurs rely on family for financial support in order to survive. This is also supported by this study, where 56.7 percent of respondents indicated reliance by many social entrepreneurs on family and friends for finance in order to survive. This affects their activities, as well as their contribution to sustainable development. In addition, it means access to financial resources is very crucial in ensuring social entrepreneurs create the necessary social value that will enable them contribute to sustainable development (Choi and Chang 2020: 1-18).

5.7.6 Key findings on Objective 6

To identify the environmental factors which affects social entrepreneurship as a tool for sustainable development in the townships in KZN.

Various factors can be included in the environmental factors category, namely institutional, economic, infrastructural, and cultural, as well as technological and social factors (Petrus 2019; Dobele 2011: 101-107). These factors have been

found to impact the growth/performance, as well as the effectiveness in social entrepreneurs' value creation (Islam 2016). The section that follows offers a discussion of the internal and external environmental factors.

Management competence and skills

Studies have shown that management competence and skills are important requirements for any business to effectively achieve its set goals and objectives, including social enterprises. Heinecke *et al.* (2014) and Wranka-Pospiech (2016) highlight that lack of management competence and skills will hinder the owners/managers of SEs from effectively executing functions such as organisation, integration, planning, and measurement as well as budgeting, and development of people. The study findings support the literature, as a significant number of respondents (73.3 percent) agreed insufficient management competence and skills affect social entrepreneurs' activities and their contribution to sustainable development.

Marketing skills

Nowadays, no business will be able to survive the ever-changing business environment without constantly upskilling their marketing abilities, including social entrepreneurs. Satar *et al.* (2016) mentioned that social entrepreneurs need to develop an innovative entrepreneurial approach to marketing for them to be relevant in the present business environment and create social values. Urban and Maphathe (2021) believe social entrepreneurs who do not use social media platforms or do not have any online presence, will affect their ability to build awareness, gain recognition and market their products and services. The study findings support the literature, with a significant number of the respondents (67.7 percent) that agreed the lack of marketing skills is a critical internal environment factor affecting many social entrepreneurs and their contribution to sustainable development in the KZN townships.

Policy and regulations

According to the literature, appropriate government policies and regulations are fundamental in supporting and assisting social entrepreneurs in successfully achieving their goals and objectives in a country. The GIBS (2018), Littlewood and Holt (2018) and Dzomonda (2021) also maintained that lack of adequate policies and regulations impinges on social entrepreneurs' effective operation and the growth and development of the social sector. The findings of this study support the literature, as a significant number of respondents (74 percent) were in agreement there not being an adequate legal framework for social entrepreneurs in SA affects their activities. Although, many social entrepreneurs have succeeded, despite all the limitations, while less red tape and restrictions will enable social entrepreneurs to fulfil their potential (ILO, 2013). This supports the study findings, as a significant number of the respondents (76 percent) agreed that less government rules and regulations will improve social entrepreneurs' activities.

Political instability

In terms of political instability, a considerable number of respondents (71 percent) showed political instability affects social entrepreneurs' activities. These findings are supported by literature, as Shumetie and Watabaji (2019) assert that FDIs and cash flow, which are crucial for the effectiveness of social entrepreneurs in any country, are deterred by political instability such as frequent social unrest, protest and violence. This is also highlighted by Dutta *et al.* (2013: 130-143), who maintain the rate of entrepreneurship and wealth creation increases in a politically stable country where there is a high level of government transparency, predictability and accountability.

Corruption

Tomaszewski (2017) asserts that activities in government institutions are usually disrupted by corruption, which further become an obstacle that affects investment and innovative activities, as well as the development of entrepreneurship.

Corruption is characterised by various barriers to entrepreneurial activities and serves as an economic catalyst (Ceresia and Mendola 2019). These points are justified by the study findings, with 62 percent of the respondents indicating that social entrepreneur's activities are affected by corruption. The effects of corruption in SA are considered very harmful, since it could heighten unemployment, reduced tax revenue, diminishing business operations and finally, collapse of the economy (Ofusori 2020).

High crime rate

The high crime level in SA negatively impacts the growth and development of social entrepreneurs, as they spend their income on improving their business security, instead of reinvesting into their business to improve capacity (Dzomonda 2021). According to Mahofa *et al.* (2016: 4), crime negatively impacts "return on investment and reduces the ability of firms to retain skilled labour" and enhances productivity. These points are supported by the study findings, with a significant number of respondents (76 percent) indicating that the high crime rate affects social entrepreneurs' activities.

Rapid technological changes

According to Tendai, Nicole and Tafadzwa (2018), any business that does not keep abreast with the rapid technological changes will risk the chance of survival in the current business environment. Courtois and Bonnici (2022) mention the ability of social entrepreneurs to adapt to technological changes will enable them to scale-up their innovativeness towards sustainable development. This is because the use of technology to address social problems has been inherent and serves as a cost-effective way for social entrepreneurs to solve social issues (Juneja 2015). These points are supported by the study findings, with a significant number of respondents (72 percent) indicating that social entrepreneurs' activities are affected by rapid technological changes. Therefore, adapting to rapid technology changes is crucial for social entrepreneurs to improve performance,

increase access to information, improve customer reach and optimise internal efficiencies (Adeyemi 2019). Government support is required in terms of providing adequate infrastructure to enhance entrepreneurs, including social entrepreneurs, to adapt to the changes in technology (Mark and Putzschel 2014). The study findings further show a substantial number of respondents (74 percent) that believe the lack of government support for technological changes affects social entrepreneurs' activities.

Competition

A huge aspect of any business entity, competition is important for any business, including SEs, to provide superior products and services in order to remain competitive (Ullah 2020). Lin-Hi *et al.* (2020: 58-84) highlight customers are willing to buy sustainable products offered by either social or commercial enterprises, making it a very competitive environment for SEs. This supports the study findings as a noteworthy number of respondents (72 percent) indicated social entrepreneurs' activities are influenced by competition from other businesses. Therefore, social entrepreneurs can survive in a competitive environment, when they are able to generate a balanced combination of excess financial returns and excess social value (Walkenhorst *et al.* 2021).

COVID-19

The pandemic and related lockdown restrictions imposed by governments to reduce the spread of the virus has had a damaging effect on many businesses, including SEs (UNDP 2021). Covid-19 caused unprecedented damage that could be persistent and threaten the survival of many businesses in Africa, including SEs (Okuwhere and Tafamel 2022). This supports the findings of this study, with a significant number of the respondents (82 percent) confirming that the Covid-19 pandemic have affected social entrepreneurs' activities. As stated by Khambule (2020), the amount of R500 billion the South African government provided to stimulate economic activities, may not reach the businesses operating in the

informal economy, including social entrepreneurs. This further supports the study findings, with a significant number of respondents (80 percent) that confirmed social entrepreneurs' activities have been affected by the lack of government support from the effects of Covid-19.

5.8 CONCLUSION ON RESEARCH HYPOTHESES

In this section a detailed overview is provided of conclusions drawn in terms of the set hypotheses (Chapter One) and shown as the null hypothesis (Ho) and the alternative hypothesis (Ha) (Appendix 10). The study hypotheses developed from the literature review are as follows.

Ha1: There is a relationship between society's perception (awareness about social entrepreneurs) and social networking (partnership among social entrepreneurs) towards social entrepreneurship contribution to sustainable development.

The results of bivariate correlation show the relationship between the tested variables is significantly positive at .444** (sig. 0.000) level. This indicates rejection of the null hypothesis, concluding that society's perception (awareness of social entrepreneurs) and social networking (partnership among social entrepreneurs) are related and impact the social entrepreneurship contribution to sustainable development.

Ha2: There is a relationship between social networking (use of social networking platforms) and social impact measurement (willingness of investors to fund) towards social entrepreneurs' contribution to sustainable development.

The results of bivariate correlation show the relationship between the tested variables is significantly positive at .313** (sig. 0.003) level. Therefore, the null hypothesis is rejected, concluding that social networking and social impact measurement are related and impact social entrepreneurs' contribution to sustainable development.

Ha3: There is a relationship between social networking (the use of social networking platforms) and internal environment (technical skills) towards social entrepreneurship contribution to sustainable development.

The results of bivariate correlation show the relationship between the tested variables is significantly positive at .475** (sig. 0.000) level. This, therefore, indicates rejection of the null hypothesis, concluding that the use of social networking platforms and technical skills are related and impact social entrepreneurship contribution to sustainable development.

Ha4: There is a relationship between social impact measurement (understanding its contribution) and internal environment (management competence and skills) towards social entrepreneurship contribution to sustainable development.

The results of bivariate correlation show the relationship between the tested variables is significantly positive at .525** (sig. 0.000) level. Therefore, it indicates the null hypothesis is rejected, concluding that social impact measurement and management competence and skills are related and impact social entrepreneurship contribution to sustainable development.

Ha5: There is a relationship between financial resources (government financial assistance) and external environment (corruption) towards social entrepreneurship contribution to sustainable development.

The results of bivariate correlation show the relationship between the tested variables is significantly positive at .480** (sig. 0.000) level. This means rejection of the null hypothesis, concluding that government financial assistance and corruption are related and impact social entrepreneurship contribution to sustainable development.

Ha6: There is a relationship between external environment (government support to rapid technological changes) and social impact measurement (identifying other

opportunities) towards social entrepreneurship contribution to sustainable development.

The results of bivariate correlation show the relationship between the tested variables is significantly positive at .328** (sig. 0.002) level. Therefore, rejection of the null hypothesis allows the conclusion that government support to rapid technological changes and social impact measurement are related and impact social entrepreneurship contribution to sustainable development.

5.9 CONCLUSIONS ON THE VARIABLES MATCHED WITH THEORIES

The relevant theories relating to social entrepreneurship as a sustainable development tool are explored in this section. These theories are also integrated with the study's empirical findings.

According to Drucker (1985) and SE theory, social entrepreneurs are people who have the ability to “search for change, respond to it and exploit it as an opportunity”. This means social entrepreneurs are people with innovative capabilities, with their main objective the creation of social value that solves social problems in communities, and the nation as a whole. This study finds characteristics of social entrepreneurs (age and level of education) as factors that influence social entrepreneurs to generate innovative and creative ways of addressing social problems and significantly contribute to sustainable development in the KZN townships and SA. Furthermore, lack of awareness and understanding of the important role social entrepreneurs play in communities influences society's perception and were also identified by the empirical findings as critical components that affect social entrepreneurship's contribution to sustainable development.

North (1990), through institutional theory, emphasises that economies can develop institutions that will lead to growth and development or develop institutions that will lead to stagnation. Therefore, as highlighted in the empirical

findings of this study, inadequate policy and regulations, lack of support and partnership with government, lack of access to financial resources, and high interest rates were identified as critical factors that impact social entrepreneurship as a sustainable development tool in KZN townships. This means for social entrepreneurs to grow and thrive in SA, particularly in the KZN township, there needs to be a formal institutional guideline that removes every form of ambiguity on the operations of social entrepreneurs. As reflected in the literature review, the institution creates the incentive structure and helps build the relationship between social entrepreneurs and society at large.

Anthony Giddens' (1984) structuration theory points out that human agency and social structures cannot be separated and, as such, the human environment created, influences their activities. According to the empirical study findings, political instability, corruption, high crime rates, and rapid technological changes, as well as lack of technical and marketing skills, and the effects from Covid-19 are environmental factors identified by this study as factors that affect social entrepreneurship as a sustainable development tool. Failure in adjusting to the ever-changing environment proved to be a critical factor hindering the effective operation of social entrepreneurs. Therefore, the adoption of Anthony Giddens' structuration theory will greatly assist social entrepreneurs in effectively managing social structures and provide critical steps that will ensure social value creation and improve social entrepreneurs' contribution to sustainable KZN township development.

5.10 CONCLUSION

As highlighted in the data analysis and the study findings, it is evident social entrepreneurs are faced with enormous challenges. A comprehensive picture is provided by the tested variables, of these challenges and the factors that affect social entrepreneurship as a sustainable development tool in KZN townships. The findings illustrated society's perception is a catalyst to social entrepreneurs'

growth and development. Social impact measurement also plays an important role in ensuring social entrepreneurs better understand their activities and help them attract investors. Environmental factors, social networking, resources and the characteristics of the social entrepreneurs were also identified to be critical factors influencing social entrepreneurs and their effective contribution to sustainable development in the KZN townships. Overall, it is clear critical attention is needed on these factors in order for social entrepreneurs to grow, thrive and operate at their full potential in the KZN townships.

CHAPTER SIX

CONCLUSIONS AND RECOMMENDATIONS

6.1 INTRODUCTION

The aim of this study was to discover and analyse the critical factors affecting the contribution of social entrepreneurs to sustainable development in townships, with the KZN province as case study. Arising from the study, an integrated model was developed to assist social entrepreneurs to enhance their social value creation and improve their contribution to sustainable development in the KZN townships. A rich foundation of secondary data was obtained from the comprehensive literature review, while a detailed empirical study provided the primary data that were broadly analysed to ascertain any significant correlation between the study variables. In this chapter, conclusions will be provided to summarise the key findings and show evidence that the research objectives were achieved. Furthermore, the hypotheses will be discussed relative to the findings of the study. Limitations and recommendations of the study linked to the findings are provided and explained. Finally, recommendations for further study are provided.

6.2 SUMMARY OF KEY FINDINGS

The study's primary aim was the identification of the critical factors that impact the contribution of social entrepreneurship to sustainable KZN township development and from this evidence, suggest a prototype model. The following conclusions can be drawn based on the findings:

Biographical and background information obtained indicate that:

- Most of the social entrepreneurs have attained at least a diploma/certificate;
- The largest group of social entrepreneurs was between the ages of 26 and 32 years;
- Many of the social entrepreneurs within the sample were profit-oriented;

- Most of the social entrepreneurs within the sample were managers and sole owners.

In terms of the characteristics of social entrepreneurs, 62.2 percent of the respondents believed level of education has a significant influence on social entrepreneurs as it affects the way they are able to identify social problems and articulate a solution to address them. These findings indicate level of education plays an important role in ensuring a social entrepreneur enhances their innovativeness and creativity, which are required to generate higher returns from their activities. The findings are also confirmed in literature, with level of education crucial for social entrepreneurs to survive and grow in a complex and uncertain environment of social ventures.

The respondents identified society's' perception of social entrepreneurship as a significant variable affecting its contribution to sustainable development, with 62.2 percent of the responses indicating that society's lack of understanding of the role of social entrepreneurs hinders them from operating effectively and efficiently. The results also indicated that 59 percent of the respondents believed poor awareness of the contribution of social entrepreneurs influences society's perception regarding their activities. These findings indicate that in order for social entrepreneurs to grow and thrive, relevant awareness and education, focusing on the important role social entrepreneurs could fulfil in dealing with social problems, should be increased and supported in society. Nonetheless, social entrepreneurs can also contribute to improving society's perception by providing adequate information of their activities, as shown by 57.8 percent of respondents. Furthermore, 52.2 percent of the respondents also believed society's perception is influenced by a lack of adequate involvement in social entrepreneurs' activities. Thus, the findings demonstrate society's perception of social entrepreneurs is crucial in ensuring social values are created that would contribute to sustainable development. The study concludes social entrepreneurship awareness needs to

be increased and strengthened, as with commercial entrepreneurship in society, which will support them in identifying opportunities and enabling social entrepreneurs to grow and thrive.

The respondents identified social networking as an important factor that affects social entrepreneurs' contribution to sustainable development. A total of 75.6 percent of respondents believed lack of support and partnership with corporate organisations affect social entrepreneurs' activities. These findings are confirmed in literature, where it was shown that support and partnership with corporate organisation will help SEs overcome the structural barriers encountered in the formation of their business models and sustaining these. The findings also support the literature, in that social entrepreneurs' activities are seen as greatly affected by lack of support and partnership with government (72.2 percent). Additionally, 65.6 percent felt that lack of the use of social networking platforms affects social entrepreneurs' activities and hinders their contribution to sustainable development.

On the issue of social impact measurements' role in enabling the understanding of the social entrepreneurs' activities, the study found respondents believed this factor was significant (64.4 percent), which is also supported by the number respondents (65.6 percent) who indicated that lack of social impact measurement negatively affects social entrepreneurs identifying other opportunities to solve social problems. Again, insufficient social impact measurement was also regarded a significant factor that affects attracting investors for social entrepreneurs' activities and thus, their contribution to sustainable development (64.4 percent).

It is believed by 76.7 percent of the respondents that lack of access to financial resources had an impact on social entrepreneurs' activities. This is linked to the findings that lengthy processes required by financial institutions to obtain financial resources negatively affects social entrepreneurs' activities (70 percent). Furthermore, 56.7 percent of the respondents also indicated that many social

entrepreneurs depend on family and friends for finances in order to survive. Moreover, of the respondents, 71.1 percent identified insufficient financial assistance from government as a critical factor hindering social entrepreneurs' value creation and contribution to sustainable development.

Regarding the internal environment, 73.3 percent of the respondents believed lack of management competence and skills has a significant impact on social entrepreneurs' activities, as it affects the manner in which they operate and the ability to adequately achieve the desired goals and objectives. A further 70 percent of the respondents perceived the lack of technical skills contributed to social entrepreneurs' inability to effectively address social problems, which is also supported by the number of respondents (70 percent) that indicated the lack of education and training development negatively affect social entrepreneurs' activities. Additionally, 67.8 percent felt a lack of marketing skills affects social entrepreneurs' ability to expose their products and services to the necessary audience.

The respondents indicated various external environmental factors that they believed had a major impact on social entrepreneurs' activities. It was felt by 74.7 percent of the respondents that the lack of an adequate legal framework for social entrepreneurs in SA hinders their activities. The study found that many respondents (71.1 percent) believed that political instability was a significant factor affecting social entrepreneurs' activities. A total of 62.2 percent of the respondents indicated that corruption hinders social entrepreneurs from accessing the required resources from government to enhance their activities. The study also found 75.6 percent of the respondents considered the high crime rate to hinder social entrepreneurs' activities. It is believed by 72.2 percent of the respondents that rapid technological changes were a major factor affecting social entrepreneurs and their contribution to sustainable development. Furthermore, 72.2 percent of the respondents indicated that competition with other businesses

was a factor affecting social entrepreneurs' activities. These findings are confirmed in literature as resources are limited in any business environment, thus, a competitive advantage is required when a social entrepreneur is to grow and thrive. Additionally, of the respondents, 80 percent indicated lack of support by government from effects of the Covid-19 pandemic is a major factor hindering social entrepreneurs' activities and their contribution to sustainable development.

6.3 CONCLUSIONS

The conclusions are formulated according to the study objectives.

6.3.1 Conclusions as to the research objectives

In this section, the conclusions reached are provided in line with the study objectives. The statistical analysis of the empirical findings and the tested hypothesis form the basis of the conclusions. These conclusions, discussed below, cover the tested variables, based on the questionnaire (Appendix 1), formulated in accordance with a thorough literature review and study objectives. The questionnaire was personally administered to respondents in order for the primary data to be gathered.

After analysing the data, a host of challenges were reflected, along with critical factors that impact social entrepreneurship as a sustainable development tool in the KZN townships. The findings suggest that an integrated model for social entrepreneurship, providing pointers to its effective contribution to sustainable development, can be designed and applied to benefit social entrepreneurs and other stakeholders in the social sector. The proposed integrated model is presented and recommended in the section that follows.

Sub-objective 1: To ascertain the characteristics of social entrepreneurs that influence their contribution to sustainable development in the townships in KZN

The study concludes that there is a positive attitude among young people to be social entrepreneurs. It further concludes that no gender gap exists for social entrepreneurship, as both males and females equally play critical roles in addressing social problems in the KZN townships. Level of education is believed to significantly impact the ability of social entrepreneurs to identify a social problem and turn it to an opportunity to contribute to sustainable development.

Sub-objective 2: To investigate society's perception of social entrepreneurship as it affects its contribution as a tool for sustainable development in the townships in KZN

The study findings reflect society's perception regarding social entrepreneurship plays an important role in its contributions to sustainable development. It is further concluded that educating and creating awareness in society on the contributions and importance of social entrepreneurs will help improve their contribution to sustainable development. Social entrepreneurs providing adequate information and involving community members in their activities are key drivers to society's positive perception.

Sub-objective 3: To examine the impact of social networking on the contribution of social entrepreneurship as a tool for sustainable development in the townships in KZN

It is concluded social entrepreneurs believe social networking has a significant impact on their contribution to sustainable development. This involves networking among social entrepreneurs themselves, partnering and receiving support from corporate organisations, and the government, as well as their effective use of the various social networking platforms available.

Sub-objective 4: To explore the effect of social impact measurement on the contribution of social entrepreneurship as a tool for sustainable development in the townships in KZN

The study findings show in order for social entrepreneurs to effectively contribute to sustainable development, social impact measurement is a requirement. It is further concluded these entrepreneurs need social impact measurement to comprehend the contribution of their activities, identify other opportunities to solve social problems, as well as attract investors. social entrepreneurs must also be familiar with and apply an appropriate method/technique in measuring their social impact.

Sub-objective 5: To investigate the impact of financial resources on the contribution of social entrepreneurship as a tool for sustainable development in the townships in KZN

The study concludes that social entrepreneurs' contribution to sustainable development is impacted by lack of access to financial resources. Lengthy processes from financial institutions to obtain financial resources pose a significant challenge to social entrepreneurs. As financial resources are an important asset for any business, many social entrepreneurs depend on family and friends to survive. This study also concludes that lack of government financial assistance hinders social entrepreneurs' activities.

Sub-objective 6: To identify the environmental factors that affect social entrepreneurship as a sustainable development tool in the townships in KZN

Environmental factors (internal and external) were considered to have an important effect on social entrepreneurs' contribution to sustainable development in the KZN townships. The empirical findings showed that management competence and skills, technical skills, education and training development, as well as marketing skills, were identified as the main internal factors affecting social entrepreneurs' contribution to sustainable development, while policy and regulation, political instability, corruption, and the high crime rate, as well as rapid technological changes, and Covid-19, were the primary external factors affecting

the activities of social entrepreneurs. It is, therefore, concluded that for social entrepreneurship to make a contribution to sustainable development in the KZN townships, more focus should be placed on the environmental factors.

6.4 IMPLICATIONS

The study outcome includes consequences, effects and suggestions for social entrepreneurship in contributing to sustainable development in the KZN townships.

6.4.1 Implications of social entrepreneurship theory

The primary study focus contributes to the body of knowledge by proposing an integrated model consisting of critical factors affecting the contribution of social entrepreneurship to sustainable development, with specific reference to the townships in KZN. These, as well as social entrepreneurs elsewhere in the world, documented in the literature and by means of the empirical study findings, are subjected to a variety of challenges that hinder their social value creation and thus, their sustainable development contribution.

The proposed integrated social entrepreneurship framework (figure 6.2) shows that social networking, social impact measurement, financial resources, and government support, as well as adapting to technological changes, are principal aspects of the social entrepreneurship contribution to sustainable development. This makes it important that social entrepreneurs take note of these and other relevant theories that deal with innovation, growth and development, which will guide and assist them in overcoming diverse challenges in their operational environment. These theories can also enable social entrepreneurs to understand economic growth and development determinants and to develop an innovative and creative culture to survive and thrive.

A greater awareness in terms of the environmental factors that affect social entrepreneurs is of significance to their contribution to sustainable development.

As social entrepreneurs around the world are recognised and considered to have great potential to sustain economies, including SA, the development of new theories and conceptual frameworks depict that social entrepreneurs need to start adopting and implementing social entrepreneurship theories for the purpose of innovation, growth and development.

6.4.2 Implications for social entrepreneurship practice

Social entrepreneurs are in a position to contribute significantly towards reviving and transforming the economy of the country post-Covid, including contributing towards GDP, creating employment, poverty alleviation and addressing other social issues. Against this background, the importance of studying and analyses of potential means were considered in enhancing and improving the contribution of social entrepreneurship as a sustainable development tool. The empirical findings indicated, based on social entrepreneurs' opinions, social entrepreneurship can be enhanced through acquiring the right management competence, education and training, as well as having a conducive business environment. Should financial constraints be lessened and social networking enhanced, social entrepreneurs should be in a better position to innovatively and creatively develop strategies and a growth model that will improve their contribution to sustainable development. Adequate but simplified policy and regulation for social entrepreneurs, together with government support through both finance and training, as well as creating awareness in society, will go a long way to improving social entrepreneurs' value creation. Adapting to rapid technological changes was also considered very important for social entrepreneurs in the current age, while awareness of shifting social norms and needs is also considered significant, particularly in the dynamic, global business environment.

6.5 RECOMMENDATIONS BASED ON THE STUDY RESULTS

The study recommendations are constructed from its empirical findings and discussed below.

6.5.1 Theoretical framework formulated through variables identified from the literature review

As the previous chapters indicated, formulation of objectives, hypotheses and instrument for data collection was accomplished by means of a thorough search of the literature. This review of literature was instrumental and formed the basis in the identification and selection of variables in support of the study's development (figure 6.1).

It can be concluded, based on the literature review, that social entrepreneurs within the KZN townships are affected by a number of factors that can hinder their effective contribution to sustainable development. In order to create a focus for the research study, these factors were identified and categorised into research themes. The theoretical framework below demonstrates, society's perception, social entrepreneurs' characteristics, social networking, and social impact measurement, as well as financial resources and environmental factors, were all identified as critical components that impact social entrepreneurship as a sustainable development tool. The variables were used to develop the questionnaire, which was scientifically tested, with the suggested integrated model accordingly developed and described (figure 6.2).

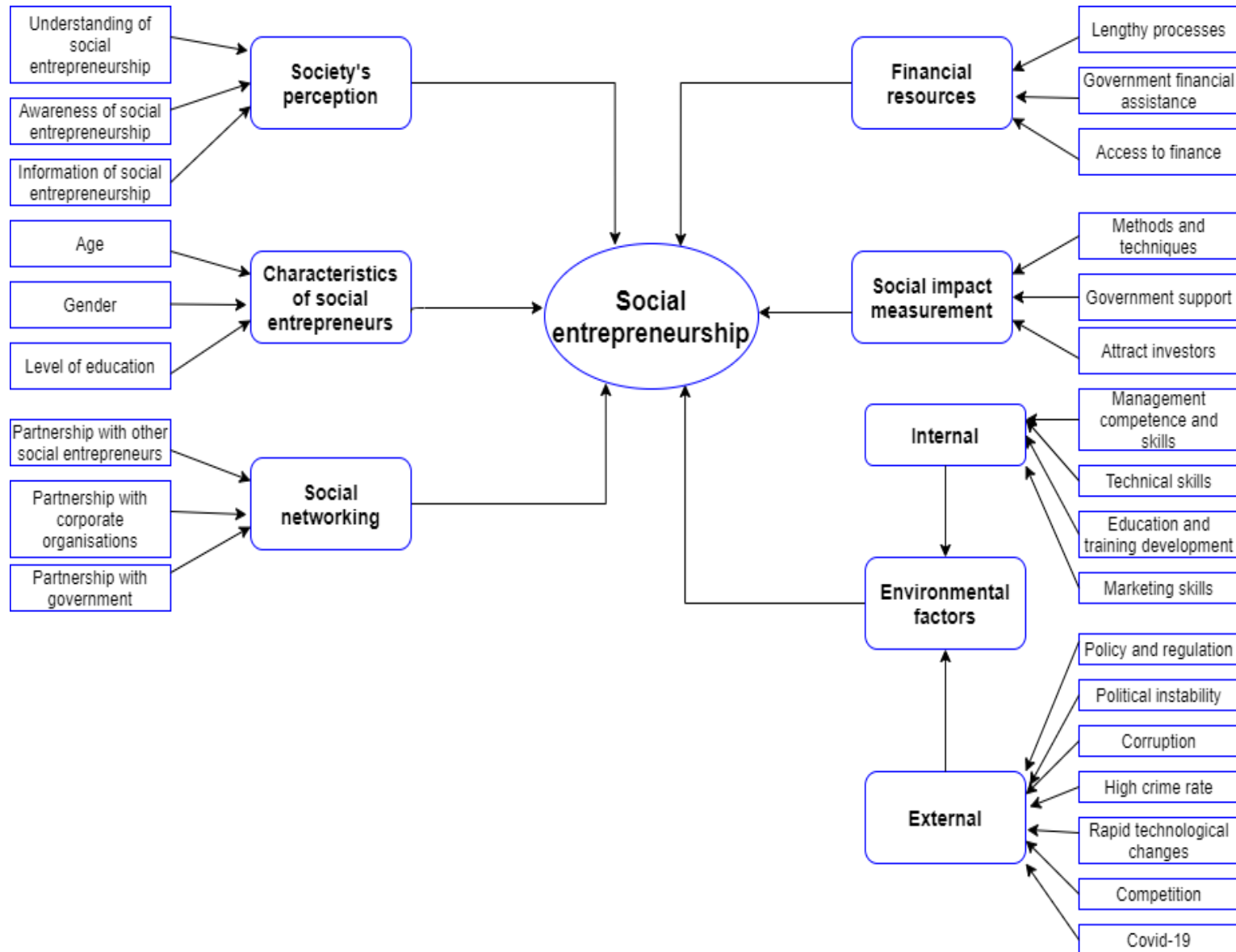


Figure 6.1: Conceptual framework based on literature review

Source: Developed by the researcher

Development of this framework was based on both secondary and primary data that were collected and thoroughly analysed, while insights were gained from the conceptual framework of the study. Determining the primary (empirical) data was achieved by examination of a broad range of variables that respondents considered as having a significant impact on the social entrepreneurship contribution to sustainable development in the KZN townships.

6.6 PROPOSED INTEGRATED CONCEPTUAL FRAMEWORK

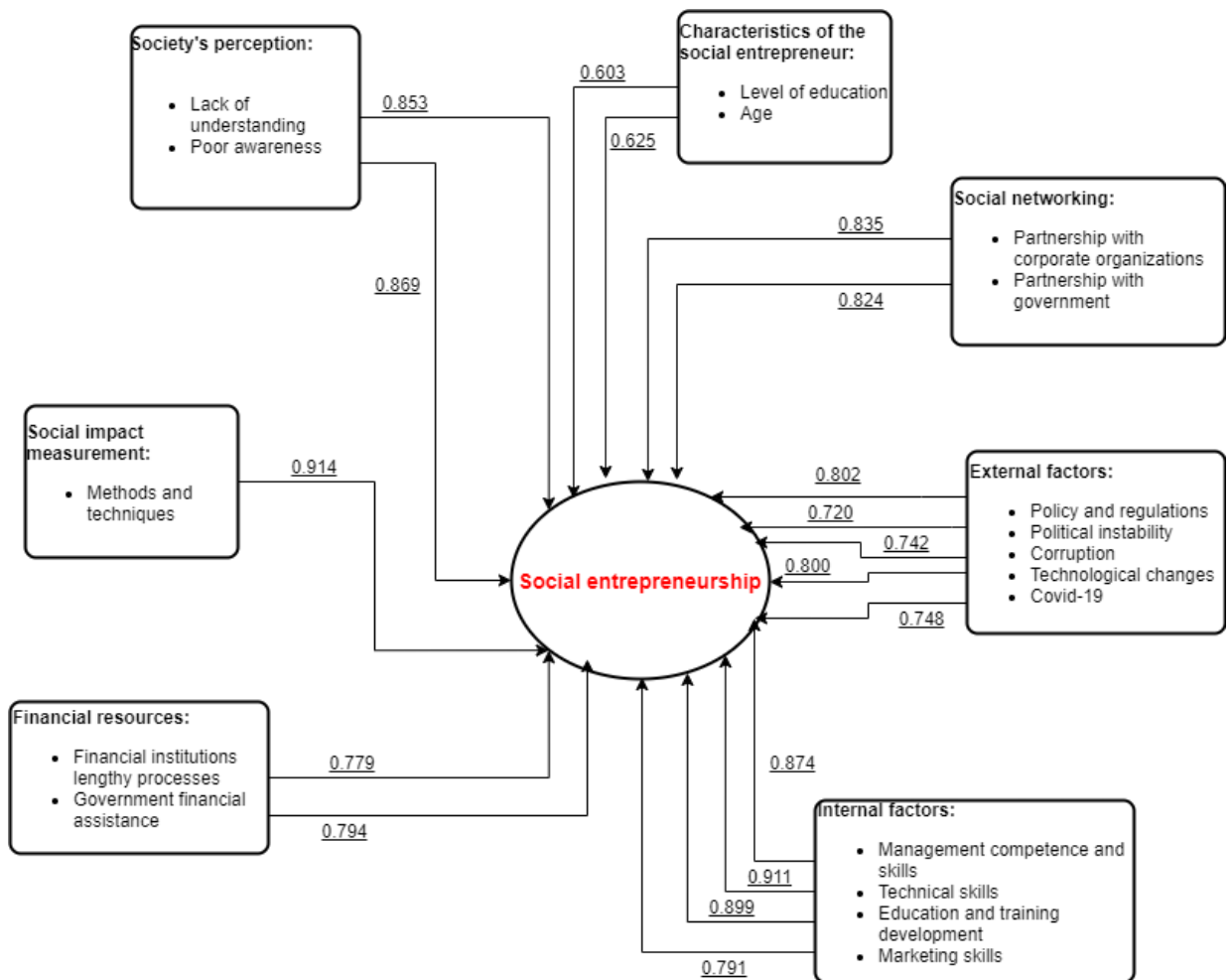


Figure 6.2: Proposed integrated conceptual framework

Characteristics of social entrepreneurs: Level of education and age have been identified by the empirical findings as important characteristics that influence social entrepreneurship. Therefore, the study recommends government be aware of these characteristics and provide more sponsorship for social entrepreneurs into tertiary level of education so they may acquire the knowledge and skills necessary for identifying opportunities presented by social problems. Government can also encourage more young people to become social entrepreneurs, as this will help address the level of unemployment in the country.

Society's perception: Society's perception of social entrepreneurship was found to be important. Society lacks an understanding of the importance of social entrepreneurs and is not aware of their contributions to sustainable development. Social entrepreneurs have been perceived in society as people who cannot find attractive employment. It is, therefore, recommended that government educate society on the relevance of social entrepreneurs to development. Awareness should be created in society for social entrepreneurship, similar to that done for commercial entrepreneurship. This will improve society's support for social entrepreneurs, and will motivate them to be innovative and creative in solving more social problems.

Social networking: The proposed integrated conceptual framework reflects lack of partnership and support from corporate organisations and lack of partnership and support from government are regarded as a critical part of the social network, as indicated by the respondents. There is the need for social entrepreneurs to collaborate, partner and receive support from corporate organisations and government, which will enable them to understand business environment trends, thus helping them improve their operations.

Social impact measurement: Lack of understanding and applying the appropriate methods and techniques of social impact measurement have been identified by the empirical study as drawbacks to social entrepreneurs'

effectiveness. Therefore, the study recommends social entrepreneurs become aware of the importance of social impact measurement and how it impacts their operations.

Financial resources: Lack of access to financial resources, lengthy financial institution processes, and lack of government financial assistance were identified as the key financial aspects that hinder social entrepreneurs' activities. It is recommended the government develops systems and structures that encourage access to financial resources for social entrepreneurs. Financial institutions should also reduce their requirements for social entrepreneurs to acquire credit or loans in order to enhance their productivity.

Internal factors: Management competence and skills, technical skills, education and training, as well as development and marketing skills, were singled out as key internal factors by the empirical study that critically impact the ability of SEs to be effective in their operations through social value creation, which will factor as part of its sustainable development contribution. It is, therefore, recommended that SEs should analyse their strengths and weaknesses in their internal environment, to develop strategies and empower themselves to compete favourably in the dynamic business environment. Government can also provide support in training social entrepreneurs to acquire these critical skills in order to improve their activities.

External factors: Lack of an adequate legal framework, political instability, corruption, and rapid technological changes, as well as effects from Covid-19, were identified as key external factors by this empirical study and shown to affect social entrepreneurship. It is recommended that social entrepreneurs understand the dynamic business environment in order to adapt or identify ways to integrate their activities. Social entrepreneurs should ensure they keep up with rapid technological changes. Furthermore, government should develop an adequate

legal framework and ensure a conducive environment is provided for social entrepreneurs to grow and thrive.

Overall, it is recommended that for social entrepreneurs to improve their activities and grow while also contributing to sustainable development, a need exists to first conduct a comprehensive analysis of the internal and external factors affecting their effective operations and to determine the most appropriate remedial approaches in enhancing their operations. The conceptual framework provided in the model above could be used to conceptualise the necessary approaches.

6.7 RECOMMENDATIONS

6.7.1 Society's perception

The study findings disclosed insufficient understanding by society along with poor awareness of the role and contributions of social entrepreneurs affect their activities:

- It is recommended that government needs to invest in educating and informing society about social entrepreneurship. Roadshows and workshops promoting and sensitising society to the importance and contributions of social entrepreneurs to sustainable development should be explored and implemented. This will help create the required awareness of social entrepreneurship and influence more individuals into following it as a career path.
- Government further needs to form collaborative forums with community leaders. This will help them share knowledge and ideas on how to improve social entrepreneurship in local communities. For instance, since community leaders have a better understanding of their communities, they can share their ideas on how to educate and inform the community with regard to the important role played in their development by social entrepreneurship.
- Social entrepreneurs need to use their activities to create awareness in society. They need to develop a systematic mechanism of involving

community members in their activities. This will promote inclusivity and remove any form of animosity from community members. Hence, creating a conducive environment where everyone is involved in enhancing changes and society's development.

6.7.2 Social entrepreneurship policy re-evaluation

Based on the findings of the study, inadequate policy and regulations, inappropriate government support mechanisms, as well as corruption, and high interest rates, have negatively impacted social entrepreneurship. Therefore, it is recommended that:

- South African government policy makers should review and reconsider government policy and regulations on social entrepreneurship, with the complexity in terms of SE registration that should be critically evaluated to relieve the confusion on what kind of business venture they operate, considering their substantial contribution in both social, economic and environmental prosperity of SA. This will create and promote an appropriate conducive environment for SEs to operate at full capacity effectively and efficiently.
- Accessing government financial assistance remains a huge challenge for social entrepreneurs. The government / or financial institutions need to develop a financial assistance system accessible to social entrepreneurs operating in SA. For instance, newly registered social entrepreneurs should be granted short-term loans in order for them to develop and grow. Furthermore, government funds created to assist small businesses such as social entrepreneurs should be carefully monitored in order that the funds reach the target recipients and are not siphoned through corrupt practices
- High interest rates continue to make access to financial resources difficult for social entrepreneurs. Government needs to, therefore, support social entrepreneurs by developing an adequate legal framework that protects them

from high interest rates and from having to provide collateral to financial institutions in order to acquire loans.

- Government should ensure periodic monitoring and evaluation of policies regarding social entrepreneurs, to determine how they are coping in their respective business environments. Registration fees should be eliminated and taxes reduced or a probation period be provided to social entrepreneurs, as these are considered some of the barriers affecting new entrants in the sector.

6.7.3 Education, training and skills development

The findings of the study reveal that education, training and skills development (both amongst social entrepreneurs and their employees) affect social entrepreneurship.

- It is recommended that social entrepreneurs need to invest in education, training and skills development in order to improve their social value creation. Internal SE policies promoting education, training and skills development should be implemented. As part of SE strategic planning, both owners/managers and staff need to be involved in training and skills development on an ongoing basis. This is to ensure the social enterprise is up-to-date with relevant skills required to remain competitive in the dynamic business environment.
- Universities and technical institutions need to form a strong partnership with social entrepreneurs to provide qualifications and training workshops. This approach will help develop the necessary field-related entrepreneurial skills needed for social entrepreneurs to grow and thrive. These institutions can also include social entrepreneurship as part of their curriculum for undergraduate studies, thus allowing for more individuals to be trained on how to use innovative and creative ways to address social problems in society.
- As part of government incubators, there is the need to involve business experts with proven knowledge and experience on issues relating to social

entrepreneurs' development and growth. These individuals will be able to provide field-related skills development and training workshops that are goal-specific. This will enable social entrepreneurs to acquire a broader understanding, which can influence their social innovation and improve management competences for their activities.

- Social entrepreneurs need to collaborate, partner and network with other social entrepreneurs, corporate organisations and government. This will help the sharing of knowledge and expertise that will support social innovation and growth. For instance, other social entrepreneurs can bring fresh ideas and perspective on addressing social issues, while corporate organisations and government can share their financial resources and expertise to support the new ideas.

6.7.4 Technology changes adaption

The study findings highlight the strong influence rapid technological changes have on the activities of social entrepreneurs and its effect on their sustainable development contribution:

- It is imperative that social entrepreneurs invest in adequate technological advances as globally, technology has been used to enhance social innovation and align social entrepreneurs' activities with frequent technological changes in the current, dynamic business environment. This will help the social entrepreneur improve innovative processes, while developing strategies consistent with modern technology requirements, therefore creating a competitive advantage for their product or services. Adapting to technological changes will also help social entrepreneurs to measure their social impact, improve their social networking, and facilitate the marketing of products and services both locally and internationally.
- Government needs to also help social entrepreneurs to adapt to the rapid technological changes through training and workshops. This will enable these

entrepreneurs to acquire the technical know-how that will help them adjust and advance their operations to yield more profit.

6.8 LIMITATIONS OF THE STUDY

The study was conducted in three townships in KZN and only focused on 90 social entrepreneurs. The study did not cover townships in other provinces, although, as a true reflection of the selected townships in KZN and not SA in its entirety, there are lessons that could still be learned by social entrepreneurs in the townships in other provinces. Therefore, the findings of the study should be used with caution. Furthermore, gathering primary data from participants was achieved through a closed-ended questionnaire was used that contained predetermined statements, formulated from a comprehensive literature review and from the research objectives, while excluding open-ended questions for additional comments in the questionnaire. This method, to an extent, limited the researcher's insights to respondent views.

6.9 RECOMMENDATION FOR FURTHER RESEARCH

As indicated by the empirical study findings, the recommendation is for further research to be conducted on:

The awareness and understanding level among members of society regarding the social entrepreneurship concept. This will help to ascertain the level of preparedness in society to embrace and be involved in social entrepreneurship. It can also help policy makers to develop strategies that will grow social entrepreneurship in our society.

Assessment by further research should focus on the impact social networking has on social entrepreneurs' profit and development. A better understanding will thus be provided of the exact social networking contribution to SE sustainability, in addition to its other roles of maintaining contact, interactions and collaborations.

Further research needs to be conducted to determine the effects of government support mechanisms on social entrepreneurship growth and development in the country. This type of research can provide a clearer understanding of the significance of adequate policy and regulations and other ways government support can nurture and promote social entrepreneurship in order for it to operate at its full potential in SA.

Further research should critically analyse ways social entrepreneurs can adapt to rapid technological changes. This will help social entrepreneurs to develop strategies and invest in adequate and appropriate technological advances to compete favourably in the dynamic business environment.

Further research needs to be conducted on methods and techniques of social impact measurement that are simple and less complicated. This will help social entrepreneurs to easily measure their impact and, in turn, attract more investors that will help them grow and develop.

Further research on financial assistance structures and systems by government should be conducted, as there are currently significant limitations with regard to contributing to social entrepreneurship growth and development. This will provide a better understanding on the various government agency problems and challenges, that prevent actively assisting social entrepreneurs to grow and thrive. These agencies include the Small Enterprise Development Agency (SEDA) and the Department of Social Development, among others.

A critical analysis of the characteristics that are key to social entrepreneurship development should be undertaken. This type of research will provide a clearer picture of the different characteristics that are significant in individuals' engagement and involvement in social entrepreneurship.

6.10 CONCLUDING REMARKS

This study has highlighted the applicability of social entrepreneurship to sustainable development in the townships in KwaZulu-Natal. Key factors affecting the social entrepreneurs' value creation were discussed. It is believed that social entrepreneurship can play a critical role in addressing many of the socio-economic challenges in townships communities. With the increasing levels of poverty and inequality in South Africa, providing a conducive environment for social entrepreneurs to operate can be the critical difference in achieving the sustainable development goals. The ever-changing business environment in South Africa, SMEs, especially social enterprises face an ongoing challenge in gaining a competitive advantage by creating social value. In order to accomplish this value, social entrepreneurs have to constantly review their business strategies.

The empirical data used during this study were based on questionnaires that were self-administered amongst owners and managers of social enterprises in the Inanda, NtuZuma and KwaMashu township communities in KZN province. The recommendations and conclusions discussed this chapter represent some of the actions that could possibly be taken to improve social entrepreneurship contribution to sustainable development in the KZN townships. It is also hoped that this study will enable government and other stakeholders to enhance their approach and partnership with social entrepreneurs to create social value which will help address various challenges in the society.

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APPENDICES

APPENDIX 1: QUESTIONNAIRE

QUESTIONNAIRE



Faculty of Management Sciences
Department of Entrepreneurial Studies and Management

Date: _____

Dear Participant

I am studying towards a PhD in Business Administration, in the Faculty of Management Sciences at the Department of Entrepreneurial Studies and Management. The title of my research is: **Social entrepreneurship as a tool for sustainable development in the townships in KwaZulu-Natal (KZN)**

Please complete the questionnaire to enable me to gather data for my research. This questionnaire is designed to gather critical **factors affecting social entrepreneurship contribution to sustainable development in the townships in KwaZulu-Natal**. The information you provide will be kept strictly confidential. Please be assured that you will remain anonymous throughout the research process and in any reporting or write-ups related to my research. Please also be advised that participation is voluntary and you can withdraw from the study at any time you no longer feel comfortable to participate. This questionnaire will take an estimate of 25 minutes to be completed.

If you need any clarity on the study, please contact the researcher or the supervisor

Mr E.I. Akoh

PhD: Business Administration

Email: 21856837@dut4life.ac.za

Dr L. Lekhanya

Supervisor

Email: lawrencel@dut.ac.za

I hereby kindly request that you complete the following section by placing a cross (X) in the appropriate box to reflect your answer.

Section one

Background information

1) Educational background: Please indicate your highest qualification

| | |
|---------------------------------|---|
| Matric | 1 |
| Diploma/Certificate | 2 |
| Degree | 3 |
| Honors | 4 |
| Masters | 5 |
| PhD | 6 |
| Others, please specify | 7 |

2) Age group:

| | |
|---|---|
| 18 - 25 years | 1 |
| 26 – 32 years | 2 |
| 33 – 39 years | 3 |
| 40 – 49 years | 4 |
| More than 50 years, Please specify | 5 |

3) Gender:

| | |
|---------------------------------|---|
| Male | 1 |
| Female | 2 |
| Others, Please specify | 3 |

4) In which of the following KwaZulu-Natal Township is your social enterprise situated? (Please tick one)

| | |
|----------|---|
| Inanda | 1 |
| Ntuzuma | 2 |
| KwaMashu | 3 |

5) Type of social enterprise (Please tick one)

| | |
|-------------------------------------|---|
| Non-Governmental Organization (NGO) | 1 |
| Not-for-Profit Organization (NPO) | 2 |
| Hybrid | 3 |
| Profit oriented | 4 |
| Others, Please specify | |

6) How is your social enterprise owned?

| | |
|--|---|
| Partnership | 1 |
| Manager of the social enterprise and sole owner | 2 |
| Manager of the social enterprise and jointly owned | 3 |
| Others, please specify | |

7) How many years have you been operating this social enterprise?

| | |
|--------------------|---|
| 1 - 2 year | 1 |
| 3 – 5 years | 2 |
| 6 – 8 years | 3 |
| 9 – 11 years | 4 |
| More than 11 years | 5 |

Section Two: Factors affecting social entrepreneurship as a tool for sustainable development

Please indicate your response to the following statement regarding social entrepreneurship contribution to sustainable development in KZN townships.

Please place a cross (X) for each statement that truly reflects your response where:

1 = Strongly agree

2 = Agree

3 = Neutral

4 = Disagree

5 = Strongly disagree

| Statement | Strongly agree | Agree | Neutral | Disagree | Strongly disagree |
|--|----------------|-------|---------|----------|-------------------|
| The following statements are based on the characteristics of social entrepreneurs in KZN townships | | | | | |
| 8a) Social entrepreneurs' activities are influenced by age | | | | | |
| 8b) Social entrepreneurs' activities are influenced by unemployment | | | | | |
| 8c) Social entrepreneurs' activities are influenced by gender | | | | | |
| 8d) Social entrepreneurs' activities involves more females than males | | | | | |
| 8e) Social entrepreneurs' activities are influenced by Level of education | | | | | |
| The following questions are based on society's perception of social entrepreneurship in KZN townships | | | | | |
| 9a) Social entrepreneurs' activities are affected by society's lack of understanding of the role of social entrepreneurs | | | | | |
| 9b) Social entrepreneurs' activities are affected by society's inadequate information about their activities | | | | | |

| | | | | | |
|--|--|--|--|--|--|
| 9c) Social entrepreneurs' activities are influenced by society's poor awareness of their contributions | | | | | |
| 9d) Social entrepreneurs' activities are affected by inadequate involvement of the society in their activities | | | | | |
| The following statements are based on the aspects of social networking as it relates to social entrepreneurs in KZN townships | | | | | |
| 10a) Social entrepreneurs' activities are affected by lack of partnership with other social entrepreneurs | | | | | |
| 10b) Social entrepreneurs' activities are affected by lack of support and partnership from corporate organisations | | | | | |
| 10c) Social entrepreneurs' activities are affected by lack of support and partnership from government | | | | | |
| 10d) Social entrepreneurs' activities are affected by lack of use of platforms for social networking | | | | | |
| The following statements are based on social impact measurement as it relates to social entrepreneurs | | | | | |
| 11a) Lack of social impact measurement affects understanding the contribution of the social entrepreneur's activities | | | | | |
| 11b) social entrepreneurs' activities are affected by lack of applying appropriate social impact measurement method/techniques | | | | | |
| 11c) Lack of social impact measurement affects social entrepreneurs' identifying other opportunities to solve social problems | | | | | |
| 11d) lack of social impact measurement affects the willingness | | | | | |

| | | | | | |
|--|--|--|--|--|--|
| of investors to invest in social entrepreneurs activities | | | | | |
| The following statements are based on financial resources as it relates to social entrepreneurs | | | | | |
| 12a) Lack of access to financial resources affects social entrepreneurs activities | | | | | |
| 12b) Many social entrepreneurs depend on family and friends for finance in order to survive | | | | | |
| 12c) Lengthy processes required by financial institutions to obtain financial resources affects social entrepreneurs activities | | | | | |
| 12d) Social entrepreneurs activities are affected by lack of governments financial assistance | | | | | |
| The following are environmental factors (external and internal) that affects social entrepreneurs contribution to sustainable development | | | | | |
| Internal factors: | | | | | |
| 13a) Lack of management competence, skills and experience affect social entrepreneurs' activities | | | | | |
| 13b) Lack of technical skills affects social entrepreneurs' activities | | | | | |
| 13c) Lack of adequate education and training development affects social entrepreneurs' activities | | | | | |
| 13d) Lack of marketing skills affect social entrepreneurs' activities | | | | | |
| External factors: | | | | | |
| 13e) Lack of adequate legal framework for social entrepreneurs in South Africa is affecting their activities | | | | | |

| | | | | | |
|---|--|--|--|--|--|
| 13f) adequate government rules and regulations will improve social entrepreneurs' activities | | | | | |
| 13g) Increased government support will improve social entrepreneurs' activities | | | | | |
| 13h) Political instability affects social entrepreneurs' activities | | | | | |
| 13i) Social entrepreneurs' activities are affected by corruption | | | | | |
| 13j) Social entrepreneurs' activities are affected by social factors | | | | | |
| 13k) High crime rate affects social entrepreneurs' activities | | | | | |
| 13l) Lack of understanding of taxation for social enterprises affects their activities | | | | | |
| 13m) High interest rates affect social entrepreneurs' activities | | | | | |
| 13n) Social entrepreneurs' activities are affected by rapid technological changes | | | | | |
| 13o) Social entrepreneurs' activities are affected by lack of government support to technological changes | | | | | |
| 13p) Social entrepreneurs' activities are influenced by competition from other businesses | | | | | |
| 13q) Social entrepreneurs' activities has been affected by the Covid-19 pandemic | | | | | |
| 13r) Social entrepreneurs' activities has been affected by lack of government support from the effects Covid-19 | | | | | |

Thank you for your participation

APPENDIX 2: ETHICAL CLEARANCE LETTER



1 March 2022

Mr E I Akoh
33 Mount Argus Road
Umgeni Park
Durban
4501

Dear Mr Akoh

Social entrepreneurship as a tool for sustainable development in the townships in KwaZulu-Natal Province
Ethical Clearance number IREC 255/21

The Institutional Research Ethics Committee acknowledges receipt of your notification regarding the piloting of your data collection tool.

Kindly ensure that participants used for the pilot study are not part of the main study.

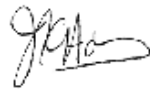
In addition, the IREC acknowledges receipt of your gatekeeper permission letter.

Please note that **FULL APPROVAL** is granted to your research proposal. You may proceed with data collection.

Any adverse events [serious or minor] which occur in connection with this study and/or which may alter its ethical consideration must be reported to the IREC according to the IREC SOP's.

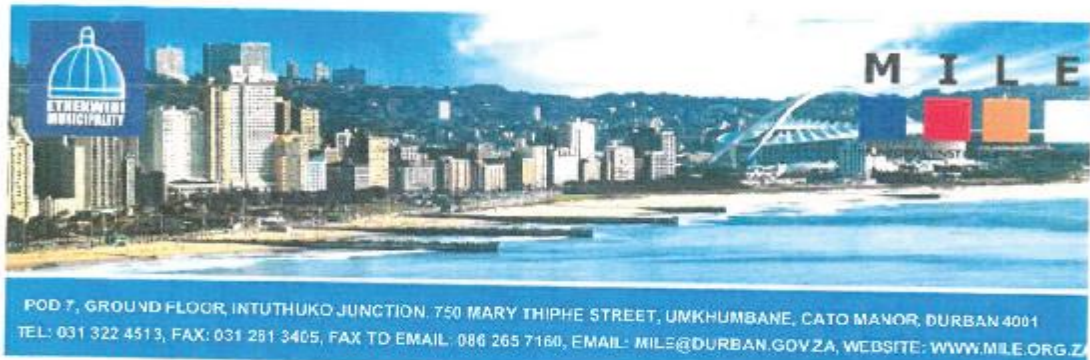
Please note that any deviations from the approved proposal require the approval of the IREC as outlined in the IREC SOP's.

Yours Sincerely,



Prof J K Adam
Chairperson: IREC

APPENDIX 3: GATEKEEPER'S LETTER



For attention:
Chair of Research / Ethics Committee
Department of Entrepreneurial Studies and Management
Faculty of Management Sciences
Durban University of Technology
Durban
4000

14 February 2022

RE: LETTER OF SUPPORT TO E.I AKOH, STUDENT NUMBER 21856837 - GRANTING PERMISSION TO USE
ETHEKWINI MUNICIPALITY AS A STUDY SITE

The Area based Management Unit and Municipal Institute of Learning (MILE) in eThekweni Municipality, have considered a request from **Emmanuel Inalegwu Akoh** to use eThekweni Municipality as a research study site leading to the awarding of a Doctor of Philosophy (Management Sciences) and for the purposes of undertaking a research study entitled: **"Social entrepreneurship as a tool for sustainable development in the townships in KwaZulu-Natal Province."**

We wish to inform you of the acceptance of this request and hereby assure the student of our utmost cooperation towards achieving his/her academic goals; the outcome which we believe may help the eThekweni Municipality improve its services. The student is reminded of the ethical considerations and the Disaster Management Act, Act 2020 Regulations when conducting this research. The student must take all necessary measures to ensure his/her personal safety during the research period as eThekweni Municipality indemnifies itself from any incidental claims that may arise. **In return, we stipulate as mandatory that the student contacts Dr Collin Pillay to present the preliminary results and recommendations of this study to the related units.**

Wishing the student all the best in his/her studies.

Mr Linda Mbonambi
Head: Area Based Management Unit
eThekweni Municipality

Dr Collin Pillay
Program Manager: MILE
eThekweni Municipality

I, Emmanuel Inalegwu Akoh..... have read and understood the conditions and hereby accept as mandatory that I will comply fully as per the stipulations above.

Signed:  Date: 17 FEB 2022

APPENDIX 4: FREQUENCY TABLES

Qualification

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------------------|-----------|---------|---------------|--------------------|
| Valid | Matric | 10 | 11.1 | 11.1 | 11.1 |
| | Diploma/Certificate | 31 | 34.4 | 34.4 | 45.6 |
| | Degree | 19 | 21.1 | 21.1 | 66.7 |
| | Honours | 17 | 18.9 | 18.9 | 85.6 |
| | Masters | 10 | 11.1 | 11.1 | 96.7 |
| | PhD | 2 | 2.2 | 2.2 | 98.9 |
| | Others | 1 | 1.1 | 1.1 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Age

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------|-----------|---------|---------------|--------------------|
| Valid | 18 - 25 | 16 | 17.8 | 17.8 | 17.8 |
| | 26 - 32 | 33 | 36.7 | 36.7 | 54.4 |
| | 33 - 39 | 25 | 27.8 | 27.8 | 82.2 |
| | 40 - 49 | 9 | 10.0 | 10.0 | 92.2 |
| | 50+ | 7 | 7.8 | 7.8 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Gender

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------|-----------|---------|---------------|--------------------|
| Valid | Male | 39 | 43.3 | 43.3 | 43.3 |
| | Female | 51 | 56.7 | 56.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Location

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------|-----------|---------|---------------|--------------------|
| Valid | Inanda | 30 | 33.3 | 33.3 | 33.3 |
| | Ntuzuma | 30 | 33.3 | 33.3 | 66.7 |
| | KwaMashu | 30 | 33.3 | 33.3 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Type

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Non-Governmental Organisation (NGO) | 16 | 17.8 | 17.8 | 17.8 |
| | Not-for-Profit Organisation (NPO) | 26 | 28.9 | 28.9 | 46.7 |
| | Hybrid | 13 | 14.4 | 14.4 | 61.1 |
| | Profit oriented | 33 | 36.7 | 36.7 | 97.8 |
| | Others | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Ownership

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---------------------------|-----------|---------|---------------|--------------------|
| Valid | Partnership | 16 | 17.8 | 17.8 | 17.8 |
| | Manager and sole owner | 42 | 46.7 | 46.7 | 64.4 |
| | Manager and jointly owned | 19 | 21.1 | 21.1 | 85.6 |
| | Others | 13 | 14.4 | 14.4 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Operations

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | 1-2 | 14 | 15.6 | 15.6 | 15.6 |
| | 3-5 | 35 | 38.9 | 38.9 | 54.4 |
| | 6-8 | 28 | 31.1 | 31.1 | 85.6 |
| | 9-11 | 4 | 4.4 | 4.4 | 90.0 |
| | > 11 | 9 | 10.0 | 10.0 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Understanding

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 25 | 27.8 | 27.8 | 27.8 |
| | Agree | 31 | 34.4 | 34.4 | 62.2 |
| | Neutral | 17 | 18.9 | 18.9 | 81.1 |
| | Disagree | 11 | 12.2 | 12.2 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Information

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 20 | 22.2 | 22.2 | 22.2 |
| | Agree | 32 | 35.6 | 35.6 | 57.8 |
| | Neutral | 14 | 15.6 | 15.6 | 73.3 |
| | Disagree | 12 | 13.3 | 13.3 | 86.7 |
| | Strongly disagree | 12 | 13.3 | 13.3 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Awareness

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 23 | 25.6 | 25.6 | 25.6 |
| | Agree | 30 | 33.3 | 33.3 | 58.9 |
| | Neutral | 13 | 14.4 | 14.4 | 73.3 |
| | Disagree | 13 | 14.4 | 14.4 | 87.8 |
| | Strongly disagree | 11 | 12.2 | 12.2 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Involvement

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly Agree | 14 | 15.6 | 15.6 | 15.6 |
| | Agree | 33 | 36.7 | 36.7 | 52.2 |
| | Neutral | 16 | 17.8 | 17.8 | 70.0 |
| | Disagree | 15 | 16.7 | 16.7 | 86.7 |
| | Strongly disagree | 12 | 13.3 | 13.3 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Young

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 13 | 14.4 | 14.4 | 14.4 |
| | Agree | 31 | 34.4 | 34.4 | 48.9 |
| | Neutral | 24 | 26.7 | 26.7 | 75.6 |
| | Disagree | 15 | 16.7 | 16.7 | 92.2 |
| | Strongly disagree | 7 | 7.8 | 7.8 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Unemployment

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 16 | 17.8 | 17.8 | 17.8 |
| | Agree | 28 | 31.1 | 31.1 | 48.9 |
| | Neutral | 16 | 17.8 | 17.8 | 66.7 |
| | Disagree | 27 | 30.0 | 30.0 | 96.7 |
| | Strongly disagree | 3 | 3.3 | 3.3 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Influence

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 12 | 13.3 | 13.3 | 13.3 |
| | Agree | 17 | 18.9 | 18.9 | 32.2 |
| | Neutral | 15 | 16.7 | 16.7 | 48.9 |
| | Disagree | 39 | 43.3 | 43.3 | 92.2 |
| | Strongly disagree | 7 | 7.8 | 7.8 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Activity

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 9 | 10.0 | 10.0 | 10.0 |
| | Agree | 22 | 24.4 | 24.4 | 34.4 |
| | Neutral | 22 | 24.4 | 24.4 | 58.9 |
| | Disagree | 31 | 34.4 | 34.4 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Level

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 22 | 24.4 | 24.4 | 24.4 |
| | Agree | 34 | 37.8 | 37.8 | 62.2 |
| | Neutral | 12 | 13.3 | 13.3 | 75.6 |
| | Disagree | 14 | 15.6 | 15.6 | 91.1 |
| | Strongly disagree | 8 | 8.9 | 8.9 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Partnership

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 24 | 26.7 | 26.7 | 26.7 |
| | Agree | 36 | 40.0 | 40.0 | 66.7 |
| | Neutral | 11 | 12.2 | 12.2 | 78.9 |
| | Disagree | 13 | 14.4 | 14.4 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Support

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 32 | 35.6 | 35.6 | 35.6 |
| | Agree | 36 | 40.0 | 40.0 | 75.6 |
| | Neutral | 12 | 13.3 | 13.3 | 88.9 |
| | Disagree | 7 | 7.8 | 7.8 | 96.7 |
| | Strongly disagree | 3 | 3.3 | 3.3 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Government

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 33 | 36.7 | 36.7 | 36.7 |
| | Agree | 32 | 35.6 | 35.6 | 72.2 |
| | Neutral | 13 | 14.4 | 14.4 | 86.7 |
| | Disagree | 7 | 7.8 | 7.8 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Platforms

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 20 | 22.2 | 22.2 | 22.2 |
| | Agree | 39 | 43.3 | 43.3 | 65.6 |
| | Neutral | 12 | 13.3 | 13.3 | 78.9 |
| | Disagree | 12 | 13.3 | 13.3 | 92.2 |
| | Strongly disagree | 7 | 7.8 | 7.8 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Measurement

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 29 | 32.2 | 32.2 | 32.2 |
| | Agree | 29 | 32.2 | 32.2 | 64.4 |
| | Neutral | 15 | 16.7 | 16.7 | 81.1 |
| | Disagree | 11 | 12.2 | 12.2 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Apply

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 21 | 23.3 | 23.3 | 23.3 |
| | Agree | 31 | 34.4 | 34.4 | 57.8 |
| | Neutral | 18 | 20.0 | 20.0 | 77.8 |
| | Disagree | 13 | 14.4 | 14.4 | 92.2 |
| | Strongly disagree | 7 | 7.8 | 7.8 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Identify

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 27 | 30.0 | 30.0 | 30.0 |
| | Agree | 32 | 35.6 | 35.6 | 65.6 |
| | Neutral | 11 | 12.2 | 12.2 | 77.8 |
| | Disagree | 11 | 12.2 | 12.2 | 90.0 |
| | Strongly disagree | 9 | 10.0 | 10.0 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Invest

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 25 | 27.8 | 27.8 | 27.8 |
| | Agree | 33 | 36.7 | 36.7 | 64.4 |
| | Neutral | 13 | 14.4 | 14.4 | 78.9 |
| | Disagree | 10 | 11.1 | 11.1 | 90.0 |
| | Strongly disagree | 9 | 10.0 | 10.0 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Access

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 44 | 48.9 | 48.9 | 48.9 |
| | Agree | 25 | 27.8 | 27.8 | 76.7 |
| | Neutral | 10 | 11.1 | 11.1 | 87.8 |
| | Disagree | 6 | 6.7 | 6.7 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Family

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 19 | 21.1 | 21.1 | 21.1 |
| | Agree | 32 | 35.6 | 35.6 | 56.7 |
| | Neutral | 13 | 14.4 | 14.4 | 71.1 |
| | Disagree | 13 | 14.4 | 14.4 | 85.6 |
| | Strongly disagree | 13 | 14.4 | 14.4 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Process

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 25 | 27.8 | 27.8 | 27.8 |
| | Agree | 38 | 42.2 | 42.2 | 70.0 |
| | Neutral | 14 | 15.6 | 15.6 | 85.6 |
| | Disagree | 8 | 8.9 | 8.9 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Assistance

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 27 | 30.0 | 30.0 | 30.0 |
| | Agree | 37 | 41.1 | 41.1 | 71.1 |
| | Neutral | 13 | 14.4 | 14.4 | 85.6 |
| | Disagree | 7 | 7.8 | 7.8 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Management

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 28 | 31.1 | 31.1 | 31.1 |
| | Agree | 38 | 42.2 | 42.2 | 73.3 |
| | Neutral | 11 | 12.2 | 12.2 | 85.6 |
| | Disagree | 8 | 8.9 | 8.9 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Technical

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 25 | 27.8 | 27.8 | 27.8 |
| | Agree | 38 | 42.2 | 42.2 | 70.0 |
| | Neutral | 10 | 11.1 | 11.1 | 81.1 |
| | Disagree | 10 | 11.1 | 11.1 | 92.2 |
| | Strongly disagree | 7 | 7.8 | 7.8 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Training

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 26 | 28.9 | 28.9 | 28.9 |
| | Agree | 37 | 41.1 | 41.1 | 70.0 |
| | Neutral | 10 | 11.1 | 11.1 | 81.1 |
| | Disagree | 12 | 13.3 | 13.3 | 94.4 |
| | Strongly agree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Marketing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 21 | 23.3 | 23.3 | 23.3 |
| | Agree | 40 | 44.4 | 44.4 | 67.8 |
| | Neutral | 9 | 10.0 | 10.0 | 77.8 |
| | Disagree | 12 | 13.3 | 13.3 | 91.1 |
| | Strongly disagree | 8 | 8.9 | 8.9 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Legal

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 29 | 32.2 | 32.2 | 32.2 |
| | Agree | 38 | 42.2 | 42.2 | 74.4 |
| | Neutral | 7 | 7.8 | 7.8 | 82.2 |
| | Disagree | 10 | 11.1 | 11.1 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Rules

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 30 | 33.3 | 33.3 | 33.3 |
| | Agree | 38 | 42.2 | 42.2 | 75.6 |
| | Neutral | 9 | 10.0 | 10.0 | 85.6 |
| | Disagree | 7 | 7.8 | 7.8 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Improve

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 33 | 36.7 | 36.7 | 36.7 |
| | Agree | 38 | 42.2 | 42.2 | 78.9 |
| | Neutral | 7 | 7.8 | 7.8 | 86.7 |
| | Disagree | 7 | 7.8 | 7.8 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Instability

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 34 | 37.8 | 37.8 | 37.8 |
| | Agree | 30 | 33.3 | 33.3 | 71.1 |
| | Neutral | 11 | 12.2 | 12.2 | 83.3 |
| | Disagree | 10 | 11.1 | 11.1 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Corruption

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 28 | 31.1 | 31.1 | 31.1 |
| | Agree | 28 | 31.1 | 31.1 | 62.2 |
| | Neutral | 15 | 16.7 | 16.7 | 78.9 |
| | Disagree | 10 | 11.1 | 11.1 | 90.0 |
| | Strongly disagree | 9 | 10.0 | 10.0 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Social

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 25 | 27.8 | 27.8 | 27.8 |
| | Agree | 35 | 38.9 | 38.9 | 66.7 |
| | Neutral | 17 | 18.9 | 18.9 | 85.6 |
| | Disagree | 8 | 8.9 | 8.9 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Crime

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 30 | 33.3 | 33.3 | 33.3 |
| | Agree | 38 | 42.2 | 42.2 | 75.6 |
| | Neutral | 9 | 10.0 | 10.0 | 85.6 |

| | | | | | |
|--|-------------------|----|-------|-------|-------|
| | Disagree | 7 | 7.8 | 7.8 | 93.3 |
| | Strongly disagree | 6 | 6.7 | 6.7 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Taxation

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 26 | 28.9 | 28.9 | 28.9 |
| | Agree | 36 | 40.0 | 40.0 | 68.9 |
| | Neutral | 14 | 15.6 | 15.6 | 84.4 |
| | Disagree | 10 | 11.1 | 11.1 | 95.6 |
| | Strongly disagree | 4 | 4.4 | 4.4 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Interest

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 33 | 36.7 | 36.7 | 36.7 |
| | Agree | 31 | 34.4 | 34.4 | 71.1 |
| | Neutral | 12 | 13.3 | 13.3 | 84.4 |
| | Disagree | 10 | 11.1 | 11.1 | 95.6 |
| | Strongly disagree | 4 | 4.4 | 4.4 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Technology

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 31 | 34.4 | 34.4 | 34.4 |
| | Agree | 34 | 37.8 | 37.8 | 72.2 |
| | Neutral | 13 | 14.4 | 14.4 | 86.7 |
| | Disagree | 7 | 7.8 | 7.8 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Change

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 33 | 36.7 | 36.7 | 36.7 |
| | Agree | 34 | 37.8 | 37.8 | 74.4 |
| | Neutral | 10 | 11.1 | 11.1 | 85.6 |
| | Disagree | 8 | 8.9 | 8.9 | 94.4 |
| | Strongly disagree | 5 | 5.6 | 5.6 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Competition

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 30 | 33.3 | 33.3 | 33.3 |
| | Agree | 35 | 38.9 | 38.9 | 72.2 |
| | Neutral | 10 | 11.1 | 11.1 | 83.3 |
| | Disagree | 11 | 12.2 | 12.2 | 95.6 |
| | Strongly disagree | 4 | 4.4 | 4.4 | 100.0 |

Covid

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 39 | 43.3 | 43.3 | 43.3 |
| | Agree | 35 | 38.9 | 38.9 | 82.2 |
| | Neutral | 10 | 11.1 | 11.1 | 93.3 |
| | Disagree | 3 | 3.3 | 3.3 | 96.7 |
| | Strongly disagree | 3 | 3.3 | 3.3 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

Effects

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly agree | 44 | 48.9 | 48.9 | 48.9 |
| | Agree | 28 | 31.1 | 31.1 | 80.0 |
| | Neutral | 11 | 12.2 | 12.2 | 92.2 |
| | Disagree | 5 | 5.6 | 5.6 | 97.8 |
| | Strongly disagree | 2 | 2.2 | 2.2 | 100.0 |
| | Total | 90 | 100.0 | 100.0 | |

APPENDIX 5: DESCRIPTIVE STATISTICS

| Descriptive Statistics | | | | | |
|-------------------------------|----|---------|---------|--------|----------------|
| | N | Minimum | Maximum | Mean | Std. Deviation |
| Qualification | 90 | 1.00 | 7.00 | 2.9556 | 1.34842 |
| Age | 90 | 1.00 | 5.00 | 2.5333 | 1.13375 |
| Gender | 90 | 1.00 | 2.00 | 1.5667 | .49831 |
| Location | 90 | 1.00 | 3.00 | 2.0000 | .82107 |
| Type | 90 | 1.00 | 5.00 | 2.7667 | 1.19032 |
| Ownership | 90 | 1.00 | 4.00 | 2.3222 | .93410 |
| Operations | 90 | 1.00 | 5.00 | 2.5444 | 1.12341 |
| Understanding | 90 | 1.00 | 5.00 | 2.3556 | 1.20216 |
| Information | 90 | 1.00 | 5.00 | 2.6000 | 1.33071 |
| Awareness | 90 | 1.00 | 5.00 | 2.5444 | 1.34215 |
| Involvement | 90 | 1.00 | 5.00 | 2.7556 | 1.28353 |
| Young | 90 | 1.00 | 5.00 | 2.6889 | 1.14798 |
| Unemployment | 90 | 1.00 | 5.00 | 2.7000 | 1.17512 |
| Influence | 90 | 1.00 | 5.00 | 3.1333 | 1.21044 |
| Activity | 90 | 1.00 | 5.00 | 3.0333 | 1.12629 |
| Level | 90 | 1.00 | 5.00 | 2.4667 | 1.26491 |
| Partnership | 90 | 1.00 | 5.00 | 2.3444 | 1.21008 |
| Support | 90 | 1.00 | 5.00 | 2.0333 | 1.05415 |
| Government | 90 | 1.00 | 5.00 | 2.1000 | 1.15194 |
| Platforms | 90 | 1.00 | 5.00 | 2.4111 | 1.19826 |
| Measurement | 90 | 1.00 | 5.00 | 2.2889 | 1.22927 |
| Apply | 90 | 1.00 | 5.00 | 2.4889 | 1.22010 |
| Identify | 90 | 1.00 | 5.00 | 2.3667 | 1.30212 |
| Invest | 90 | 1.00 | 5.00 | 2.3889 | 1.27812 |
| Access | 90 | 1.00 | 5.00 | 1.9222 | 1.17299 |
| Family | 90 | 1.00 | 5.00 | 2.6556 | 1.35050 |
| Process | 90 | 1.00 | 5.00 | 2.2222 | 1.11957 |
| Assistance | 90 | 1.00 | 5.00 | 2.2000 | 1.15340 |
| Management | 90 | 1.00 | 5.00 | 2.1556 | 1.13089 |
| Technical | 90 | 1.00 | 5.00 | 2.2889 | 1.21085 |
| Training | 90 | 1.00 | 5.00 | 2.2556 | 1.17618 |

| | | | | | |
|--------------------|----|------|------|--------|---------|
| Marketing | 90 | 1.00 | 5.00 | 2.4000 | 1.23434 |
| Legal | 90 | 1.00 | 5.00 | 2.1778 | 1.19529 |
| Rules | 90 | 1.00 | 5.00 | 2.1222 | 1.15950 |
| Improve | 90 | 1.00 | 5.00 | 2.0333 | 1.12629 |
| Instability | 90 | 1.00 | 5.00 | 2.1333 | 1.20112 |
| Corruption | 90 | 1.00 | 5.00 | 2.3778 | 1.30322 |
| Social | 90 | 1.00 | 5.00 | 2.2556 | 1.12740 |
| Crime | 90 | 1.00 | 5.00 | 2.1222 | 1.15950 |
| Taxation | 90 | 1.00 | 5.00 | 2.2222 | 1.11957 |
| Interest | 90 | 1.00 | 5.00 | 2.1222 | 1.15950 |
| Technology | 90 | 1.00 | 5.00 | 2.1222 | 1.13996 |
| Change | 90 | 1.00 | 5.00 | 2.0889 | 1.15772 |
| Competition | 90 | 1.00 | 5.00 | 2.1556 | 1.15058 |
| Covid | 90 | 1.00 | 5.00 | 1.8444 | .98199 |
| Effects | 90 | 1.00 | 5.00 | 1.8111 | 1.00442 |
| Valid N (listwise) | 90 | | | | |

APPENDIX 7: CHI SQUARE TEST

Test Statistics

| | Chi-Square | df | Asymp. Sig. |
|---------------|---------------------|----|-------------|
| Qualification | 51.244 ^a | 6 | .000 |
| Age | 26.667 ^b | 4 | .000 |
| Gender | 1.600 ^c | 1 | .000 |
| Location | 1.000 ^d | 2 | .000 |
| Type | 31.889 ^b | 4 | .000 |
| Ownership | 23.333 ^e | 3 | .000 |
| Operations | 37.889 ^b | 4 | .000 |
| Understanding | 22.889 ^b | 4 | .000 |
| Information | 16.000 ^b | 4 | .003 |
| Awareness | 14.889 ^b | 4 | .005 |
| Involvement | 16.111 ^b | 4 | .003 |
| Young | 20.000 ^b | 4 | .000 |
| Unemployment | 23.000 ^b | 4 | .000 |
| Influence | 33.778 ^b | 4 | .000 |
| Activity | 23.667 ^b | 4 | .000 |
| Level | 23.556 ^b | 4 | .000 |
| Partnership | 32.111 ^b | 4 | .000 |
| Support | 50.111 ^b | 4 | .000 |
| Government | 40.889 ^b | 4 | .000 |
| Platforms | 35.444 ^b | 4 | .000 |
| Measurement | 24.667 ^b | 4 | .000 |
| Apply | 18.000 ^b | 4 | .001 |
| Identify | 25.333 ^b | 4 | .000 |
| Invest | 24.667 ^b | 4 | .000 |
| Access | 61.222 ^b | 4 | .000 |
| Family | 15.111 ^b | 4 | .004 |
| Process | 40.778 ^b | 4 | .000 |
| Assistance | 40.667 ^b | 4 | .000 |
| Management | 45.444 ^b | 4 | .000 |
| Technical | 38.778 ^b | 4 | .000 |
| Training | 38.556 ^b | 4 | .000 |

| | | | |
|-------------|---------------------|---|------|
| Marketing | 39.444 ^b | 4 | .000 |
| Legal | 47.222 ^b | 4 | .000 |
| Rules | 49.444 ^b | 4 | .000 |
| Improve | 57.556 ^b | 4 | .000 |
| Instability | 37.889 ^b | 4 | .000 |
| Corruption | 19.667 ^b | 4 | .001 |
| Social | 33.778 ^b | 4 | .000 |
| Crime | 49.444 ^b | 4 | .000 |
| Taxation | 36.889 ^b | 4 | .000 |
| Interest | 38.333 ^b | 4 | .000 |
| Technology | 41.111 ^b | 4 | .000 |
| Change | 45.222 ^b | 4 | .000 |
| Competition | 41.222 ^b | 4 | .000 |
| Covid | 69.111 ^b | 4 | .000 |
| Effects | 69.444 ^b | 4 | .000 |

APPENDIX 8: RELIABILITY TEST

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 90 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 90 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .886 | 4 |

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 90 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 90 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|---------------------|------------|
| .759 | 5 |

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 90 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 90 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .808 | 4 |

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 90 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 90 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's Alpha | N of Items |
|------------------|------------|
| .895 | 4 |

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 90 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 90 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's | |
|------------|------------|
| Alpha | N of Items |
| .726 | 4 |

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 90 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 90 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's | |
|------------|------------|
| Alpha | N of Items |
| .891 | 4 |

Scale: ALL VARIABLES

Case Processing Summary

| | | N | % |
|-------|-----------------------|----|-------|
| Cases | Valid | 90 | 100.0 |
| | Excluded ^a | 0 | .0 |
| | Total | 90 | 100.0 |

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

| Cronbach's | |
|------------|------------|
| Alpha | N of Items |
| .906 | 14 |

APPENDIX 9: FACTOR ANALYSIS

B8

KMO and Bartlett's Test

| | | |
|--|--------------------|---------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .816 |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 194.090 |
| | df | 6 |
| | Sig. | .000 |

Communalities

| | Initial | Extraction |
|---------------|---------|------------|
| Understanding | 1.000 | .728 |
| Information | 1.000 | .781 |
| Awareness | 1.000 | .755 |
| Involvement | 1.000 | .718 |

Extraction Method: Principal Component Analysis.

Total Variance Explained

| Component | Total | Initial Eigenvalues | | Extraction Sums of Squared Loadings | | |
|-----------|-------|---------------------|--------------|-------------------------------------|---------------|--------------|
| | | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 2.982 | 74.553 | 74.553 | 2.982 | 74.553 | 74.553 |
| 2 | .455 | 11.374 | 85.927 | | | |
| 3 | .301 | 7.524 | 93.450 | | | |
| 4 | .262 | 6.550 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

Component Matrix^a

| | Component |
|---------------|-----------|
| | 1 |
| Understanding | .853 |
| Information | .884 |
| Awareness | .869 |
| Involvement | .847 |

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

B9
KMO and Bartlett's Test

| | | |
|--|--------------------|---------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .727 |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 124.212 |
| | df | 10 |
| | Sig. | .000 |

Communalities

| | Initial | Extraction |
|--------------|---------|------------|
| Young | 1.000 | .391 |
| Unemployment | 1.000 | .424 |
| Influence | 1.000 | .751 |
| Activity | 1.000 | .671 |
| Level | 1.000 | .364 |

Extraction Method: Principal Component Analysis.

Total Variance Explained

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|-----------|---------------------|---------------|--------------|-------------------------------------|---------------|--------------|
| | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 2.600 | 52.007 | 52.007 | 2.600 | 52.007 | 52.007 |
| 2 | .834 | 16.679 | 68.686 | | | |
| 3 | .694 | 13.884 | 82.570 | | | |
| 4 | .614 | 12.285 | 94.855 | | | |
| 5 | .257 | 5.145 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

Component Matrix^a

| | Component |
|--------------|-----------|
| | 1 |
| Young | .625 |
| Unemployment | .651 |
| Influence | .866 |
| Activity | .819 |
| Level | .603 |

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

B10
KMO and Bartlett's Test

| | | |
|--|--------------------|---------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .724 |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 130.414 |
| | df | 6 |
| | Sig. | .000 |

Communalities

| | Initial | Extraction |
|-------------|---------|------------|
| Partnership | 1.000 | .491 |
| Support | 1.000 | .697 |
| Government | 1.000 | .680 |
| Platforms | 1.000 | .691 |

Extraction Method: Principal Component Analysis.

Total Variance Explained

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | |
|-----------|---------------------|---------------|--------------|-------------------------------------|---------------|--------------|
| | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 2.558 | 63.957 | 63.957 | 2.558 | 63.957 | 63.957 |
| 2 | .756 | 18.898 | 82.855 | | | |
| 3 | .392 | 9.802 | 92.657 | | | |
| 4 | .294 | 7.343 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

Component Matrix^a

| | Component |
|-------------|-----------|
| | 1 |
| Partnership | .701 |
| Support | .835 |
| Government | .824 |
| Platforms | .831 |

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

B11
KMO and Bartlett's Test

| | | |
|--|--------------------|---------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .826 |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 218.760 |
| | df | 6 |
| | Sig. | .000 |

Communalities

| | Initial | Extraction |
|-------------|---------|------------|
| Measurement | 1.000 | .748 |
| Apply | 1.000 | .835 |
| Identify | 1.000 | .817 |
| Invest | 1.000 | .654 |

Extraction Method: Principal Component Analysis.

Total Variance Explained

| Component | Total | Initial Eigenvalues | | Extraction Sums of Squared Loadings | | |
|-----------|-------|---------------------|--------------|-------------------------------------|---------------|--------------|
| | | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 3.053 | 76.328 | 76.328 | 3.053 | 76.328 | 76.328 |
| 2 | .469 | 11.724 | 88.051 | | | |
| 3 | .269 | 6.713 | 94.764 | | | |
| 4 | .209 | 5.236 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

Component Matrix^a

| | Component |
|-------------|-----------|
| | 1 |
| Measurement | .865 |
| Apply | .914 |
| Identify | .904 |
| Invest | .808 |

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

B12

KMO and Bartlett's Test

| | | |
|--|--------------------|--------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .709 |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 76.010 |
| | df | 6 |
| | Sig. | .000 |

Communalities

| | Initial | Extraction |
|------------|---------|------------|
| Access | 1.000 | .542 |
| Family | 1.000 | .446 |
| Process | 1.000 | .607 |
| Assistance | 1.000 | .630 |

Extraction Method: Principal Component Analysis.

Total Variance Explained

| Component | Total | Initial Eigenvalues | | Extraction Sums of Squared Loadings | | |
|-----------|-------|---------------------|--------------|-------------------------------------|---------------|--------------|
| | | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 2.225 | 55.634 | 55.634 | 2.225 | 55.634 | 55.634 |
| 2 | .806 | 20.150 | 75.784 | | | |
| 3 | .532 | 13.292 | 89.076 | | | |
| 4 | .437 | 10.924 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

Component Matrix^a

| | Component |
|------------|-----------|
| | 1 |
| Access | .736 |
| Family | .668 |
| Process | .779 |
| Assistance | .794 |

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

**B13 (Internal)
KMO and Bartlett's Test**

| | | |
|--|--------------------|---------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .794 |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 220.516 |
| | df | 6 |
| | Sig. | .000 |

Communalities

| | Initial | Extraction |
|------------|---------|------------|
| Management | 1.000 | .764 |
| Technical | 1.000 | .830 |
| Training | 1.000 | .809 |
| Marketing | 1.000 | .625 |

Extraction Method: Principal Component Analysis.

Total Variance Explained

| Component | Total | Initial Eigenvalues | | Extraction Sums of Squared Loadings | | |
|-----------|-------|---------------------|--------------|-------------------------------------|---------------|--------------|
| | | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 3.028 | 75.708 | 75.708 | 3.028 | 75.708 | 75.708 |
| 2 | .480 | 11.993 | 87.701 | | | |
| 3 | .325 | 8.117 | 95.818 | | | |
| 4 | .167 | 4.182 | 100.000 | | | |

Extraction Method: Principal Component Analysis.

Component Matrix^a

| | Component 1 |
|------------|----------------|
| Management | .874 |
| Technical | .911 |
| Training | .899 |
| Marketing | .791 |

Extraction Method: Principal Component Analysis.

a. 1 components extracted.

**B13(External)
KMO and Bartlett's Test**

| | | |
|--|--------------------|---------|
| Kaiser-Meyer-Olkin Measure of Sampling Adequacy. | | .809 |
| Bartlett's Test of Sphericity | Approx. Chi-Square | 737.582 |
| | df | 91 |
| | Sig. | .000 |

Communalities

| | Initial | Extraction |
|-------------|---------|------------|
| Legal | 1.000 | .683 |
| Rules | 1.000 | .642 |
| Improve | 1.000 | .613 |
| Instability | 1.000 | .680 |
| Corruption | 1.000 | .673 |
| Social | 1.000 | .664 |
| Crime | 1.000 | .568 |
| Taxation | 1.000 | .614 |
| Interest | 1.000 | .666 |
| Technology | 1.000 | .700 |
| Change | 1.000 | .714 |
| Competition | 1.000 | .668 |
| Covid | 1.000 | .821 |
| Effects | 1.000 | .739 |

Extraction Method: Principal Component Analysis.

Total Variance Explained

| Component | Initial Eigenvalues | | | Extraction Sums of Squared Loadings | | | Rotation Sums of Squared ... | | |
|-----------|---------------------|---------------|--------------|-------------------------------------|---------------|--------------|------------------------------|---------------|--------------|
| | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % | Total | % of Variance | Cumulative % |
| 1 | 6.414 | 45.811 | 45.811 | 6.414 | 45.811 | 45.811 | 3.218 | 23.0 | 22.985 |
| 2 | 1.580 | 11.286 | 57.096 | 1.580 | 11.286 | 57.096 | 3.172 | 22.7 | 45.646 |
| 3 | 1.453 | 10.380 | 67.476 | 1.453 | 10.380 | 67.476 | 3.056 | 21.8 | 67.476 |
| 4 | .742 | 5.301 | 72.778 | | | | | | |
| 5 | .692 | 4.944 | 77.722 | | | | | | |
| 6 | .587 | 4.191 | 81.913 | | | | | | |
| 7 | .482 | 3.446 | 85.359 | | | | | | |
| 8 | .474 | 3.385 | 88.744 | | | | | | |
| 9 | .436 | 3.112 | 91.856 | | | | | | |
| 10 | .388 | 2.775 | 94.630 | | | | | | |
| 11 | .294 | 2.103 | 96.734 | | | | | | |
| 12 | .228 | 1.627 | 98.361 | | | | | | |
| 13 | .137 | .981 | 99.342 | | | | | | |
| 14 | .092 | .658 | 100.000 | | | | | | |

Extraction Method: Principal Component Analysis.

Rotated Component Matrix^a

| | Component | | |
|-------------|-----------|------|------|
| | 1 | 2 | 3 |
| Legal | | | .802 |
| Rules | | | .757 |
| Improve | | .540 | .555 |
| Instability | | .720 | |
| Corruption | | .742 | |
| Social | | .774 | |
| Crime | | .715 | |
| Taxation | .570 | | |
| Interest | .643 | | |
| Technology | .800 | | |
| Change | .785 | | |
| Competition | .714 | | |
| Covid | | | .748 |
| Effects | | | .669 |

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

a. Rotation converged in 7 iterations.

Component Transformation Matrix

| Component | 1 | 2 | 3 |
|-----------|-------|------|-------|
| 1 | .596 | .582 | .554 |
| 2 | .195 | .564 | -.802 |
| 3 | -.779 | .586 | .223 |

Extraction Method: Principal Component Analysis.

Rotation Method: Varimax with Kaiser Normalization.

APPENDIX 10: BIVARIATE RESULTS OF HYPOTHESES

Correlations

| | | Society's perception | Social networking |
|----------------------|---------------------|----------------------|-------------------|
| Society's perception | Pearson Correlation | 1 | .444** |
| | Sig. (2-tailed) | | .000 |
| | N | 90 | 90 |
| Social networking | Pearson Correlation | .444** | 1 |
| | Sig. (2-tailed) | .000 | |
| | N | 90 | 90 |

** . Correlation is significant at the 0.00 level (2-tailed).

Correlations

| | | Social Impact Measurement | Social networking |
|---------------------------|---------------------|---------------------------|-------------------|
| Social Impact Measurement | Pearson Correlation | 1 | .313** |
| | Sig. (2-tailed) | | .003 |
| | N | 90 | 90 |
| Social networking | Pearson Correlation | .313** | 1 |
| | Sig. (2-tailed) | .003 | |
| | N | 90 | 90 |

** . Correlation is significant at the 0.01 level (2-tailed).

Correlations

| | | social networking | Internal environment |
|-------------------------|------------------------|----------------------|-------------------------|
| social networking | Pearson Correlation | 1 | .475** |
| | Sig. (2-tailed) | | .000 |
| | N | 90 | 90 |
| Internal environment | Pearson Correlation | .475** | 1 |
| | Sig. (2-tailed) | .000 | |
| | N | 90 | 90 |

** . Correlation is significant at the 0.00 level (2-tailed).

Correlations

| | | Social Impact Managemen t | Internal environment |
|-----------------------------|------------------------|------------------------------------|-------------------------|
| Social Impact Management | Pearson Correlation | 1 | .525** |
| | Sig. (2-tailed) | | .000 |
| | N | 90 | 90 |
| Internal environment | Pearson Correlation | .525** | 1 |
| | Sig. (2-tailed) | .000 | |
| | N | 90 | 90 |

** . Correlation is significant at the 0.00 level (2-tailed).

Correlations

| | | Financial resources | External environment |
|------------------------|------------------------|------------------------|-------------------------|
| Financial resources | Pearson Correlation | 1 | .480** |
| | Sig. (2-tailed) | | .000 |
| | N | 90 | 90 |

| | | | |
|----------------------|---------------------|--------|----|
| External environment | Pearson Correlation | .480** | 1 |
| | Sig. (2-tailed) | .000 | |
| | N | 90 | 90 |

** . Correlation is significant at the 0.00 level (2-tailed).

Correlations

| | | External environment | Social Impact Measurement |
|---------------------------|---------------------|----------------------|---------------------------|
| External environment | Pearson Correlation | 1 | .328** |
| | Sig. (2-tailed) | | .002 |
| | N | 90 | 90 |
| Social Impact Measurement | Pearson Correlation | .328** | 1 |
| | Sig. (2-tailed) | .002 | |
| | N | 90 | 90 |

** . Correlation is significant at the 0.01 level (2-tailed).

APPENDIX 11: TURNITIN REPORT

Social entrepreneurship as a tool for sustainable development
in the townships in KwaZulu-Natal province

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Helen Richter
Advanced Editing, Proofreading
& Copywriting
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24 October 2022

To whom it may concern

CERTIFICATE OF EDITING & AUTHENTICATION

I have proofread and language edited the corrections to the PhD thesis titled:

**“SOCIAL ENTREPRENEURSHIP AS A TOOL FOR SUSTAINABLE DEVELOPMENT
IN THE TOWNSHIPS IN KWAZULU-NATAL PROVINCE”**

by

Emmanuel Inalegwu Akoh

To the best of my knowledge, the work remains free of spelling, grammar, structural and stylistic errors and the contents are certified as the author's own work.

With thanks.

H. S. Richter
