



**UNIVERSITY of the
WESTERN CAPE**

Title: Participatory Monitoring and Evaluation in the provision of sanitation services in a South African Informal Settlement: A Case study of Isiqalo Area, in Cape Town

**Mini Thesis submitted by
Noluvuyo Magadla: 3304928**

To

**The Faculty of Economics and Management Sciences, School of
Government, University of the Western Cape**

**In fulfilment of the requirement for the degree in Master of Public
Administration**

Supervisor: Dr M. Makiva

DECLARATION

I, Noluvuyo Magadla, a student at the University of the Western Cape solemnly declare that this Mini-thesis and the work presented in it are my own and have been generated for research purposes. Where I have quoted from the work of others, the reference is highlighted and sources are acknowledged accordingly. None of this work has been published before submission. This Mini thesis has not been submitted to any other recognised institution for another qualification.

Noluvuyo Magadla

Student Number

3304928

2023



AKNOWLEDGMENTS

Completing this thesis was not an easy journey, due to the complex situations brought on by the Covid-19 pandemic and my chronic illnesses. I would like to pay my gratitude and appreciation to my supervisor Dr. Msuthukazi Makiva who supported me diligently, patiently, and encouraged me to reach the finishing line of my academic journey.

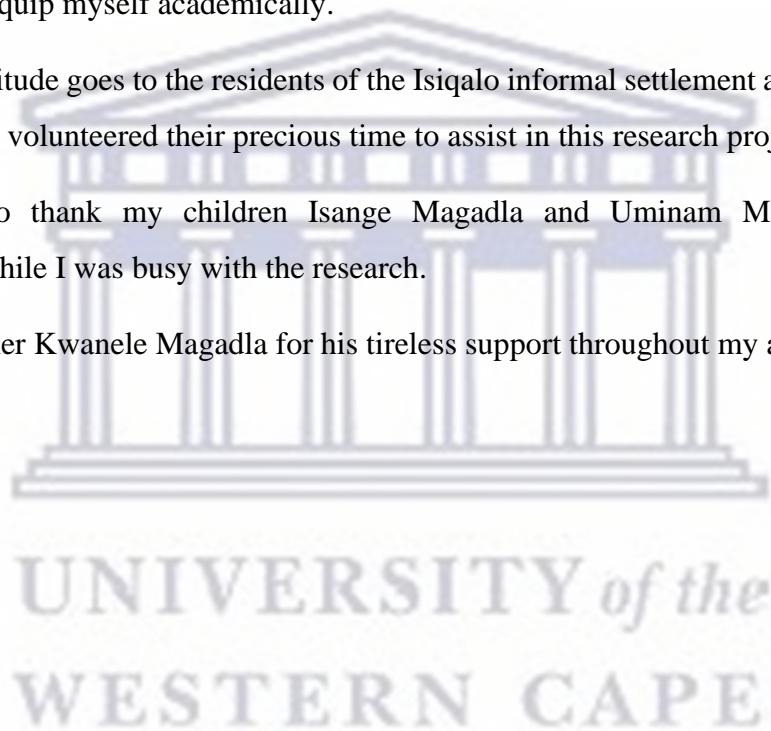
I thank Dr. Thandokazi Building for her inspiration and support, her coaching expertise assisted this work going forward.

I must give thanks to the Department of Forestry, Fisheries, and Environment for allowing me to develop and equip myself academically.

My greatest gratitude goes to the residents of the Isiqalo informal settlement and especially the participants who volunteered their precious time to assist in this research project.

I would like to thank my children Isange Magadla and Uminam Magadla for their understanding while I was busy with the research.

I thank my brother Kwanele Magadla for his tireless support throughout my academic career.



DEDICATION

I dedicate this Mini thesis to my late brother Monwabisi Magadla who among everyone in the family believed in me and played a father figure in my life, may his soul rest in peace.



ABBREVIATIONS

BC	Before Common Era also known as Before Christian Era
DWAF	Department of Water Affairs and Forestry
EPWP	Expanded Public Work Program
GWME	Government-Wide Monitoring and Evaluation
IDP	Integrated Development Planning
MDG	Millennium Development Goals
M&E	Monitoring and Evaluation
n.d	No Date
OECD	The Organisation for Economic Cooperation and Development
PM&E	Participatory Monitoring and Evaluation
SA	South Africa
SERISA	Socio-Economic Rights Institute of South Africa
SJC	Social Justice Coalition
SPRM	Ses'Khona Peoples' Right



UNIVERSITY *of the*
WESTERN CAPE

KEY WORDS:

City of Cape Town

Community

Evaluation

Isiqalo Informal Settlement

Monitoring

Participatory

Porta Party

Provision

Sanitation

Service delivery



UNIVERSITY *of the*
WESTERN CAPE

ABSTRACT

The study investigates the efficacy of participatory monitoring and evaluation about sanitation service delivery rendered by the City of Cape Town in the Isiqalo informal settlement. The problem is that though the municipality (the City of Cape Town) provides sanitation infrastructure like bucket toilets, porta potties, and chemical waste toilets to this informal settlement in line with the constitution Act 108 of 1996 and these bucket toilets are supposed to be collected on a specific day in a week. Interestingly, this collection process does not happen consistently as these toilets are not regularly emptied. This irregularity in the collection of the buckets has emerged as a problem/challenge as these residents are forced to deal with human excrement for weeks with no alternative place to relieve themselves. This is de-humanising and requires in-depth investigation. In this light, this study seeks to understand how the involvement of the community through participatory monitoring and evaluation of sanitation services in the Isiqalo informal settlement can enhance the regularity of the removal of these bucket toilets. This is crucial since participatory monitoring and evaluation seeks to ensure that communities have a strong arm and means to hold the government accountable for service delivery in their communities. To achieve this goal the study employed a qualitative research approach to collect the data. The researcher interviewed 25 Isiqalo residents through semi-structured interviews. These interviews provided rich datasets on participatory monitoring and evaluation. The study found that though there are services many residents still experience many problems in relation to regularity and the overall quality of services and this community is not benefiting from improved sanitation services through participatory monitoring and evaluation. The study recommends that the City of Cape Town should engage the residents of Isiqalo and train them on participatory monitoring and evaluation skills to improve the regularity of porta potties removal in this community.

Keywords: Community, evaluation, Isiqalo, informal settlement, monitoring, participatory, porta potties, provision, sanitation, service delivery,

CONTENTS

Declaration.....	ii
Aknowledgements	iii
Dedication	iv
Abreviations.....	v
Abstract.....	vii
Chapter one	1
Orientation of the study.....	1
1. Introduction.....	1
1.1 Problem Statement.....	3
1.2 Research Objective.....	5
1.3 Research Questions	6
1.4 Significance of the Study	6
1.5 Research Methodology.....	7
1.6 Ethical Statement.....	7
1.7 Limitation.....	7
1.8 Key Concepts of the Study	7
1.9 Chapterisation of the Study.....	8
1.10 Summary.....	9
Chapter Two.....	10
Review of Related Literature: Conceptual, Theoretical and Legislative Framework.....	10
2. Introduction.....	10
2.1 Conceptual Framework Of The Study.....	10
2.1.1 Sanitation as a Public Good.....	10
2.1.2 The Concept of Informal Settlement.....	13
2.1.3 The notion of informal housing.....	14
2.1.4 Service delivery.....	15
2.1.5 Participatory.....	16
2.1.6 Monitoring.....	17
2.1.7 Evaluation.....	18
2.2 Theoretical Framework of The Study.....	20
2.3 Participatory Monitoring and Evaluation.....	20
2.4 Participatory monitoring and evaluation in the provision of sanitation services: a framework.....	28
2.5 Legislative Framework On Sanitation Services	28
2.6 The Constitution of The Republic of South Africa	30
2.7 Sanitation White Paper	30
2.8 Batho Pele Principles	32

2.9	<i>National Sanitation Policy</i>	Error! Bookmark not defined.
2.10	Effectiveness of the intervention - (Is the intervention achieving its objectives?)	34
2.10.1	Efficiency of the intervention – (Are the resources well used?)	35
2.10.2	Utility of the intervention – (What difference does the intervention make?)	35
2.10.3	Sustainability of the intervention – (Will the benefits last?)	35
2.11	Policy Implementation In Sanitation Delivery	35
2.11.1	<i>The Concept of Policy Making</i>	36
2.11.2	<i>Policy analysis</i>	36
2.12	Goals And Objectives Of Public Policy Implementation	36
2.12.1	<i>The criteria to measure the effectiveness of the policy</i>	36
2.13	<i>Government-Wide Monitoring and Evaluation Policy (RSA)</i>	38
2.14	Summary	39
3.	Chapter Three Research Methodology	41
3.1	Introduction	41
3.1.1	<i>Overview of Isiqalo informal settlement in Philippi</i>	41
3.1.2	<i>Research Methodology</i>	44
3.1.3	<i>The Research Paradigm</i>	45
3.1.4	<i>Research Design</i>	45
3.1.5	<i>Exploratory Research</i>	46
3.1.6	<i>Qualitative Research</i>	46
3.1.7	<i>Case Study Research</i>	48
3.1.8	<i>Sampling Procedure</i>	49
3.1.8.1	<i>Systematic sampling</i>	49
3.1.8.2	<i>Quota Sampling</i>	49
3.1.8.3	<i>Convenience Sampling</i>	49
3.1.8.4	<i>Purposive Sampling</i>	50
3.1.8.5	<i>Snowballing Sampling</i>	50
3.1.8.6	<i>Sample Size</i>	50
3.2	Research Methods Or Instruments (Data Collection Sources)	52
3.2.1	<i>Literature Review (Secondary data)</i>	52
3.2.2	<i>Document Analysis (Secondary data)</i>	52
3.2.3	<i>Interviews</i>	52
3.2.3.1	<i>Structured interviews</i>	52
3.2.3.2	<i>Semi structured interview</i>	52
3.2.4	<i>Observations</i>	53
3.2.5	<i>Data Triangulation</i>	54
3.2.6	<i>Data analysis</i>	54
3.3	Trustworthiness And Credibility	55
3.4	Ethical Considerations	55

3.5 Summary.....	55
Chapter Four.....	61
Research Methodology And Methods.....	61
4. Introduction.....	57
4.1 Setting The Stage For Interviews.....	57
4.2 Participants Background Information.....	58
4.3 Research Findings.....	60
4.4 The Main Themes Emerging From The Research.....	61
4.5 Institutional Arrangements Of the Community.....	62
4.6 Participatory Monitoring Towards The Provision Of Sanitation Service.....	65
4.7 Participatory monitoring and evaluation towards the provision of sanitation services In Isiqalo.....	74
4.8 On a scale of 1-5 indicate the end to which sanitation service are efficient.....	83
4.9 What are the challenges associated with sanitation services in your area if any?.....	81
4.10 A discussion on the provision of sanitation services in the informal settlements in cape town by the city of cape town.....	82
4.11 Summary.....	83
Chapter 5	85
5. Introduction.....	85
5.1 Findings.....	85
5.1.1 <i>Conditions of Sanitary infrastructure</i>	85
5.1.2 <i>Sanitation challenges at Isiqalo informal settlement</i>	86
5.1.3 <i>Lacking confidence in the participatory monitoring and evaluation</i>	86
5.2 Recommendations.....	88
5.2.1 <i>Recommendations on Cooperation between the City of Cape Town and Informal settlement residents</i>	88
5.2.2 <i>Recommendation on how Isiqalo residence have to hold the City to Account</i>	89
5.2.3 <i>Isiqalo residence need to hold the City to explain its activities (Transparency)</i>	89
5.3 Further Research.....	90
5.4 Conclusion.....	91
Reference list.....	92-100
Annexure A.....	101-105

CHAPTER ONE

ORIENTATION OF THE STUDY

1. Introduction

This study investigates participatory monitoring and evaluation in the provision of sanitation services in a South African informal settlement: A case study of Isiqalo informal settlement, Philippi, in the city of Cape Town. This is vital as sanitation has emerged as a challenge in many informal settlements in the city and the country Overy (2013), Abang (2019). In this light, the study is imperative, as it seeks to enhance our understanding on how community members in the Isiqalo informal settlement can ensure that effective sanitation services are delivered through participatory monitoring and evaluation in the informal settlement.

The concept of participatory monitoring and evaluation is vital as Jackson & Kassam (1998) describe it as a process of self-assessment, knowledge generation, and collective action in which, stakeholders in a program or intervention collaboratively defines the evaluation issues, collects and analyse data, and take action as a result of what they learn through this process.

This is instructive and worth investigating as the Isiqalo informal settlement is in the city of Cape Town which many political commentators and scholars have hailed as one of the best-governed municipalities in terms of municipal service delivery Empowerdex or CITYDEX (2009). According to a study conducted by Yende (2016) it was found that cities in the Western Cape were well managed and their residents enjoyed better services and were more cost-effective, than elsewhere in the country. The statement indicates that municipalities in the Western Cape are well-run and enjoy better services.

Though this might be true when compared with other informal settlements in the country where these sanitation infrastructures do not even exist and where it does regularity has lagged as the municipal officials ignore these residents or they are inefficient, and in some award, corrupt contracts to the contractors Taing (2015), Tissington (2015).

This study in many ways seeks to counter such generalisations provided by the above studies and to demonstrate using empirical evidence that some Cape Town informal settlements like in Khayelitsha and Philippi have no sanitary infrastructure at all and where there exist it is not well managed Abang (2019), Taing (2015).

Hence, there are large segments of informal settlements within the city which do not enjoy their constitutional rights to sanitation as stated in Chapter Two of the Bill of Rights in the constitution Tissington (2015). It is these service delivery contradictions and failures that this study seeks to highlight and how PME was adopted to ensure sanitation delivery in this informal settlement to enhance and monitor sanitation delivery.

It is worth noting that during Apartheid there were informal settlements with bucket toilets. But its demise in 1990 ushered in political, economic, and social changes with the introduction of the Reconstruction and Development Plan which saw the construction of close to 3.6 million new houses and the vast provision of electricity, water, and sanitation to previously disadvantaged townships Nleya (2011).

The new government of the African National Congress (ANC) in 1994 promised to eradicate bucket toilet systems provided for by the previous government Tissington (2015), Abang (2019). Yet three decades into the new dispensation many residents in these South African informal settlements are still struggling with the irregularity in sanitation services delivery Abang (2019).

This challenge in sanitation delivery has ushered in protests by urban social movements like the Social Justice Coalition and the Ses'Khona Peoples' Rights movement who both mobilised their member and the community to engage the municipality to pressure it to provide these basic services to the residents in the informal settlements in Khayelitsha Abang (2019). Despite these mobilisations and pressure on the city of Cape Town these conditions still prevail in Isiqalo informal settlement in Philippi. It is the prevalence of these conditions and the use of PM&E to address them that necessitates this study.

The temporary infrastructure provided to the informal settlements in 2002 is the same bucket system that was provided for by the Apartheid government and it is uninhabitable. The toilet facilities allocated in the area are far, subject to the problem of the commons, which makes it difficult to keep it clean when few homes are sharing the same facility. The Department of Water and the Sanitation National Policy (2016) declares that the establishment of basic sanitation, services must be ordered and maintained for fenceless people and unserved families. The statement above indicates that the infrastructure provided for people should be maintained. In informal settlements, this is not the case as the municipality does not always provide cleaning services.

In the case of Isiqalo, the cleaning services are provided once a week; and after three days it becomes difficult for the inhabitants to make use of these facilities as many people are sharing. The facilities are home to flies, rats, and maggots with an unbearable odour. These conditions are not good for everybody, especially females and children.

These conditions are in contrast to the spirit of the constitution of the Republic of South Africa Act No. 108 of (1996) section 28 which states that everyone has the right to an atmosphere that is not detrimental to their health or well-being. The constitution reveals that all South African citizens must be treated equally. This means that basic services like water, electricity, health care, and sanitation must be given to all citizens regardless of who they are, where they come from; as long as they are residing in the country.

This study explored the significance of the research to understand how residents of the Isiqalo informal settlement participate in the monitoring and evaluation of sanitation services that are delivered by the city of Cape Town. Secondly, the study will discuss the problem statement such as observing how basic sanitation services are provided at Isiqalo informal settlement in Cape Town. Thirdly, the study will discuss the objectives of the research. Fourthly, it will examine other sources who have written relevant papers and discuss their opinions, then the study will state the reason for the importance of the research to continue. The study would discuss the research design which will be qualitative. Finally, the study would conclude by suggesting what could be done by the custodian of the sanitation policy and Isiqalo citizens.

1.1 Problem Statement

The overarching problem this investigation seeks to highlight, is the high visibility of porta-potties in the Isiqalo informal settlement. Many by-passers at this informal settlement in the Philippi area in Cape Town easily notice bucket toilets, porta-potties, and chemical toilets located on the peripheries of the tar road, a reasonable distance from the households.

These porta-potties are used inside the households and are seen by everyone next to a tar road only at times of collection by the contractors servicing the area. The use of these containers and leaving them to lie beside the road only signify failures in sanitation delivery. Tissington (2011) adds that these failures prevented informal settlement dwellers from benefiting from universal access to water and sanitation by 2010 and these constitute a violation of their rights to services in terms of the South African constitution of 1996.

She again adds that this right has been confirmed internationally when the UN General assembly (UNGA) passed Resolution 64/292 which declared “the right to safe and clean drinking water and sanitation, as a Human Right that is essential for the full enjoyment of life” (Tissington 2011:13). In addition, she reveals that the UN Human Rights Council (UNHRC) has reaffirmed that these rights are legally binding on all states, but in these areas, many are not serviced on an equitable basis. This has led to community participation to ensure distributional equity in services.

Hence, having to use bucket toilets, porta potties and chemical toilets does not provide a human being with dignity and protection from humiliation as thousands of people are exposed to each other’s human excrement and not protected from the diseases one might have, as most of the time sanitation facilities are shared and are not waterborne.

Overy (2013) is of the view that in the case of South Africa, there is no clear path of what suitable sanitation in the constitution is; therefore, there is confusion about which type of sanitation is; for example, pit latrines, porta-potties, and bucket system. Overy (2013) adds that the constitution mentions that every South African has the right to adequate food and water; however, it does not mention adequate sanitation.

According to the Department of Monitoring and Evaluation, Report on the status of Sanitation in South Africa (2012) explains that the bucket sanitation system was instantly measured as an undesirable level of sanitation. The statement above disapproves the use of bucket toilet system. Yet the system is still being used by many of Isiqalo residents.

If the parties like the City and the Isiqalo citizens can engage in discussions and information about the type of sanitation services acceptable to the community, the bucket system or porta potties would not be an option. The report indicates that the new government had inherited the backlog of sanitary infrastructure from the old government.

Hadi (2000) adds that interestingly, most government programs fail because a community-wide spirit did not emerge and hopes for village-wide cooperation did not materialise. Hadi (2000) statement indicates that if there is no participatory monitoring and evaluation the government service delivery fails. In the case of Isiqalo, if there is no participatory monitoring and evaluation from the grass-roots level, there will be inadequate or undesirable sanitation services such as the bucket system, porta-potties, and chemical toilets.

Participatory Monitoring and Evaluation (PM&E) serves a variety of purposes for various stakeholders, including citizens, service providers, government agencies, projects, programs, and partnerships Hilhorst & Guijt (2006). The statement above indicates that PM&E is not for government only it must include citizens and other stakeholders. It is the government's major challenge to become effective and efficient and hence PM&E is paramount. Policy framework for government-wide monitoring system (2007) infers that M&E processes can help the public sector evaluate its performance and pinpoint the factors that influence service delivery outcomes.

After three decades of democracy and having to observe basic sanitation services such as bucket systems, porta-potties, and chemical toilets in the informal settlement is unacceptable Tissington (2011). It is paramount to know the level of community involvement in participatory M&E so that the level of knowledge gap is closed. This study seeks to close the knowledge gap as it seeks participatory approaches to addressing these challenges (Williams & Abang (2022).

1.2 Research objectives

The main objective of this study is to understand how participatory monitoring and evaluation towards sanitation services was conducted, at Isiqalo community in Cape Town, South Africa.

The specific objectives of the study are:

- To conduct literature review on the theoretical framework pertaining to participatory monitoring and evaluation. The study conducted research on the legislative framework, that which serves as a bedrock of this study.
- To present and analyse research findings on the end to which Isiqalo citizens are engaged in participatory monitoring and evaluation, particularly where sanitation services are concerned.
- To examine and analyse research findings on the extent to which Isiqalo citizens are engaged in participatory monitoring and evaluation, particularly where sanitation services are concerned.

1.3 Research Questions

1.3.1 Research Question One

How Isiqalo residents are engaged in participatory monitoring and evaluation, especially where sanitation services are concerned?

1.3.2 Research Question Two

What are the theories and legislations that best explain the phenomenon of participatory monitoring and evaluation?

1.4 Significance of the study

The study is significant as it sought to understand how citizens of Isiqalo are involved in participatory monitoring and evaluation of sanitation services that are supplied to them by the City of Cape Town. The study seeks to investigate how Isiqalo residents participate in decision-making regarding how sanitation services are rendered. In this regard, the choice to select participatory monitoring and evaluation as a focal point of this study is informed by the zeal to strengthen and deepen the importance of end users' contribution, appraising their perspectives, preferences, voices, and decisions.

For example, the National Sanitation policy (2016) affirms that informal settlements are excluded from receiving some basic services such as proper sanitation infrastructure. How is this possible in a democratic country, with a constitution that is hailed as one of the best globally? To add more salt to injury, the National Sanitation tenets of (2016) alludes that the bucket system is not acceptable.

Yet, many residents in the Isiqalo community may not be aware of what actions and directions to take when sanitation services are not provided or porta-potties are not collected. This research, unlocks this awareness by way of introducing participatory monitoring and evaluation for sanitation services. Being involved in participatory monitoring and evaluation will not only benefit the community members, but may assist the government in better their planning processes.

Pan, Armittage & Reyneveld (2015) for example explain that there is a gap between policy and implementation and part of the difficulties lie in the challenge of reconciling the pressure to deliver instant results with a long-term vision to strive toward viable and equitable sanitation services. It is worth highlighting that no previous studies in participatory monitoring and evaluation of sanitation services have been conducted in the Isiqalo area. This study is

paramount to conduct to understand how citizens are engaged with sanitation delivery on the ground.

1.5 Research Methodology

The study used a case study of Isiqalo informal settlement dwellers to understand the phenomenon of interest much better. The research utilised a descriptive systematic study by making semi-structured in-depth interviews randomly conducted at Isiqalo informal settlement. The study employed qualitative research methodologies to collect and analyse data.

1.6 Ethical Statement

The researcher has strictly applied the ethical rules and regulations of the University of the Western Cape. Although the research is based on social construction beliefs, the researcher acknowledges that any form of bias will skew the data, reliability, and validity of the study. When conducting research, it is advisable to make appointments and honour those appointments to the people intending to be interviewed. The researcher has avoided questions that might be offensive or intimidating to the interviewees.

1.7 Limitation

The study is located in the Western Cape Province under the City of Cape Town Metropolitan Municipality. Isiqalo is ward 34 near Vanguard Drive in Phillipi, Cape Town. The thesis is limited to the investigation of effective participatory monitoring and evaluation and how it is conducted in the Isiqalo community, to understand the provision of sanitation services.

1.8 Key Concepts of the study

1.8.1 Sanitation

In general, sanitation refers to the provision of spaces and services for the secure disposal of human waste. The preservation of sanitary conditions through services like waste disposal and rubbish collection is referred to as sanitation. By avoiding human contact with possible waste dangers, such as physical, microbiological, biological, or chemical disease agents, sanitation is a hygienic way to promote health.

1.8.2 Participatory Monitoring and Evaluation

Participatory monitoring and evaluation (PM&E) are procedures through which stakeholders at different levels monitor or evaluate a specific project, program, or policy, share control over the activities content, methodology, and findings, and take part in developing or implementing corrective measures. The active involvement of key stakeholders is a priority of PM&E. One method for ensuring that the execution of the many projects within the action plan, or smaller individual initiatives, results in the desired outcomes is participatory monitoring and

evaluation. The procedure for PM&E must be created before project execution, just like all other monitoring and evaluation components.

1.8.3 Service delivery

Hemson & Awuso-Ampomah (2004) explains that service delivery includes not only the ability to provide users with services needed or demanded but also a sense of redress; that the services should raise the standard of living of the majority and confirm their citizenship in the new South Africa. Rakate (1995:118) reads service delivery as the provision of public activities, benefits, or satisfaction to the citizens. Rakate (2006:20) notes that service delivery relates to both tangible and intangible public goods and services. Nleya (2011:9) notes that service delivery since 1996 involves an array of municipal services like housing, electricity, water, sanitation, refuse removal, roads, storm water and drainage services, inter alia. This study would adopt Nleya's conceptualisation of service delivery in South Africa.

1.9 Chapterisation of the study

This chapter explains the purpose, significance, the research problem of the study, and its limitation.

Chapter two explores the conceptual framework of the study. A Literature review about the understanding of participatory monitoring and evaluation, in general, will be conducted in this study. This chapter also focuses on the legislative framework. This chapter further sought to understand strategies used by other communities in ensuring that there is greater involvement in participatory monitoring and evaluation.

Chapter three discusses the research methodology and methods on which the study is based.

Chapter four presents the research findings pertaining to the involvement of the Isiqalo community in participatory monitoring and evaluation, especially where sanitation services are concerned.

Chapter 5 discusses and analyse the research findings, conclusion, and recommendation of the study.

1.10 Summary

This chapter has outlined the background to the research problem, the objectives of the study, the research question, the significance of the study, its delimitation, and key concepts. The chapter discussed the problem and indicated that at times communities lack the will to participate in monitoring and evaluating the level of service delivery, rendered to them by the government. In the following chapter, literature upon which this study is based will be reviewed.



CHAPTER TWO

REVIEW OF RELATED LITERATURE: CONCEPTUAL, THEORETICAL AND LEGISLATIVE FRAMEWORK

2.0 Introduction

The preceding chapter introduced the study and provided a background to the research problem and the problem itself. It also provided research objectives, research questions, the significance of the study, its delimitation and key concepts. The current chapter focuses on explicating the conceptual and theoretical framework of the study as well as literature review. The legislative framework and policies such as the constitution, National Sanitation Policy, Government-Wide Monitoring, and Evaluation framework policy, the Municipal Planning by Laws, among many others, will be discussed. The chapter also discussed the provision of free water and sanitation challenges.

2.1 Conceptual Framework of the study

2.1.1 Sanitation as a Public Good

The Mesopotamians introduced the world to clay sewer pipes around 4000 (Before the Common Era) BCE. Baldwin Latham, a British civil engineer, developed the concept of oval sewage pipe to facilitate sewer drainage. John Harrington invented the toilet in 1554. Naughton & Mihelcic (2017) explains that sanitation aims to safely reduce human publicity to pathogens. Naughton & Mihelcic (2017) further explains that sanitation is described by the Joint Monitoring Programme (JMP) as one that disconnects “human excreta from human contact”. Naughton & Mihelcic also mention sanitation systems including Ventilated Improved-Pit, traditional dry desiccating, and composting toilets, septic systems, and natural systems.

The World Health Organisation (WHO) (2012) delineates sanitation as hygienically separating human excreta from human contact, to avert contamination in humans. Dries, Heggers, Van Vliet & Van Vliet (2007) note that the sanitation philosophies may be ‘on-website treatment of grey water’, ‘ultimate the nutrient cycle’, ‘separate series and treatment of black-water, grey-water and rainwater’. Balsom (2020) affirms that the major cause of a sanitary sewer is to carry waste away from residence and enterprises to wastewater treatment plants.

In terms of the Constitution (1996) the city of Cape Town is the formal service delivery institution mandated in terms of section 152 to organise community participation which

involves the local communities, its organisations, elected representatives, and city officials in service delivery processes like the Integrated Development Plan (IDP). This is supported by the Municipal Structures Act (1998) The Municipal Systems Act (2000) and the White Paper on Local Government (1998) which all mandates the municipality the task of planning and delivering land, houses, water, and sanitation, solid waste removal, drainage and sewer.

Following the above; local government or the City is to supply public goods and services to the citizens of Isiqalo. Sanitation is a public good and a service even if the government has outsourced it. Public goods are goods that are non-excludable and non-rival, meaning that no one can be excluded from the consumption of that good and no competitors. Holcombe (1997) infers that according to economic theory, a public good can be consumed by an additional consumer at no additional cost once it has been produced. Razzolini (2003) argues that public goods are goods that provide benefits to a large group of people. The fascination with public goods dates to classical economics.

Samuelson (1954:387) defines a public good as one that "all enjoy in common in the sense that each individual's consumption of such goods does not detract from the consumption of any other individual." An example of this, is the community that enjoys all the good that a community park provides for the children and families without being charged for it. Ellickson (1972) argues that Samuelson's concept of a pure public good has been criticized for failing to account for the possibility of exclusion or crowding, even looting. Viewing a movie, belonging to a neighbourhood, sending children to school, or sharing a dwelling are all examples of public consumption where one shares consumption with some, but not all other members of society.

In terms of disputing Samuelson (1954) assertions the researcher holds the view that when looking at the provision of sanitation, it is not entirely true that these resources are public goods as there are costs involved to benefit those who can afford them, especially in the South African context with its capitalist nature. In terms of supporting Samuelson (1954) statement, the researcher holds a view that similarly, in the same South African context, the same sanitation services, as public goods can benefit the needy, as stated in the Constitution of the Republic of South Africa Act No.108 of 1996, Chapter Two, Bill of Rights.

In this regard, in the South African context, the local government can allow the users that pay without fail to enjoy these types of goods and the same local government is able to stop those that do not pay and only permit them to use free kilolitres permissible to all South African

Citizens. Another example is when visiting a mall there are those public toilets whereby an individual has to pay a coin to enter.

White (2015) adds that at the household level, water is used for drinking, gardening, and showering, among other things. These kinds of users are referred to as 'rival' in the sense that one person drinking a glass of water can prevent others from drinking it, and 'excludable' in the sense that once it is consumed, no one else can use it.

If these resources are stopped for individuals, the whole community will suffer because those that are not getting sanitation in their areas are going to help themselves in the areas which are provided. It should be noted that there are no yards to form a boundary, in the informal settlements. The sanitation facilities are open to everybody. If the facilities are locked it is because the community members had entered a verbal contract to do so, and everyone has a key. If there is no agreement, the locks are forcefully removed so that people get to enjoy the benefits of services. In informal settlements, community members are viewed as free riders as some of them do not pay for all the basic services. As such, government intervenes by subsidising these goods.

These goods are basic services that all South Africans must benefit from. Kalt (1981) declares that, according to Samuelson, "I explicitly assume two types of goods: ordinary private consumption goods that can be parcelled out among different individuals, and luxury goods that cannot be parcelled out among different individuals according to the relationships and collective consumption goods that all enjoy in common, in the sense that each individual's consumption of that good does not affect the consumption of that good by any other individual." Paul Anthon Samuelson is credited with articulating the modern theory of public goods in a mathematical formalism, building on Wicksell & Lindahl's earlier work.

Razzolini (2003) declares that Paul Samuelson's seminal paper 'The Pure Theory of Public Expenditure,' published in 1954, was the first to develop a theory of public goods. Kalt (1981) is of the view that the theory of public goods has served as the foundation for a widely accepted, more general theory of the non-totalitarian state, as well as for prescriptive policy conclusions. Fulk, Hollingshead & Monge (2002) explains that the resource must be non-excludable, which means that all members of the collective, without exception, have access to it. Secondly, the resource must be non-rival, meaning that its use by one member does not reduce the amount available to others.

There are different types of public goods. Examples of public goods are parks, air, streetlights, water and sanitation, public libraries, flood control systems, and lighthouses Samuelson (1954). When looking at these examples of public goods, it can be noted that it is not possible to be accessible to an individual; but are commonly used and enjoyed by everyone even if an individual does not pay for them. Private goods are exclusive and competitive.

Razzolini (2003) affirms that consumption of a good is non-rival if a person can increase her consumption without reducing the quantity of the good available for other people's consumption as stated by Samuelson in 1954, "one man's consumption does not reduce the consumption of another man."

Deneulin & Townsend (2006) agrees with Razzolini that if a person's consumption does not reduce the benefits of another person's consumption of the good, it is non-rival. Food, clothing, and flowers are examples of private goods. These goods are usually limited in quantity and their owners or sellers can prevent others from benefiting them.

2.1.2 The Concept of Informal Settlement

The United Nations-Habitat Program (UNHP) (2010) describes informal settlements as housing units where a collection of houses were erected on land to which, the occupants have no security of tenure and, appeared to have been occupied illegally. The scholarship again states that these informal settlements are unplanned settlements and areas where housing is not in compliance with current planning and building regulations, thus leading to the rise of unauthorised housing.

According to UN-Habitat (2015b) informal settlements are residential areas where occupants often have no guarantee for the land or houses they live in; for example, they may squat or rent informally. These areas frequently lack basic services and infrastructure. Settlements in these areas may not abide by planning and building procedures and are regularly located in geographically and environmentally hazardous areas.

In the case of the Western Cape, the Report from the Provincial Government of the Western Cape (PGWC) (2003) agrees that informal settlements are housing areas or units which do not meet local authority requirements for conventional townships and are characterized by inadequate infrastructure, poor houses, and poor access to health and education. Furthermore, the report from the PGWC (2003) adds that in most cases their service delivery levels in terms of electricity, water, and sanitation if any at all are lower than in the formal townships.

The specific characteristics of these areas include the lack of security of tenure; Beauregard, Bremner., Mangcu & Tomlinson (2002) reveal that these areas are built on land which is either municipally or publicly or privately owned and this hinders them from erecting any permanent structures on the land. The other feature is the use of discarded building materials in erecting these structures.

The excess of 'need' (not demand) for housing is the main driver of informal housing. This relates to have more people in need of housing than available houses. However, it is essential to clarify that in the housing context, 'need' is different from 'demand'. Housing demand refers to the willingness and ability to purchase a house and is driven by the population, whereas housing need refers to the number of houses required, given the growth in households, derived from population and household size projections and makes no allowance for affordability.

If those who need houses are unable to afford houses, they do not buy or demand them. The shelter is a complete negative of a central place for human life which forms an indispensable part of ensuring human dignity and encompasses more than just the four walls of a room and a roof over one's head but is essential for normal healthy living, fulfilling deep-seated psychological needs for privacy and personal space; physical needs for security and protection from inclement weather; and social needs including supporting the development and social integration of its inhabitants Morka (2018).

2.1.3 The notion of informal housing

Beauregard et al. (2002) describe informal houses as those erected using discarded building materials like corrugated iron sheets, cardboards, wood, and also plastics. One is tempted at this juncture to ask about the characteristics of informal houses. This is vital as it is these characteristics that make them phenomena of interest. In terms of sanitation, Beauregard et al. (2002) hold that most of the households in these areas do not have in-door toilets reticulated into their dwellings rather they use buckets, porta-potties or containers or communal toilets out of their dwellings, and in some public flushing toilets (PFTs) outside.

Beauregard et al. (2002) add that in terms of water supply most of the houses in these areas are not reticulated with water, instead they have standpipes close to their houses or up to 200 meters from them. In terms of waste removal, Beauregard et al. (2002) note that the residents do not have personal waste bins, but use plastic bags as their bins. In the light, of these conditions, there is a need that these areas should be upgraded to improve the living conditions of the residents.

The nature of these houses and their specific characteristics have necessitated the use of portable toilets or porta potties as temporal sanitation options in these informal settlements. Hence, Isiqalo is an informal settlement as it meets all the requirements of these areas.

2.1.4 Service delivery

Service delivery is a socio-economic provision of goods and services used to explain the distribution of essential resources residents depend on including water, power, sanitation facilities, land, and housing. Estrella & Gaventa (1986) explain that people's requests for service deliveries are seen to be more likely to be realised if they can more effectively express and advocate for their wants and expectations.

In general, all levels of government have significant responsibilities for regulating, enabling, and working with other institutions and stakeholders to provide services. National governments create the policy framework, providing resources to local governments for implementation. Primary responsibility for the provision of basic services resides with the local government sphere, even if the delivery of services is outsourced to the private sector or non-governmental organisation (NGO). Urban governance for basic services comprises the whole spectrum of arrangements through which governments and other stakeholders work together to install, supply, and manage services.

Local government or the municipality which has the statutory mandate to deliver basic services in Isiqalo informal settlement must consult the community about the level and quality of sanitation services that are going to be delivered even the sanitation infrastructure. If the municipality did not comply with Batho Pele Principles when delivering services to the public, those services result in being categorised as poor service delivery that does not meet the expected results. For service delivery purposes, all eight principles must be adhered to in Sanitation services provided at Isiqalo informal settlement.

Sanitation is a public service as it is offered to citizens by the Municipality. Citizens of the country agree to be employed in an organisation by signing the contract. A contract is an agreement between the individual and an institution or Municipality. Men are born free from the chains of this world until he enters contract. Entering contract means to belong to a sovereign state, becoming a citizen or having a birth right, getting a birth certificate or Identity document. Friend (n. d) states that Men enter a social contract that creates a state to have a common agency for the interpretation and execution of the law of nature.

Friend (n.d) further states that individuals surrender some, but not all the rights. The researcher is of the view that all employees of the state who are working to render sanitation services are obliged and have a contract to provide those services to the informal settlements. To do this, employees of the state must follow Batho Pele Principles which guide the government. According to the Constitution of the Republic of South Africa (Act No.108 of 1996) Men have the rights and responsibilities to those rights, which means all citizens must pay tax once they have earnings.

O'Brien, Hayward & Berkes (2009) state that citizens who sign these agreements; for example, accept obligations or responsibilities (paying taxes, voting, abiding by rules and regulations) in exchange for benefits and protection from the government (e.g., maintaining order, fostering citizen well-being, and providing for education and health services). The state uses the tax to pay for subsidies for public goods because there is a problem of free riders. Free riders are those who do not pay, but benefit of the goods. People that live in the informal settlements are getting sanitation from the local government for free.

2.1.5 Participatory

The Cambridge dictionary defines participatory as allowing individuals to engage in or participate in an activity. Moreover, in a participatory democracy, residents directly and indirectly via elected representatives, participate in political choices and policies that have an impact on their daily lives. This paradigm combines aspects of direct and representative democracy. The Constitution of the Republic of South Africa (Act No. 108 of 1996) chapter 10 section 195 1 (e) states that the demands of the populace must be met, and participation from the general public in policymaking must be promoted.

Masiya, Davids & Mazenda (2019) state that municipalities are anticipated to allow citizens or communities as consumers and stakeholders the chance to actively participate in municipal policy processes, that express their understandings before, during, and after the policy development process; ensure that policy enforcement reflects community preferences as far as possible.

Guijt (1999) explains that what differentiates the more pioneering participatory processes is their inclusion of end-users in the design of participatory monitoring and evaluation. The researcher is of the view that the problem with the government is not to involve general community members in the policy- making as it is often assumed that experienced professionals from the organisation are the only vital people and external people are not

considered. Another challenge is that those in charge of carrying out certain projects could be afraid of facing disciplinary action, thus they don't want the administration or the public to know about their faults or failures. The researcher thinks that not involving the community to participate in policy-making creates conflict between the government and its citizens.

Furthermore, the researcher observed that the management that formulates policies usually follow a top-bottom approach rather than a bottom-up approach, which means that decision is only made by the government for the community. The participation would not be so complicated if communities are more involved and their inputs are considered. If service delivery is not up to standard, the community will not protest, instead, communities will work with the government to find a solution. The vulnerable people of the country are not confident to participate in the government agenda especially service delivery.

In South Africa, citizens are used to representative democracy; therefore, local government rather communicates with community leaders to call meetings in the informal settlements. In those meetings, few community members attend and participate even though decision-making is done by the government. The vulnerable community members are not considered, whether there is a disagreement, the decision will be made in agreement with committees that represent the community.

2.1.6 Monitoring

Monitoring is the process of routinely observing and documenting the actions occurring inside a project or program. It is a procedure for regularly compiling data on every facet of the project. Monitoring is the process of keeping track of how project activities are doing. It is an observation; deliberate, methodical observation.

The organisations of European Cooperation and Development (OECD) (2021) defines monitoring as "the ongoing evaluation of the intervention and its surroundings." In the case of the informal settlement, it could be difficult to comply with the above-mentioned definition. The researcher is of the opinion that the community in the informal settlement needs to be taught how to do monitoring by the experienced working people who deals with monitoring. Interestingly, that does not happen; therefore, community members use their understanding of just making complaints when services are not provided in a manner that is expected. The difference is the expectations, the provider does what he or she thinks is necessary while the user has other expectations; hence it is better to have a clear knowledge of how to monitor a project.

Additionally, monitoring carried out by scientists can be logistically and technically challenging and is sometimes viewed as unimportant by resource managers and the local community. Evans, Guariguata, & Brancalion (2018) proclaim that one advantage of participatory monitoring is said to be the ability to foster trust among stakeholders.

Participating locals and their communities in monitoring has been frequently a step in the process of sharing land and resource management with the community. Information obtained through monitoring will be helpful in, evaluating the situation in the neighbourhood and evaluating the project's inputs to see if they are being used effectively. Identifying issues that faced by community or project and coming up with solutions; ensuring that all tasks are completed promptly, correctly, and with the appropriate personnel. Learning from one project's experience and applying it to another; and evaluating if the project's proposed approach is the best one for tackling the current issue.

2.1.7 The Concept of Evaluation

The act of appraising something or someone according to a set of standards is called evaluation. Furthermore, evaluation is the methodical evaluation and explanation of the anticipated or actual effects of ideas or outcomes. The Organisation of European Cooperation and Development (OECD) (2021) explains that to determine the worth of an ongoing or finished intervention, evaluation is described as a systematic "examination of the design, execution, and result of that intervention." It examines the initial goals as well as what is anticipated, what has been completed, and how it has been completed.

Assessment can be formative, which means that it occurs when a concept, proposal, project, or organisation is being developed to increase the value or effectiveness of the concept, proposal, project, or organisation. It may also be summative, deriving conclusions from a finished project, activity or organisation later or under different conditions. First, before an evaluation is conducted an administration document that will have goals, key performance activities, targets, key performance indicators, and achievements as well as what is not achieved must be drafted.

The researcher is of the opinion that in an informal settlement, people are vulnerable no one knows the correct way of conducting evaluations . The only thing that the community need is proper sanitation infrastructure and a good standard of sanitation services. The researcher further thinks that the government should lead the evaluation process as the custodian of the project or programs. Moreover, the government has the resources and knowledge to do this.

For the sake of unbiasedness, the government should involve the community where services are being rendered in that manner an honest and accurate evaluation will be possible. To add more it will also assist in learning new skills for both parties. Furthermore, it will assist the government to improve its project or programs performance.

2.2 Theoretical framework of the study

Ralph, W. Tyler coined the evolution theory in 1927 at the Ohio State University in America. "The process of evaluation," according to Tyler, "is essentially the process of determining to what extent the educational objectives are actually being realised by the program of curriculum and instruction.

In the early 1980s, Robert Chamber formally established participatory procedures in the field of development. Moreover, the notion of participatory theory, vision, or framework aims to blur the line between subjects and objects. The Participatory theory is the development intervention's intended beneficiaries in its conception, design, execution, and ongoing maintenance. People mobilise, manage resources, and make decisions that have an impact on their lives.

Moreover, participatory is a philosophy or conceptual framework known as participatory theory aim to eliminate the subject-object divide. Claridge (2004) avows that from 1970 voiced worry about "providing a voice to the silent," especially the underprivileged in emerging nations, and in 1990 participatory approaches have become a requirement from financial entities.

Moreover, community engagement in these initiatives has been sparked by a rise in interest in natural resource monitoring and assessment. As the importance of participatory methods to development increases, it is now widely acknowledged that monitoring and evaluation (M&E) should be participative as well. A theory of knowledge known as participatory epistemology believes that meaning is created when the human mind interacts with the outside environment. It was first put out by Johann Wolfgang von Goethe and has been widely examined by cultural historian Richard Tarnas.

2.3 Participatory monitoring and evaluation

How does a person evaluate participation? Firstly, the person would have to understand what community participation is. To answer this question Whyte (1986) affirms that community participation is the involvement of individuals in community project development. The researcher agrees with Whyte (1986) however in the case of government and community

members, there is always a conflict. The researcher is of the view that government does not always involve community members in service delivery.

According to Jackson & Kassam, (1998) PME is a process of self-assessment, knowledge generation, and collective action in which stakeholders in a program or intervention collaboratively define the evaluation issues, collect and analyse data, and take action as a result of what they learn through this process. PME draws from various participatory research traditions, including participatory action research (PAR) spearheaded by the work of Paulo Freire (1972:12).

Borda (1985:30) describes Participatory Learning and Action (including Rapid Rural Appraisal (RRA)) and later Participatory Rural Appraisal (PRA) drawn on the work Participatory Monitoring and Evaluation draws on the work of Robert Chambers. PME has also been explained as “The involvement of people in deciding what areas to monitor, selecting the indicators for monitoring and evaluation, designing data collection systems, collating and tabulating data, analysing the results, and using information/data for their own use” (Murithi, Asiabaka & Mweri, 2002:8).

The introduction of PME stemmed from the desire to address the unequal distribution of power and to ensure that projects meet the real needs of beneficiaries, rather than being driven by the assumptions of project designers (ibid: 230). PME is often premised on the assumption that the project’s goals and participants’ goals are mutually compatible Parkinson (2009:19). However, this is not the case for many development projects that have been initiated as much focus on monitoring and evaluating targets on meeting the needs of development agents. Vernooy, Qiu & Jianchu (2006:41) explains that PME in the context of this study refers to the joint efforts or partnership of stakeholders to monitor and evaluate sanitation delivery.

Onyango (2018) is of the view that participatory monitoring and evaluation (PM&E) was inspired by the recognition of the shortcomings of traditional M&E, particularly the need to strengthen and deepen the involvement of primary stakeholders as active participants in interventions by having them take the lead in monitoring and analysing progress towards jointly agreed results and choosing corrective action. Geronimo (2002) infers that participatory M&E cannot take the place of project M&E but might; for example, highlight disparities in the goals, priorities, and perspectives of the client and project employees.

The researcher is of the view that on many occasions, community members are being told what is going to happen, no choices are given, and no explanation of why the service delivery is

going to be at that standard. The problem which is faced by informal settlements is that the local government does not take its projects of service delivery as projects that can involve monitoring and evaluation by the community it serves. Muriungi (2015) explains that the efficiency of government business initiatives is influenced by participatory monitoring and evaluation. Hence the local government should not feel threatened by community participation.

The local government is threatened by the users in such a manner that if the community participates in monitoring and evaluation, it is assumed that the community will expose the weaknesses of the project instead of boosting it. This problem is caused by the lack of proper communication and the challenges caused by the top-down approach. The local government (the municipality) does not want the public to see it as failure of service delivery.

Kananura, Ekirapa-Kiracho, Paina, Bumba, Mulekwa, Nakiganda-Busiku, Lin Oo, Kiwanuka, George & Peters (2017) argue that the application of participatory M&E makes it easier for stakeholders to grasp implementation findings, which improves their comprehension of the intervention and its potential implications. Mujuru (2018) argues that Participatory monitoring and evaluation (PM&E) is a concept meant to ensure the extensive involvement of project beneficiaries in all stages of the project or program cycle. Moreover, Mujuru (2018) states that project beneficiaries actively participate in all phases of the program cycle, including the identification, design, implementation, monitoring, and evaluation of the project intervention, as part of participatory monitoring and evaluation.

Estrella & Gaventa (1998) explain that participatory monitoring and evaluation does not have a single, inclusive conceptual clarity; rather there is a broad variety of clarification because participatory monitoring and evaluation might mean various things to different individuals. Estrella & Gaventa (1998) further state that individual monitoring is one method used in the United Nations by local citizens to hold their government responsible and determine how well public programs satisfy their requirements.

While in larger organisations the task of developing monitoring and evaluation systems would often be delegated to a specialist M&E team. The justification for this would usually be that M&E is seen as an activity that only M&E experts not program planners or implementers, can provide, Adams & Garbutt (2008). In the case of Isiqalo informal settlement, the strategy used by United Nations would be a better strategy.

This strategy ensures that all individuals monitor sanitation services rendered by the City of Cape Town to the community. The researcher infers that the community should participate in

monitoring the days of sanitation collection and cleaning, the amount of chemicals used and see whether it fits the requirements of the community at large. The community should monitor anyone trying to vandalise the resources such as sanitation infrastructure so that the quality is kept as it was given to the community. Therefore, the community should be alert about who to contact from the City to report any dissatisfaction of sanitation services.

Whyte (1986) further indicates that the community gets involved in the evaluation of local conditions, outlining problems, establishing priorities, planning action programs to solve the problems, evaluating and amend projects, sharing responsibility and participating in decision-making. The statement above in a nutshell clarifies the importance of involving communities in the projects which are delivered to their areas. Muriungi (2015) declares that PME gives marginalised people more agency, encourages project ownership, increases the likelihood that a project will be sustainable, and most importantly, open the doors to honesty and accountability in government corporations.

These communities are not only expected to be involved in the construction of facilities but to be part of sharing ideas and contributing to making choices on what is expected to be done in the community to solve the problem. Folifac (n.d) explains that it is “A process of identifying and incorporating public concerns and values into a public decision,” according to the definition. It allows all parties involved in or affected by a situation to participate in the decision-making process and to have an influence on it”.

This statement indicates that the community must be involved in the evaluation of policies as well. Yes, before the government passes a Bill, first an Act is gazetted whereby the public is requested to comment so that those comments are incorporated into the Bill but when the government is formulating the policies communities are not involved, it is done on a top-down approach instead of a bottom-up approach.

Another problem is that informal settlements do not have computers and money for surfing the internet, let alone information on what website to go to for commenting on the making of bills; therefore, this participation in the Acts and policy making is only given to the haves and leaving behind the have not. Masiya, Davids, Mazenda (2019) pronounces that the research team who conducted a focus group in Nyanga Cape Town indicated Nyanga participants revealed that the service delivered by the City of Cape of Town was never communicated with them. This community did not have toilets.

The community had difficulties in drawing attention to City officials as they ignore reports of blocking of drains and the fact that four houses are sharing communal taps and when two neighbours are using water at the same time the flow of water is low. The statement indicates poor or non-existence of collaboration between the City and the community.

Sanitation policy (2016) infers that at least Ventilated Improved Pit (VIP) is a form of sanitation infrastructure to be provided in the informal settlements, if flushed toilets could not be provided but instead portable toilets and chemical toilets were given to the resident. There is a huge division between the poor and the rich. The marginalised are not listened to while the rich have access to adequate sanitation services.

This study is grounded on participatory monitoring and evaluation theories. Participatory monitoring and evaluation are a self-assessment, monitoring, and evaluation process, generation of knowledge, and when stakeholders in a program work together to define the evaluation issues, it is called collective action Rossman (2015). Rossman further states that monitoring necessitates ongoing documentation of program implementation details so that results can be explained in the context of program processes.

Evaluating necessitates making decisions about the program's effectiveness and long-term viability. Munene & Serina (2020) indicates that for informal settlement developments, identifying an ideal representative may be even harder given the low literacy levels and vulnerability of members, this could entail deliberate efforts to create capacity for community members to adequately monitor projects in their localities and supply a basis for corrective action where projects don't deliver the required output.

Guijt (1999) argues that PME is a method of assessing change that involves many people or groups, each of whom has an impact on or is affected by the impacts being assessed. Guijt further affirms that PME has the following advantages: it empowers stakeholders to act; it improves public accountability, and it provides better information for strategic planning at various levels.

Ididi & Nuhu (2018) explains that PM&E as a process of learning, it becomes more complex, since more stakeholders, including the community within the whole program/project, get entangled in M&E which have various interests and desires. Ididi & Nuhu (2018) add that this

makes the method of analysing the collected information to be more complex because choosing a technique that might complement the interest of all stakeholders is extremely difficult.

Jamaal (2018) explains that participatory monitoring and evaluation allow those involved in projects to assess whether progress is being made in line with expectations. This indicates that before, participatory monitoring and evaluation take place, there must be negotiations and consultations between the parties involved, those who provide sanitation services must know what the expectation from the community in which it is served.

National Sanitation Policy (2016:3) indicates that the constitution of the Republic of South Africa refers to all people having the right to access to an environment that is not harmful to their health or well-being and is sustainable and protected from pollution and degradation. The constitution also indicates that people have the right to life. Sanitation belongs to basic services. The local government should consider participatory monitoring and Evaluation systems to solve any challenges with the sanitation service delivery.

Kananura, Ekirapa-Kirachol, Paina, Bumba, Mulekwa, Nakiganda-Busiku, Lin Oo, Kiwanuka, George, & Peters (2017) argue that what distinguishes participatory M&E from other M&E approaches is that it is responsive to local needs because it allows local citizens to generate locally applicable ideas and resources that are sustainable within their context. In the absence of a clear classification, we should recognise that household water and sanitation exhibit important basic and actual characteristics that qualify them for evaluation as non-private goods, particularly at the basic provision level Mader (2012). Water and sanitation are both dependent on and influenced by underlying common-pool resources, which necessitate collective-action management solutions. The statements above indicate that water and sanitation are basic services needs which must be provided by the government; therefore, stakeholders must be involved in the participatory, monitoring, and evaluation of these goods when provided to them.

There are many other factors to critically think about as a researcher, such as a means of closing the gap that is left out by the National policy of 2016 to meet the compliance of the South African constitution. Chapter 2 of the constitution of South Africa (Act No. 108 of 1996) The Bill of rights, affirms that all people are equal and must fully enjoy basic services. What went wrong with service delivery as the Department of water and sanitation reports; acknowledges that not everyone has been served with adequate sanitation in South Africa.

What could be the other means of providing better services to the informal settlements? How can the government equalise the basic services to the people? What could be done by the people to get the opportunity to directly engage in participatory monitoring and evaluation? People should know that they have a responsibility to participate in the basic service provided to them by the City.

Therefore, a gap could be closed if the community members of the Isiqalo informal settlement are accountable, and confident and learn that the rights to participate in the projects or programs by being involved from the beginning of the project till the end. The community of Isiqalo must seek the skills and expertise of participatory monitoring and evaluation of local government and non-governmental organizations.

The community must further approach the City to request that members of the community are involved in the programs, in that manner the gap could be closed. The researcher is of the view that this will give the community an opportunity to know how to engage meaningfully with government stakeholders so as to understand the weaknesses and the strength of the project to have input on solutions other than pinpointing the faults found in the project.

The constitution is the supreme law of the country which makes it a binding contract. Lewin, Nanman, Norman, Thomas & Bradshaw (2007) agree that basic sanitation is the right issue in terms of South African Constitution. The statement above indicates that all citizens have the right to basic services; therefore, should participate, monitor, and evaluate sanitation delivery that is provided by the City.

Jiménez, LeDeunff, Giné, Sjödin, Cronk, Murad, Takane & Bartram (2019) explains that citizen engagement and participation have primarily been defined as sources of empowerment and conditions for accountability. Participation improves management decisions by allowing for the integration of multiple sources of information and increasing the capacity to select appropriate solutions. Naidoo & Ramphal (2018) add that Batho Pele is a 'tool' that is nested in community and social development (SD) strategies. Hilhorst & Guijt (2006) defines participation as the process by which stakeholders are involved in and influence development initiative, decision-making, resource allocation, implementation, and control. This statement indicates that citizens must be involved or participate in the decision- making in sanitation delivery.

In the case of Isiqalo, the community must be involved in participatory monitoring and evaluation direct or indirect. Direct participation means community stakeholders are active in

voicing out the concerns of the community at large for sanitation service delivery that is brought to them by the City. Indirect participation means there must be elected members that will be the vehicles to engage with the City about all the concerns the community have for sanitation services.

Mugawa, Mujuru, Agberemi, Rosenboom, & Schrecongost (2020) is of the view that recognising sanitation as a public good does not imply that the public sector has sole responsibility for delivering public services. This statement indicates that the community can also participate and come up with better solutions for the government to receive acceptable sanitation services. Salminen, Gach & Kaartemo (2018) infers that in moral and political philosophy, the social contract is a central concept. It is concerned with the government's and the people's relationship. This indicates that the Isiqalo residents by being a community have a contract with the government and the government has a contract with sanitation service suppliers which means all parties have roles and responsibilities to play.

Ndinda, Uzodike & Winaar (2013) states that the right to use sanitation is a basic human need and the UN made it one of the Millennium Development Goals (MDG). Ndinda, Uzodike & Winaar (2013) further note that before 1994 rural areas, where Africans live there were no sanitation resources at all but in the areas where white people live there were sanitation resources enough for the entire community.

The statement reveals the actual discrimination posed to the African community by the apartheid regime which is still evident today. Cape Town bears the consequences of apartheid policies. The informal settlements are in the townships and the dignity of humans is being relegated. The statement then shows why sanitation is not a priority as a basic right by many policies; hence when local government is providing the sanitation infrastructure does not care as long it is a facility.

Lagardien & Cousins (2004) explains that global sanitation initiatives promote a community-based approach, which is referred to as a 'bottom-up' approach; A commitment to harnessing the energy of people and the creativity and way of thinking that households and communities do make the most important decisions and take the most actions. Lagardien statement indicates that participation is promoted globally; therefore, citizens and the City must have responsibilities to work together in ensuring smooth sanitation service delivery.

Matsiliza (2012) adds that one method and technique for incorporating stakeholders and actors in decision-making on issues that impact them is participation. Additionally, Matsiliza

indicates that an inclusive participation strategy can acknowledge the rights of many of the society's current structures to actively engage in decision-making, perspectives, and preferences. While Jacobs et al. (2010) state that the stakeholders participating in development planning and execution, according to PM&E practitioners, should also be involved in tracking changes and identifying success indicators.

Traditionally, M&E has entailed the use of standardized practices and instruments to monitor performance against pre-set metrics by outside specialists who are brought in. Contrary PM&E incorporates key stakeholders as active participants, offers innovative, inclusive methods for evaluating and learning from change, and considers the opinions and ambitions of those who are most directly impacted. Therefore, this theory is trying to close the gap of pointing fingers at the government by the community and for the community to start being accountable, learning innovative skills as well confidence in being active participants.

The above literature reviews are related to the research study as the authors have thoroughly addressed the problem and the benefits of Participatory Monitoring and Evaluation. The study is necessary as these conditions are being overlooked that they exist in urban areas in the informal settlements, and there is no literature about participatory monitoring and evaluation in Isiqalo area. It is observed that the quality of services is not the same among the people living in Cape Town. Informal settlements are using bucket systems while the other temporary place organised by the government; example Joe Slovo informal settlement moved to Delft and had flushable toilets.

The literature above demonstrates that participation has issues and there is a gap in the National Sanitation policy of 2016. This research study is demonstrating participatory monitoring and evaluation problems that exist between the government and citizens when it comes to sanitation infrastructure and provision of sanitation service delivery. The emphasis on inequality and noncompliance with the Constitution of the Republic of South Africa is the gap observed in the National Sanitation Policy of 2016.

The democratic values are, everybody must be treated equally and should not be discriminated against. When government renders different services to the people such as a temporary infrastructure for Joe Slovo, who was catered for proper sanitary infrastructure, and Isiqalo informal settlements who are not catered for proper sanitary infrastructure, that is inequality and discrimination against the citizens and that is not a democratic value citizen voted for.

2.4 Participatory monitoring and evaluation in the provision of sanitation services: a framework

Relevance of the intervention entails that: is the intervention doing the right thing?) PM&E ensures that the activities are based on local knowledge and understanding of issues and are; therefore, relevant to local needs and addresses their challenges. Economía Urbana and Ipsos (2019[18]) states that a fit assessment helps users understand if the measure is working properly. This allows evaluators to assess how clearly the goals and implementation of the initiative align with the needs of beneficiaries and stakeholders and the priorities behind the initiative. It is investigated whether the target groups find the intervention useful and valuable.

2.5 Legislative framework on sanitation services

The Legal Framework for providing sanitation services to the residents of South Africa is based on the following Acts:

- Section 19 (1A) of Local Government Municipal Structures Act No.117 of 1998 indicates that a municipal council must strive within its capacity to achieve the objectives set out in section 152 of the Constitution and Section 19 (3A) infers that a municipal council must develop mechanisms to consult the community and community organisations in performing its functions and exercising its powers.
- Section 81 (b) of Municipal Systems Act 32 of 2000 avows that the municipality remains responsible for ensuring that services are provided to the local community in terms of the provisions of this Act, and accordingly must monitor and assess the implementation of the agreement, including the performance of the service provider in accordance with section 41.
- Chapter 3 of the constitution of the republic of South Africa (Act No. 108 of 1996) designates that all spheres of government must cooperate in a mutual relationship by assisting and supporting each other. If the other sphere that must provide a budget for the poor has been delayed, how does this assist local government, and if local government decided to prioritise other projects, how does this assist the custodian of the sanitation policy as the implementation of the policy becomes less, in compliance?
- Chapter 4 of Municipal Systems Act 32 of (2000) argues that a municipality must create applicable mechanisms, processes, and procedures to enable the local community to participate in the affairs of the municipality, and must for this purpose, arrange for the

receipt, processing, and consideration of petitions and grievances lodged by members of the local community.

- The Act further indicates that the municipality creates applicable mechanisms, processes, and procedures to enable the local community to participate and must consider people with special needs, people who cannot read or write; people with disabilities; women; and other disadvantaged groups. If the notification of the municipal meeting that needs the community to participate is published in a newspaper or the municipal website, how is it accommodating people who cannot read and write.
- The public comments are published on a specific government website this excludes the poor and those who are illiterate. Most residents in Cape Town are not participating in the decision-making service delivery. No opportunities are given to the people to participate in the policy evaluation. Poor service delivery and intensifying protests is experienced in the Western Cape Province.

The researcher thinks that the government is ignoring the poor, and the poor do not understand government processes and procedures, both parties get frustrated and irritated with each other.

- The National Water Act (No.36 of 1998) under section 3(1) states that the National Government as the public trustee of the nation's water resources acting through the Minister must ensure that water is protected, used, developed, conserved, managed, and controlled in a sustainably and equitably, for the benefit of all persons in line with its constitutional mandate. This act further states that its purpose is to consider meeting the basic human needs of present and future generations and also promoting equitable access to water.
- The Municipal Finance Management Act No. 56 of 2003 indicate that immediately after an annual budget is tabled in a municipal council, the accounting officer of the municipality must in accordance with Chapter 4 of the Municipal Systems Act make public the annual budget and the documents referred to in section 17(3). This act further states that the accounting officer of the municipality must invite local community to submit representations in connection with 17(3); and the budget: and submit the annual budget in both printed and electronic form.
- The 2030 Agenda and the Sustainable Development state that support and strengthen the participation of local communities in improving sanitation management

2.6 *The Constitution of The Republic of South Africa*

The Constitution of the Republic of South Africa (Act No. 108 of 1996) asserts that everyone has a right to move away and live anywhere in the republic, meaning that its residents have freedom of movement. What happened in the post-apartheid is that citizens practiced their rights by moving away from their homelands to go and live in urban areas not knowing that they might experience extreme poverty.

The Constitution of the Republic of South Africa (Act No.108 of 1996) also explains that everyone has a right to life and is equal before the law and has equal protection and benefits of the law. For this reason, when the owner of the land wants to evict illegal dwellers, he or she needs to follow the proper procedures of the law, which is a long process with lawyers defending illegal dwellers not to be evicted without the municipality identifying a place for people to stay. These people are left to stay in such a place for a long time. The same people start to exercise their rights further by demanding sanitation from the municipality. To comply with the constitution, the municipality must give people access to basic needs such as sanitation just like all citizens that are living in proper brick houses.

The Constitution of the Republic of South Africa (Act No. 108 of 1996) further declares that people have the right to an environment that is not harmful to their health and wellbeing, an environment that is protected for the benefit of present and future generations. Although the constitution is talking about an environment that is not harmful to the health of humans, the constitution does not mention anything directly to sanitation instead sanitation is subsumed in water as it goes together. This has caused the problem because the municipalities are thinking if they provide facilities no matter whether it is a bucket system toilet or chemical toilets are doing enough for the communities in the informal settlements.

Cognisant of these challenges, the United Nations General Assembly (UNGA) has realised the importance of sanitation as a human right Rodina (2016). The UNGA document notes that no one must have difficulties to accessing basic rights to water and sanitation, as the constitution of the republic of South Africa asserts that everyone has the right to live and to have dignity. Having a tap near sanitation facilities would serve to better control diseases. Having a sanitation facility near homes would save the lives of women and children who are risking their lives to being knocked by cars, and to be raped at night.

2.7 *Sanitation White Paper*

Sanitation refers to public health conditions related to clean drinking water and adequate treatment and disposal of human excreta and sewage. The Cambridge dictionary defines

sanitation as the systems for taking dirty water and other waste products away from buildings to protect people's health. The main aim of national sanitation policy, and any subsequent programme, is to contribute to enhancing the health and quality of life of the whole population.

Pan et al. (2015) state that Sanitation is Dignity, as proposed to 2002 White Paper that included the national government's promise to "free basic water services."

The comments are incorporated into the paper when amendments are made then a draft white paper policy is released by the ministers involved. The sanitation white paper aimed at providing a foundation for improving sanitation programs, not an implementation manual.

For all services provided by the local government there is a payment involved for the municipality to sustain and maintain its systems. For the City, there are tariffs involved for each household on those basic services provided such as water and sanitation, refuse removal and electricity. The people living in the informal settlements do not pay any amount of money for sanitation services received they depend on free services provided by the City of Cape Town.

Sanitation white paper (1996) indicates that the community must be involved in the decision-making about the level of services that are going to be provided to them, and what are they prepared to pay. What the sanitation white paper indicates is not what is happening between the City and Isiqalo residents. Obose & Palm (2016) explains that the residents of Isiqalo are using portable and temporary toilets.

These residents are not happy, the community leader Princess Xabanisa reported that they want fully flushed toilets. The toilets are collected three times a week, although these toilets get full within a day as these facilities are shared. These toilets are allocated on the vanguard highway outside the area. It seems that the City did not involve the residents in the decision-making about the standard of services that is going to be provided.

If the City had involved Isiqalo residents before providing the level of services, these residents would understand why things are done in this manner. Sanitation white paper (1996) indicates that each household must have its toilet facility, but the informal settlements are sharing. The sharing alone is a problem as the facilities are overused and get full within a day. The collection is happening Tuesday, Thursday, and Saturday mornings. The sanitation white paper also states that soap and water must be used for washing hands after using a toilet facility and health education awareness to be provided after the construction of toilets.

The taps that are outside the area are also a problem as it is obvious that the residents are not washing their hands with soap after using toilet facilities. The City provided them with portable toilets and chemical toilets while the sanitation white paper indicated that those are not acceptable toilet systems. The women and children are not protected either in the evening as crimes such as rape, murder, and abduction could happen.

The South African Human Rights Commission (SAHRC) (2018) asserts that South Africa has an exceptionally high rate of being battered and raped; women and girls are exposed to unwanted risks when using sanitation facilities located at a distance from their homes. The researcher is of the view that if toilets get full within a day, it means residents are going to the veld or a nearby bush to relieve themselves every second day therefore pollution takes its toll. The constitution of the republic of South Africa states that everybody has the right to an environment that is not harmful to their health or well-being. Taking a closer look at what is happening in the informal settlements, is evident that the service delivery received is not adequate and falls under the poor category.

2.8 Batho Pele Principles

When conceptualising service delivery, the immediate government must play a role in the citizens of the country. Government has its principles that are being practiced by the officials employed by the state. These principles are known as Batho Pele principles of the White Paper on transforming public service delivery. Batho Pele is a Sotho word that means people first. Eight Batho Pele principles that assist public departments to monitor their provision of services to the public are as follows.

(a) Consultation: When feasible, the public should be given a choice between the services that are supplied and should be consulted regarding the level and quality of the services that they get. Batho Pele White Paper (1997) (Section 4.1) argues that the connection between public service providers and users can become more participatory and cooperative with the aid of consultation.

(b) Service Standards: The public should be made aware of the extent and calibre of the services that will be provided so that they are prepared. Batho Pele White Paper (1997) (Section 4.2) states that standards must also be precise and measurable, so, that users can judge for themselves whether they are receiving what was promised.

(c) Access: All citizens should be given equal access to services entitled to. Batho Pele White Paper (1997) (Section 4.3) indicates that Service delivery programmed should be specifically address the need to progressively redress the disadvantages of all barriers to access.

Courtesy: Citizens should be treated politely and with respect. Batho Pele White Paper (1997) (Section 4.4) proclaims that by stating that public servants must treat members of the public "as customers who are entitled to receive the highest standards of service," the Public Service Commission's Code of Conduct for Public Servants makes it clear that respecting and being courteous to the public is one of their fundamental obligations

(d) Information: Citizens should be given full, accurate information about the services entitled to. Batho Pele White Paper (1997) (Section 4.5.3) affirms that at the very least, the point of delivery should provide information about the services, but consumers who are far away may need to make alternative arrangements.

(e) Openness and Transparency: Citizens should be told how National and provincial operate, how much it cost and who is in charge. Batho Pele White Paper (1997) (Section 4.6.2) avows that each national and provincial agency shall issue an Annual Report to Citizens outlining the strategy for achieving this in simple terms.

(f) Redress: Citizens must get a comprehensive explanation and apology when a promised service is not provided before a solution is offered. Batho Pele White Paper (1997) (Batho Pele White Paper: (Section 4.7.3) emphasises that therefore, the first step is to recognise that any statement of discontent, whether verbal or written, is a sign that the customer does not believe the promised level of service is being provided. Next, develop metrics for evaluating all expressions of dissatisfaction.

(g) Value for Money: To provide you with the most value for your money, public services should be provided cheaply, effectively, and efficiently. The Batho Pele White Paper (1997) (Section 4.8.2) states that main goals of white paper will be to look for methods to streamline processes and get rid of waste and inefficiency.

According to the Constitution of the Republic of South Africa Act No.108 of (1996) chapter 7 section 153 (a) states that a municipality must structure and manage its administration, budgeting, and planning processes to give priority to the basic needs of the community, and to promote the social and economic development of the community.

2.9 National Sanitation Policy

The National Sanitation Policy of (2016) is derived from the Constitution of the Republic of South Africa (Act No.108 of 1996) which affirms that all people have the right to dignity, an environment that is protected from pollution and degradation, and a right to an environment that is not harmful to their health or wellbeing. This policy recognises its shortfall of not being able to provide flushable toilets to all citizens. To comply with the constitution and basic human rights it acknowledges the responsibility of providing sanitation as dignity to informal settlement dwellers.

The custodian of the policy mentions that health education must be an ongoing training activity when giving sanitation structures to the communities, but that is not implemented when sanitation structures are given to communities. The department of water and sanitation acknowledges that before and after the provision of sanitation facilities there must be consultation with the communities expecting the services. Another interesting factor is the support of the eradication of the bucket system in South Africa through this policy.

Although the policy sees the shortfall and supports the eradication of the bucket system in the country, the policy does not directly indicate how or what infrastructures would be put in place to give dignity, protect the environment from pollution and degradation; also, to improve well-being of the South African citizens and that the adequate facilities are the waterborne toilet system for all.

Close to three decades later the bucket system is still visible in the informal settlements, the porta potties and chemical toilets are the most used sanitation in the Isiqalo informal settlement. The environment is polluted and degraded, no improvement of the wellbeing in this area. There is a huge gap between what the government promises and what is seen on daily basis in these townships like Isiqalo and this is a problem.

2.10 Effectiveness of the intervention - (Is the intervention achieving its objectives?)

Effectiveness of the intervention for Mgoba and Kabote (2020) depends on the capacity building of the local community to manage community-based projects like sanitation delivery. Hence, Ididi & Nuhu (2018) explains that PM&E is a process of learning it becomes more complex since more stakeholders, including the community within the whole program/project get entangled in M&E which have varied interest and desires. The scholars further argue that this makes the method of analysing the collected information to be more complex because choosing a technique which complement the interest of all stakeholders is extremely difficult.

Economía Urbana and Ipsos (2019[18]) states that the term "effectiveness" is also used as a general measure of the extent to which an intervention has achieved or is expected to achieve significant and sustainable effects effectively and consistently.

2.10.1 Efficiency of the intervention – (Are the resources well used?)

Participating in monitoring and evaluation would ensure that community members takes the project as their own which means community members would value the resources used. According to Enrique Burches and Marta Burches (2020) “Efficiency is doing things in the most economical way”. Economía Urbana and Ipsos (2019[18]) states that the extent to which an intervention is or is likely to be effective is economically and timely achievable. If the community members look after their porta potties and does not damage them, that will contribute in the limitation of procurement of the same resources given by the municipality.

2.10.2 Utility of the intervention – (What difference does the intervention make?)

Economía Urbana and Ipsos (2019[18]) states that impact addresses the ultimate meaning and potentially transformative effects of an intervention. Its purpose is to identify the long-term social, environmental and economic effects of the activity. Kimweli (2013) states that the communities where the project was implemented should have a significant say in the formulation and implementation of M and E activities and in making decisions about M and E observations. Kimweli (2013) further indicate that if you don't measure results, you can't tell the difference between success and failure. The statement above shows that the difference which is made by intervention is to better the communities' lives, socially and environmentally.

2.10.3 Sustainability of the intervention – (Will the benefits last?)

Bonnie, Nastasi, Varjas, Schensul, Silva, Schensul, and Ratnayake (2000) states that to the extent that community members see themselves as partners and are involved in the design and delivery of the intervention, their sense of ownership and empowerment, and; therefore, acceptance of the intervention increases. Economía Urbana and Ipsos (2019[18]) states that a sustainability assessment allows evaluators to determine whether the benefits of an action are financially, economically, socially and environmentally sustainable. According to the information above, this mean the sustainability of the intervention is possible.

2.11 Policy implementation in sanitation delivery

Policy implementation can be defined as the process of translating a policy into actions and also ensuring that presumptions become results through various projects and program conditions required for successful and effective policy implementation. Hence, succinctly put Van Meter & Van Horn (1974:447) explains that policy implementation can be described as the results or actions by public officials directed at the achievement of goals and objectives set out in prior policy decisions. It involves the transformation of physical, financial, and intellectual resources into service delivery outputs in the form of facilities and services Van Meter, and Van Horn (1974:447).

2.11.1 The Concept of Policy Making

Cloete (1995:58) describes policymaking as the activities performed to put into words and obtain approval for a policy. The process will usually start with the collection and processing of factual information about the subject matter of the envisaged policy and could require the obtaining of information and opinions from non-governmental, public institutions and interest or pressure groups.

2.11.2 Policy analysis

Cloete (1995) adds that public policy must always focus on the realistic provision of essential goods and services like sanitation delivery in the Isiqalo informal settlement to promote the public interest. Since society is always changing, a policy must keep on changing to provide for the real needs of the changing society. To ensure that the changes will be realistic, it is vital to keep on investigating the results produced by a policy. In other words, every policy and its results must be continuously subjected to analysis to ensure that the policy will be brought into line with the needs of society Cloete (1995:58).

2.12 Goals and objectives of public policy implementation

Policy goals are used to describe the range of desired outcomes or what is to be achieved by implementing the policy. There are four goals of public policy. These are equity or equality, efficiency, security, and liberty. Furthermore, there are different types of equality and these are based on the recipients of a public good, the item that is being distributed, and the process by which the public good is being distributed.

In addition, efficiency refers to achieving an objective at the lowest cost. It is very difficult to measure efficiency in the public sector because one person's efficiency may be the next person's inequity. Policy objectives are the written guidance contained within the policy that helps the reader understand what they must do to adhere to the policy.

The terms by which governments, state their objectives vary in each country. However, most objectives can be classified as falling into one of five broad groups which are independence objectives, economic efficiency objectives, resource conservation objectives, stability objectives, and equity objectives.

Independence objectives are concerned with obtaining and preserving a satisfactory degree of political and economic autonomy. Independence implies that a country neither depends on foreign aid to meet the basic needs of its population. Economic efficiency implies that a country uses existing, and generates new, technology to minimise costs and seek a combination of outputs consistent with its comparative advantage in the international market.

Resource conservation objectives are concerned with preserving the natural resource base to ensure long-term efficiency and independence. These objectives are of importance to African livestock policy-makers because of serious environmental problems, such as overgrazing, often attributed to livestock.

2.12.1 The criteria to measure the effectiveness of the policy

The assessment of implementation is not only affected by the analytical perspective adopted, but also by the criteria that are applied to measure success or effectiveness. Based on the logic of top-down models there is a difference between formal transposition and practical application Knill and Tosun (2012:158). According to Hornby (2010: 56) the word effective refers to producing the result that is wanted or intended or producing a successful result.

In the context of this study, effective policy implementation, entails implementing a policy in such a way as to produce, attain or realise the goals and objectives of the policy; which is participatory monitoring and evaluation in sanitation delivery in the Isiqalo informal settlement. If PM&E is effectively implemented, the designed and planned development goals and objectives are realised. The basic end or focus of the bureaucratic activities should then be on how best to effectively implement the PME in Isiqalo.

Furthermore, evaluating a policy that already exists, is based on the judgment of whether the policy has achieved or met the expected results and outcomes. Policies are more effectively

implemented through programs and projects, as well as through normal operations in government departments, and their tools and techniques should be exploited for maximum benefit with a view to improved service delivery.

2.13 Government-Wide Monitoring and Evaluation Policy (RSA)

Government-Wide Monitoring and Evaluation (GWME) Policy is a policy formulated and published by the office of the presidency of RSA. Matsiliza (2012) emphasises that different stakeholders have recently analysed the role of the government in providing services critical; however, some have expressed concerns about the GWME agenda's exclusion of all players. Monitoring and evaluation (M&E) are a very difficult, interdisciplinary, and skill-demanding tasks.

Government-wide M&E is even more important since it necessitates an in-depth understanding of connections between planning, budgeting, and implementation departments in the public sector as well as across and between sectors. What does this mean? Staff with monitoring and evaluation expertise are required.

Additionally, the National treasury must be the main contributing factor interacting with the office of the president for budget purposes. The democratic government which took over the apartheid government had a backlog of redressing the imbalances of the past; therefore government at large had to be effective. The effectiveness of the institutions could not happen without initiating and implementing monitoring and evaluation of performances in the whole government department.

According to the constitution of the Republic of South Africa Act No 108 of (1996), there are three spheres of government that are distinctive, interdependent, and interrelated. The Constitution further stipulates that the three spheres of government must respect one another's authority, refrain from assuming more authority or performing additional duties, and act in line with their respective powers and duties. This statement means that each sphere has its role and powers to perform and should not perform other spheres' responsibilities.

The White paper on Local government (1998) asserts that Local government is the sphere of government that interacts closest with communities, is responsible for the services and infrastructure so essential to our people's well-being, and is tasked with ensuring the growth and development of communities in a manner that enhances community participation and accountability.

The statement indicates that sanitation delivery must be done by the local government and the same local government has to introduce monitoring and evaluation skills to the communities. The problem though is, there might be negative factors such as economic challenges that are facing South Africa, especially the poor communities like those of Isiqalo informal settlement. The government would have to source more funds to equip the community with the skills. Muriungi (2015) claims that the lack of sufficient M&E officers with the necessary skills and expertise has resulted in poorly developed systems that primarily capture and create too many indicators and focus on operations rather than the strategy to apply to generate better results.

Many marginalised communities are far from government departments as these poor communities were pushed away from metropolitan areas by the apartheid government and were located on the peripheries where it is expensive to service them. The office of the presidency sets out key performance areas, key performance indicators, target that need to be met; in this manner the office of the presidency is holding all departments accountable for the projects that had to be performed. By creating Government-wide monitoring and evaluation policy is a strategy to make the government effective as it is challenging to do so.

M&E processes can assist the public sector in evaluating its performance and identifying the factors that contribute to its service delivery outcomes. M&E is uniquely oriented towards providing its users with the ability to draw causal connections between the choice of policy priorities, the resourcing of those policy objectives, the programs designed to implement them, the services delivered, and their ultimate impact on communities. Muriungi (2015) proclaims that monitoring and evaluation are crucial in organizations because they guarantee timely, targeted, objective, and evidence-based project and activity performance at all levels.

Hence, M&E helps to provide an evidence base for public resource allocation decisions and assist identify how challenges should be addressed and successes replicated. For M&E processes to become effective, capacity building is necessary for all institutions. To do that, it means the recruitment and selection process have to be followed. If there is a lack of skills to meet that profession proper, other alternative such as on the job training and mentoring has to be facilitated or training of the existing staff.

2.14 Summary

This chapter has discussed the conceptual framework such as participation, informal settlements, informal housing, sanitation, service delivery, monitoring, and evaluation. It also explored the legislative framework like the Constitution, The National Sanitation Policy,

Government-Wide Monitoring and Evaluation framework policy, and Municipal Planning by Laws were discussed and analysed. The chapter further examined the theoretical framework of the study. It also discussed the literature review on sanitation provision and its challenges. The chapter also discussed policy implementation challenges experienced in the Isiqalo informal settlement. Next, the study discusses the research methodology and methods



CHAPTER THREE

RESEARCH METHODOLOGY

3.0 Introduction

The previous chapter explored the conceptual, theoretical, as well as legislative framework and a literature review of the study. It also explored the challenges of policy implementation relating to the delivery of sanitation services in an informal settlement. This chapter will examine the research setting and research methods as well as the research design which was used to collect the data to elucidate the aim of the research project. The research methodology and design are a vehicle that carries the tools, processes, and techniques that were used for data collection, sampling size, data analysis, and ethical consideration by the researcher. The study in area initially provides an overview of the study area.

3.1.1 Overview of Isiqalo informal settlement in Philippi

According to News24 "Isiqalo" in isiXhosa means 'the beginning'. News24 adds that Isiqalo community started in 2011 when many homeless people from townships like Philippi, Khayelitsha, Gugulethu, and Delft flocked to the land in increasing numbers after being evicted from backyard shacks.

The informal settlement is the densest area with 5824 households. The Socio-Economic Rights Institute of South Africa (SERISA) (2019) asserts that the Isiqalo informal settlement is privately owned land. According to the Socio-Economic Rights Institute of South Africa, these people were driven to occupy the properties out of necessity as they were homeless. The two pockets of land belong to private owners Robert Ross Demolishers and Lyton Props. Ross operated a sand mining business while Lyton's property remained vacant for many years.

News24 explains that in 2012/13 about 6 000 people live in around 1600-1800 households with 406 children. Interestingly, both owners (Ross and Lyton) had offered to sell or lease their properties to the City or be expropriated by it. The City argued that they could neither lease nor buy the land because it is unsuitable for permanent housing developments.

News24 adds that in 2013, Judge Patrick Gamble ruled that the occupiers could remain on the land but government and city officials had to provide him with information on vacant land in

other parts of the city that were suitable and available for emergency housing for these Isiqalo residents.

News24 revealed that a social survey of the number of people on the land was done in 2013/2014 by the Legal Resource Centre revealed that many of these residents are unemployed. Those who have formal employment, receive low wages. Most of the residents earn a living in the informal sector selling fruit and vegetables. Many other residents depended on child support grants.

News24 explains that the City noted that 2, 291 structures were erected on the land and it collected refuse and provided taps in the area. It also serviced 200 chemical toilets and 2 000 portable flushable toilets in the settlement. The community was demanding that the City purchase the land from the current landowner for more comprehensive services to be provided. The provision of electricity was hampered due to the private ownership of this land which makes it illegal for the City to install the bulk infrastructure.

News24 adds that the area is closely dense with no streets it, is situated on the left-hand side of the vanguard drive if the direction is for someone that goes to Cape Town. It is on the right-hand side of the vanguard drive if driving from Cape Town to Mitchell's plain. This area is very close to the farming industry, when someone is walking at Isiqalo informal settlement, the only closest places are farms, and the shopping mall which is called Westgate Mall and that is 2,9 Km away from Isiqalo informal settlement. There are no schools or pre-schools and there is no electricity in the area.

There are few spaza shops including informal salons which closed due to Covid 19 Pandemic. Most of the people who live in this area are unemployed. News24 (2018) states that the great majority of Isiqalo residents are jobless, and those with office jobs are poorly paid. News 24 further explains that most of the population makes a living by selling fruits and vegetables in the informal sector and child support hand-outs are the only source of income for a significant proportion of people.

The above statement shows that Isiqalo residents are having social economic problems. At Isiqalo there is a St Johns faith Mission whereby some community members practice their religion. The researcher found a member of the church to assist and get a permission from the committee in order to allow the researcher to get into the area to find participants for the research project.

The researcher is not familiar with the area; therefore, a snowballing sampling was used where the researcher was assisted by a community member to get permission to interview participants. One member of the community accommodated the researcher to use her garage to interview participants, which were coming from different sections of Isiqalo informal settlement on the dates that were agreed upon. The garage was spacious, and her home was quiet. The Covid 19 regulations of 1.5 meters, wearing of masks, sanitising was kept.

The purpose of the study was explained to the participants in the language they understood and comfortable with. The letter from the University, which approved the project to continue was also given to the participants. The consent sheets for recordings that took place were explained to the participants, that their identity will be kept strictly confidential. The recording was for the researcher's referral. The data is kept in the steel lockable cabinet at the home of the researcher. Voluntary participation commenced at the convenience of the resident's time and the dates of the resident's availability.

There were no remunerations of any kind to the community for assisting in the research. It was an exhausting valuable exercise, as most of the community members were mainly IsiXhosa speaking, which means the researcher had to interpret some of the questions in the language that is understood by the participants. One participant who was a French-speaking person was rejected because the researcher is not multilingual, especially in international languages. The researcher has tried to request the participant to bring someone who understands English and French, but the participant did not have anyone, as well as the researcher. A lesson learned that as South Africans, international languages need to be learned at school or as private lessons.



3.1.2 Research Methodology

Igwenagu (2016) asserts that research is an amalgamation of both knowledge and intellectual and is a manner of discovering the truth, especially in the Natural Sciences. Kumar (2011) explains that research is simply a manner to obtain answers to questions about a specific study. Pandey & Pandey (2015) describe research as an academic activity. They further state that research is an organised determination to advance new information.

Dale & Volpe (2008) adds that a research methodology is envisioned to underscore the fact that the researcher understood the methodological implications of the choices made and in particular that cautious thought was given to the links between the study's purpose, research question, and the research methods that were chosen to execute the research. McMillan & Schumacher (2006) states that research methodology refers to a design according to which the researcher selects data collection and analysis procedures to interrogate the specific research problem. Leedy (1993) adds

that it is a working outline within which the facts are placed so that their meaning may be seen clearly by the researcher.

3.1.3 The Research Paradigm

When conducting research, the researcher must be certain of the data to be collected in answering the research question (s). Hence, the research paradigms assist the researcher in making these decisions. TerreBlanche & Durrheim (1999) read a research paradigm as an inclusive system of related practice and thinking that defines the nature of the inquiry.

This study utilised social constructivism and the interpretive or positivism paradigm to gain insights into participatory monitoring and evaluation of sanitation in Isiqalo informal settlements. Social constructivism in research is concerned with understanding the world or phenomenon from subjective experiences. Hence, this study used meaning (and not measurement-oriented methodologies), like interviewing or participant observation, that rely on a subjective relationship between the researcher and subjects.

“Interpretive research does not predefine dependent and independent variables, but focuses on the full complexity of human sense-making as the situation emerges” Kaplan & Maxwell (1994:6). Based on this understanding of social constructivism the researcher employed a qualitative research method to make sense of participatory monitoring and evaluation in sanitation at Isiqalo informal settlement.

3.1.4 Research Design

Kothari (2004) defines research as the real expedition of discovery. Kothari adds that a research design is a way of collecting and analysing of data in a manner that intends to combine significance to the research drive with low-cost in practise. The research design, therefore, is a tool to identify what instruments and processes will be followed to collect the data.

Pandey & Pandey (2015) depict research design as an atlas that is regularly established to guide the study. In a book written by Pandey & Pandey (2015) they argue that “Research design is the plan, structure and strategy of investigation conceived to obtain answers to research questions and to control variance.” The researcher has chosen the descriptive case study to get an in-depth knowledge of the participatory monitoring and evaluation of sanitation service delivery in informal settlements.

Miles & Huberman (1994) read research design as the bond that holds the research together as it enables the researcher to tie all the key parts of the research project to assist in answering the

overarching research question (s). Creswell (1994:21) agrees that a research design is a series of events that link the procedures for gathering the empirical data to answer the research question on the one hand, and to the ensuing data collection, analysis, and conclusions on the other. It is this design that relates to the practical aspects of how the study was conducted to answer the research question on participatory monitoring and evaluation of sanitation services provided by the City of Cape Town at Isiqalo informal settlement.

3.1.5 Exploratory Research

This study adopted exploratory research. Exploratory research is when we add more meaning to the theory's definition. In this light, a descriptive lay-out might provide a clearer consideration of main interconnections in specialty areas that are of interest. Exploratory research is when the theoretical foundation is accessible for a study of a new compound and positive ideas not yet outlined by existing theories.

Lukka & Kasanen (1995:77) explains that there is a shortage of inductive reasoning about the data composed which distinguished the case study analysis and thus reveals its weakness even though several authors supported the application of this study design. Denzin & Lincoln (2000) contend that this method increases the logic of the procedure of the study, adds reliance to its explanation, and minimises errors that may arise from the usage of only one method of data collection.

3.1.6 Qualitative Research

Qualitative research is a manner of collecting and analysing non-numerical data. Polkinghorne (2005) states that qualitative research is an investigation aimed at unfolding and clarifying human experience as it appears in people's lives. Many qualitative approaches are done on case studies as the researcher wants to obtain in-depth knowledge and insight about the study. Newman & Ridenour (1998) states that qualitative research designs in the social sciences come from traditions in anthropology and sociology; where the idea accentuates the phenomenological basis of a study, illustrating a description of the meaning of phenomena for the people or culture under investigation.

Rahman (2016) argues that qualitative research means any form of research that produces answers not arrived at by statistical measures or quantification. Qualitative research is done through interviews, recorders, surveys, and images, in other words, a researcher is collecting

information by questioning participants on their beliefs, opinions, experiences, and observations of the problem which is facing the community a study is embarked on.

Mays & Pope (1995) argue that qualitative research lacks duplicability; the research is so personal to the scholar that there is no assurance that a different scholar would not come to drastically different conclusions. Denzin (2009) infers that it is understood that qualitative research does not count as research unless it is rooted in a randomised control test and further, within this community, there are no fixed measures, methods, or criteria for extracting information from qualitative studies. The researcher disagrees with Denzin for the following reasons.

The researcher believes that qualitative research will always be done randomly, and the information is extracted from the relevant questions posed to participants via interviews, surveys, pictures, and recorders used when interviewing participants, in this manner, there is a measurement tool used to get information. Qualitative research is unlike quantitative where people are treated as objects, and the interest of the researcher is about numbers instead of the situation. Hence, this study is better suited for qualitative research rather than quantitative.

Rahman (2016) asserts that the advantages of the qualitative approach are that they provide a comprehensive report on human experiences, views, and moods, and then interprets the meaning of their actions. The biggest challenge about the qualitative approach is, it will be difficult to interpret, analyse and come to the same conclusion from the data collected by other previous researchers if the language used is different from the language spoken by the current researcher.

The interpretation of languages could distort the original answer from the participants; therefore, interpretation cannot be taken as 100% accurate even if it is utilised. Hancock et al. (2009) states that qualitative research examines behaviour in ordinary surroundings or uses society's experiences as data; usually with no manipulation of variables, while quantitative research comprises manipulation of some variables while other variables are retained constantly. The statement above has directed the researcher to adopt qualitative research methods to collect primary data.

Interestingly, qualitative research has some caveats. The first limitation is that the generalisation of findings is not possible or not allowed, that is, findings emerging from a study cannot be generalised to a larger population as compared to quantitative research. Atieno and Simatwa (2012) agrees and explains that in quantitative research, findings can be tested to

discover statistical significance unlike in qualitative research. Furthermore, in the qualitative method, conducting interviews for data collection is cumbersome and time-consuming. Also, the analysis of the data is cumbersome as these data sets are too voluminous and need to be arranged into themes.

Moreover, there is a challenge when it comes to proving the reliability and validity of the findings of a qualitative study. Anderson (2010) notes that this is because one would have to redo research that has been conducted thus duplications and repetition is common and time-consuming.

Despite the above challenges, the researcher deemed the qualitative approach suitable to gather and analyse data needed to understand the participatory monitoring and evaluation of sanitation services at Isiqalo informal settlement in Philippi. Also, this method was employed due to the nature of research objectives and research questions which warrant an assessment of realistic outcomes. This requires an in-depth inquiry which was done by asking questions from the community on the subject under investigation.

3.1.7 Case Study Research

Baxter & Jack (2008) aver that a case study approach allows the researcher to respond to “how” and “why” types of questions while considering how a phenomenon is influenced by the setting within which it is located. Some of the writers have a critique of the case study research. Tellis (1997) indicates that a case study dependence on a single case shows the incompetence of delivering a generalizing inference, while Noor (2008) infers that a case study empowers the researcher to gain a full view of a certain phenomenon.

Yin (2008) describes a case study as a careful method of collecting information about a certain unit of analysis which may include, but is not limited to; individuals, groups, communities, organisation, or even a country. Miles & Huberman (1994) adds that the strength of case studies is that it is an intensive description and analysis of a phenomenon, social unit, or system bounded by time and place.

There are diverse types of case studies, but this study employed a holistic embedded single-case design as noted by Yin (2003:42). The scholar argues that when interested in looking at the same issue, but now captivated by different decisions made by different stakeholders within the same area, then a holistic embedded unit would enable the researcher to explore the case, while considering the influence of the various variables and associated attributes on the

phenomenon Yin (2003:42). Case studies are designed to bring out the views of the participants by using multiple data sources. In this study, data were collected from multiple sources including residents of Isiqalo informal settlement elites.

3.1.8 Sampling Procedure

Sampling is a way of choosing the population or specimen where data are collected. Lopez & Whitehead (2016) explains that the main drive of sampling is the selection of appropriate populations so that the central point of the study can be properly researched. This study discusses some sampling concepts that were employed in this study. These are purposive sampling, systematic sampling, quota sampling, convenience sampling, and snowballing sampling.

3.1.8.1 Systematic sampling

Systematic sampling is a form of probability sampling technique in which sample members from a greater population are selected according to a random starting point but with a fixed, periodic interval. Gounder (2012) explains that research is an inquiry to find answers to scientific and social difficulties through unbiased and systematic analysis. Kothari (2004) asserts that systematic sampling is to choose randomly every 15th name of the list or 10th house until the required number is reached; therefore, in this case it will be difficult to follow that procedure.

Igwenagu (2016) affirms that systematic sampling is a numerical method involving the selection of elements from a well-organised sampling frame, interestingly, the informal settlements do not have streets; therefore, it would be difficult to do systematic sampling. Isiqalo is an informal settlement which means it does not have streets therefore this type of sampling is not the correct one to be chosen by the researcher.

3.1.8.2 Quota Sampling

Simkus (2022) states that quota sampling is classified as a non-probability sampling technique in which researchers create a sample involving people that represent a population.

3.1.8.3 Convenience Sampling

Convenience sampling is a type of non-probability sampling that comprises the sample being drawn from that part of the population that is close to hand, easiest, and available to the researcher. Etikan, Musa & Alkassim (2016) are of the view that in convenience sampling, the people selected by the researcher may not be appropriate to the research question. Marshall (1996) explains that convenience sampling is the minimum cost to the researcher, in terms of time, energy, and cash, but may result in poor quality data and lacks intellectual credibility.

For the fact that convenience sampling may result in poor-quality data, the researcher could not use this sampling technique.

3.1.8.4 Purposive Sampling

Purposive sampling is a non-probability sampling technique where elements are selected for inclusion in the sample due to their individualities. Etikan et al. (2016) are of the view that the purposive sampling method, also called judgment sampling, is the intentional preference of a participant due to the traits the participant holds. Luo & Wildemuth (2017) also have a similar view to Etikan et al. (2016) that a purposive sample might also be called a judgment sample because it relies on the proficient judgments of the person selecting the sample.

3.1.8.5 Snowballing Sampling

Lopez & Whitehead (2016) define snowballing sampling also known as ‘chain referral’ or ‘networking’ sampling. Snowball sampling transpires when the researcher begins gathering information from one or a few people and then depend on these people to put the researcher touch with others who may be friends, relatives, associates, or other important contacts. As a result, the sample group is said to grow like a snowball.

Luo & Wildemuth (2017) infers that with snowball sampling, you first identify a few eligible members of your sample. The researcher has chosen to do snowballing sampling which means the population that will participate in the research study will be a referral. The reason for this decision is that the researcher is not acquainted with Isiqalo informal settlement therefore a snowball is the correct sampling to use. To ensure this type of sampling was conducted unbiased and ensured reliability. The process started by randomly picking up any number of the house in the informal settlement at Isiqalo, then the referral from one person to another took place.

3.1.8.6 Sample Size

The sample size used in qualitative research techniques is frequently smaller than what is used in quantitative methods. Dworkin (2012) is of the view that this is due to the fact that qualitative research strategies are frequently involved with gathering an in-depth understanding of a phenomenon. The sample size of this study was 25 participants because it is qualitative method and not quantitative method. The rationale to use 25 participants is that the in-depth interview is time consuming, the researcher did not have monetary assets to take massive pattern. The researcher was depended on the willingness from the participants who were willing to partake in the study. Though this sample appears to be small Wiley & Sons (2014) agree that a small group of people can be studied and they can yield the expected data required in a study. Omona

(2013) asserts that the sample size in qualitative research should not be too small, which makes it problematic to accomplish saturation. Omona (2013) further argues that it should not be too big either, which makes it tough to make a profound, case-oriented investigation. Therefore, the researcher has just chosen the right sample size as it is not too small and not too big for Isiqalo informal settlement.

3.2 Research methods or instruments (data collection sources)

Dale & Volpe (2008) explain that qualitative researchers are concerned about the validity of their findings and reduced the likelihood of misinterpretation of how various procedures of their study are used in collecting data. In this study, multiple methods were used in collecting data. These ranged from existing literature (secondary data) to in-depth interviews and observations (primary data). The use of multiple methods enabled the researcher to triangulate the various datasets on how participatory monitoring and evaluation were conducted in the Isiqalo informal settlement.

Primary data collection is expensive and time-consuming while secondary data is easy, but a researcher must be careful and always get it from reliable sources. In case study research, data can be collected in any form such as personal interviews, surveys, or through the email systems, through schedules, and telephone interviews Pandey & Pandey (2015). The researcher thinks that the semi structured interviews have advantages as the interviewer can probe by having follow-up questions to ensure there is more understanding as well as the interviewee can express and explain further what she or he means. However, the disadvantage is that these types of data gathering will lead to extensive traveling, time-consuming, and risk, such as being robbed or contaminated by Covid 19; hence the researcher took precautionary measures before taking this journey.

Granello & Wheaton (2004) states that online data collection has its limitations, of getting a slow response from participants when surveys are being sent via emails. He further asserts that not everyone who takes a Web-based survey is computer savvy, and not everyone has access to the most cutting-edge technology. The research supports the above-mentioned view; people take time to respond to emails even if there are follow-ups.

Another disadvantage of the online surveys is that a researcher cannot probe the participants based on the response given. The major disadvantage of this type of data collection is the fact that the participants might not have access to a smart device and the internet; therefore, to do

online data collection depends on the participants targeted to respond to the survey. In this case study only one form will be used to collect primary data it will be done in a form of semi-structured interviews.

Firstly, before collecting the data, an appointment request to schedule an interview with the participants was made before interviews took place. The instrument which was used to conduct the study was a semi-structured interviews. This instrument allows the researcher to have follow-up questions, probe the participants to get more information that will answer the inquiry. The questions related to the study which will answer the inquiry, are formulated for the interviews and surveys. The interviewees' or participants' confidentiality is going to be protected by not revealing their identities.

3.2.2 Document Analysis

To gain insights into the study, the researcher started by sourcing the literature from documentary sources or secondary data. The process entails a collection and analysis of available literature on sanitation and water policy in South Africa, what the constitution states on the provision of sanitation, and water delivery, and also the theoretical framework of the study. This enabled the researcher to understand the conceptual framework which assisted him in the theoretical framework. These were in most cases textually based and in some cases were available in electronic and physical formats. The desktop method was employed to gather the data from government documents, gazettes, books, newspapers, published articles, and minutes on meetings on participatory monitoring and evaluation in Isiqalo informal settlement in Philippi.

3.2.3 Interviews

People are not objects; to know more about their experiences researchers must talk to them, pose questions, and probe them to get in-depth knowledge about what is happening, and what are their views on the research phenomenon. While doing these interviews it is recommended to use recorders so that biasness is avoided. Interviews can be utilised for marketing purposes, political purposes as well as academic analysis. The research conducted was used for academic analysis.

3.2.3.1 Structured interviews

Structured interviews give no room for interviewer to explain the questions further the interviewer may only repeat the questions and write the answers. Fontana & Frey (1996) explains that the interviewer records the responses according to a coding scheme that has already been established by the project director or research supervisor.

3.2.3.2 Semi-structured interviews

Delve (2022) defines a semi-structured interviews as a data collection method that includes asking participants a set of open-ended questions and following them up with inquiry questions to investigate further their answers and the topic of curiosity. The researcher has chosen to interview people living in the informal settlement as they are more experienced with the situation and lived there for many years. Participants who can adequately reflect on and verbally describe their experience would be chosen Polkinghorne (2005).

The researcher interviewed participants face to face for 30 minutes at Isiqalo informal settlement. The interviews took place over one month May 2022. During this period 25 residents in the Isiqalo informal settlement were interviewed. They comprised 13 females and 12 males. The researcher used semi-structured interview process to allow participants an opportunity to clarify those open-ended questions.

3.2.4 Observations

Observation is one of the procedures normally used to collect data in a qualitative study Seliger & Shohamy (1989). The scholars explain that this is a measuring instrument used to measure truthfulness and honesty. The researcher usually observes many behaviours taking place in interviews in the informal settlement. The main use of observation in the study is to examine a phenomenon while it is occurring. In this study, aspects that need to be observed were pre-determined to avoid collecting data that is not useful for the study (see Appendix A). But the emerging aspects also allowed for inclusion in the study.

According to Seliger & Shohamy (1989) the researcher may observe events as a participant-observer, who becomes part of the observed situation, or a non-participant-observer, who records all behaviours taking place as an outsider. During participant-observation, an observer becomes part of the participants while observing the situation. In non-participant-observation the researcher sits back as an outsider and records what he or she is observing.

During the observation process, the observer recorded some field notes and audio record in Isiqalo informal settlement. According to Bogdan & Biklen (1992) field notes are notations generally made to document observations during an interview. Bogdan & Biklen (1992) further state that field notes should indicate or express what researchers see, think, or experience. Observational notes or field notes entail a description of events experienced through watching

and listening during interviews and lesson offerings. They answered questions such as who, what, where, and how of a situation Bogdan & Biklen (1992).

Observations have advantages because they allow the study of behaviour at close range, which may help in realising contextual variables that are present in a situation. According to Seliger & Shohamy (1989) this may also become a disadvantage if the closeness leads to biases which may affect the results. Another disadvantage of this data collection instrument is that the presence of the observer may change the behaviour of the observed subjects.

3.2.5 Data Triangulation

To answer the main research question, the data had to be triangulated. Triangulation for Denzin (2012) is a process whereby the researcher analyses data from multiple angles, it is also useful in scrutinising the validity of various datasets. This is so crucial in this research because the stories and lived experiences of the residents at Isiqalo looked at from different perspectives. These may be from the residents who are unemployed, employed, pensioners, and businessmen in the community.

All these residents had a story to tell, when analysed in comparison gave a clearer view of how participatory monitoring and evaluation was implemented at Isiqalo Informal settlements in Philippi. The researcher is aware of the challenges that researchers face in gaining access to certain Informal Settlements.

3.2.6 Data analysis

The data analysis began after the interviews to process the information that was collected. The author made use of the content analysis strategy and this led to the development of themes for this study. Neuendorf (2016) states that various studies indicated that content analyses are qualitative text analyses. It could also be defined as summarising, analysing, verifying, and reporting on the specific content that was gathered Cohen et al. (2009).

Firstly, the data obtained was processed and organised for analysis. Thereafter, data cleansing took place. According to Microsoft research data, cleaning is the prevention and correction of errors which includes record matching, identifying inaccuracy of data, and overall quality of data, duplication, and column segmentation. Once the process of data cleansing occurred, data analysis took place.

According to O'Neil & Schutt (2013) the researcher may apply a variety of techniques referred to as exploratory data analysis to begin understanding the messages contained in the data. The

literature added that these processes of exploration may result in additional data cleaning or additional requests for data, so these activities may be iterative. The authors added that descriptive statistics, such as the average or median, may be generated to help understand the data. Data visualisation was used to examine the data in graphical format, to obtain additional insights regarding the messages within the data. Once the data had been analysed it would be reported using the feedback.

3.3 Worthiness and Credibility

To ensure that the data collected was trustworthy and credible, all the participants were provided with the transcripts of their interviews to verify if the data had been captured and interpreted correctly. The reason for this was for the participants to check if the researcher had represented them accurately. To check for credibility and trustworthiness, a data triangulation method was used.

Carter et al. (2014:11) note that “triangulation refers to the use of multiple methods or data sources in qualitative research to develop a comprehensive understanding of phenomena. Triangulation also has been viewed as a qualitative research strategy to test validity through the convergence of information from different sources”. By using different data collection strategies, like interviews, observations, analysis of documents and research note the researcher ensured the credibility of the data.

3.4 Ethical Considerations

The need to do good, do no harm is emphasised in ethical principles. Ethics promotes research goals such as knowledge expansion. Ethics believe in values like mutual. Hickey (2018) avows that the term "ethics" usually refers to a group's or even a profession's moral principles and guiding conduct. The researcher applied for the ethics from Humanities and Social Sciences Research Committee in the institution to get approval before the research project commenced.

Collecting data from human participants for research purposes without ethical approval would put the researcher in violation of the institution's Staff Code of Conduct at many institutions (often worded within the requirement of adherence to institutional regulations, which will include the Human Research Ethics regulation), Fleming & Zegwaard (2013). The participants were interviewed on one on one at the comfort of their homes for 30 minutes.

Arifin (2018) asserts that each interview must be conducted in a private and quiet space in the participant's home, away from the prying eyes of strangers. The consent forms were signed

first and the researcher gave a brief background of the study before an interview could begin. The main language used in the study was English, but the participants were allowed to express themselves in IsiXhosa.

3.5 Summary

This chapter examined the research setting and the research methodology that was employed to gather data on how participatory monitoring and evaluation was conducted in Isiqalo informal settlement, towards sanitation services. The study adopted a qualitative research approach using semi- structured interviews, observation, and images. Ethical considerations procedures were followed in the study as stipulated by the University of the Western Cape. The next chapter will discuss the research methodology and methods.



CHAPTER FOUR

RESEARCH METHODOLOGY AND METHODS

4.0 Introduction

The previous chapter discussed the research methodology and design of the study. It also discussed the qualitative research approach, the sample size, the data collection methods, the data triangulation, and how the data were analysed. This chapter focused on the data collected and analysed. Firstly, this chapter will examine the socio-economic conditions of Isiqalo informal settlement residents, the demographics, institutional arrangements, and participatory monitoring and evaluation conducted by the Isiqalo informal settlement in the provision of sanitation services.

4.1 Setting the stage for interviews

This section of the study explains the researcher's journey into the Isiqalo informal settlement. Many researchers agree that one of the challenges they face is gaining access to a research site to collect data. This view is shared by Welman Kruger & Mitchell (2005) who agrees that access to a research site has emerged as a challenge.

These community members were randomly selected based on their understanding of sanitation delivery issues in Isiqalo and also how participatory monitoring and evaluation can be fostered in the community. The researcher contacted 25 willing participants and they all agreed to assist. Thus, the response rate was 100%. The researcher agreed with the participants on the issue of anonymity which ensured that the participants expressed their feelings and opinions without fear of disapproval and condemnation from the researcher.

The researcher then arranged on interviewing these community members and each interview lasted for about 30 minutes since the interviews took place in the community and in a community member's garage. These interviews were tape-recorded and later transcribed by the researcher. As mentioned earlier, before the interviews, the researcher explained to the participants that participation in this study was voluntary and they had the right to withdraw whenever they felt uncomfortable continuing to participate.

The researcher presented her student card to the participants as proof that she was a student of the University of the Western Cape (UWC) and specifically from the School of Government

(SoG). This was to avoid any suspicion that the researcher was working for any organisation and collecting data that can be used against the residents such as the City of Cape Town.

Also, the researcher presented the consent form to the participants to read and sign, and later they were also presented with the Information Participation Sheet that they had to sign.

4.2 Participants background information

4.2.1 Demographics

Figure 1

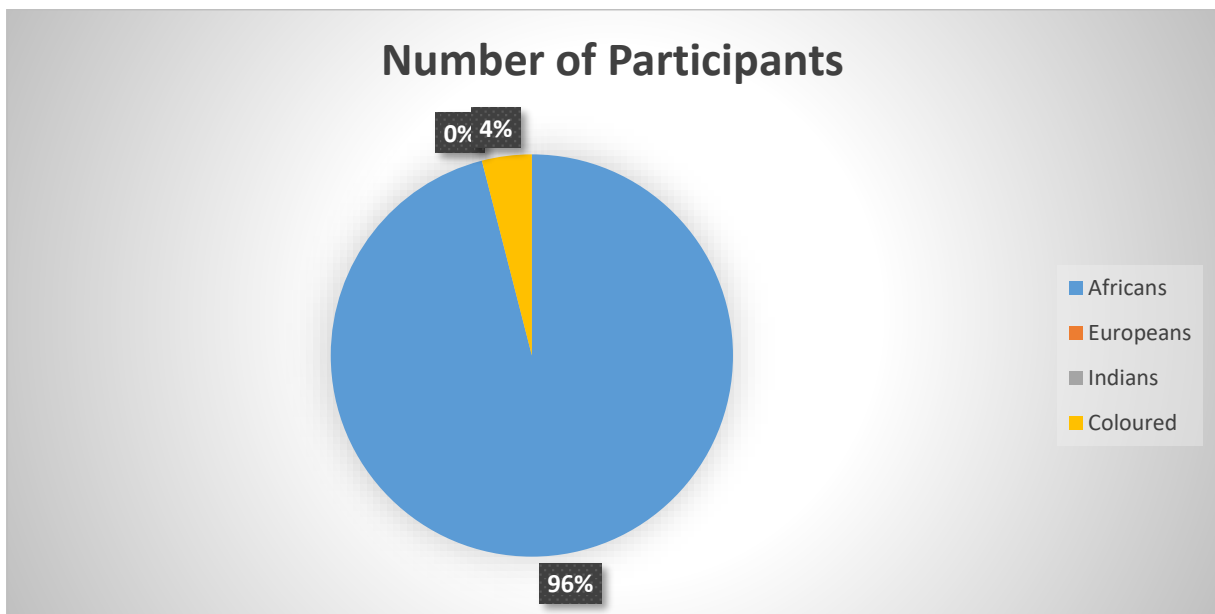


Figure 1 represents the race of the participants that 4% of the participants in the study were coloured while the other 96% were Africans. This demonstrates that the majority of the residents of the Isiqalo informal settlement are Black South Africans. This finding is in line with existing literature which points out that majority of informal settlement dwellers are Black South Africans (Abang, 2019)

4.2.2 Participants Gender

Figure 2

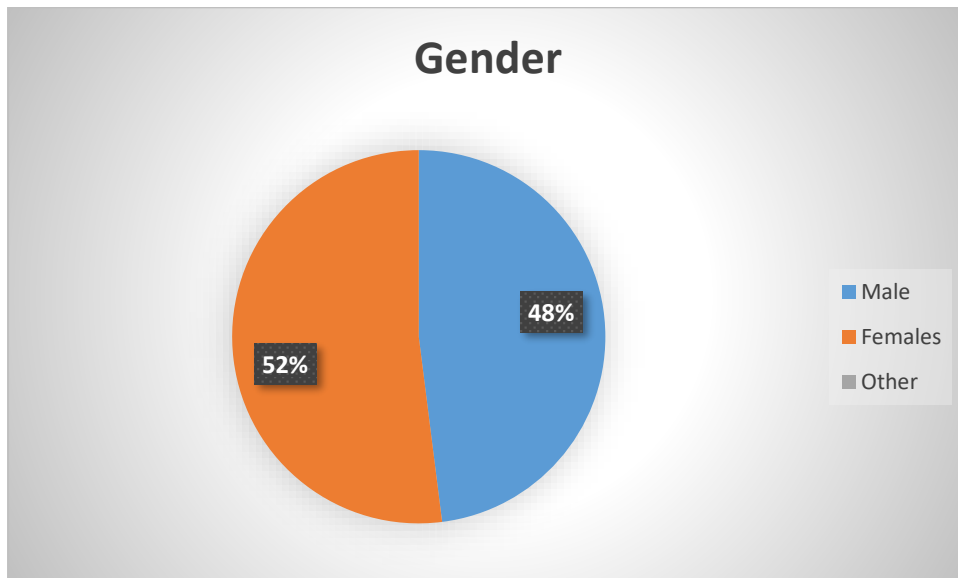


Figure 2 demonstrates the gender of the subjects where 48% are males and 52% are females. This is an interesting finding and it is also reflective of the realities relating to household characteristics in informal areas in the City of CT and South Africa which are female-dominated.

The next theme was the nationality of the respondents and it emerged that they were all South Africans. In terms of Province of origin, it emerged that the Eastern Cape has 56% participants, 4% were from the Limpopo Province. 4% of the subjects were from KwaZulu Natal and 36% of the participants are from the Western Cape Province.

So, the above figure revealed that the majority of the participants were females, and dominantly, were from the Eastern Cape Province

4.2.3 Participant's Age Composition

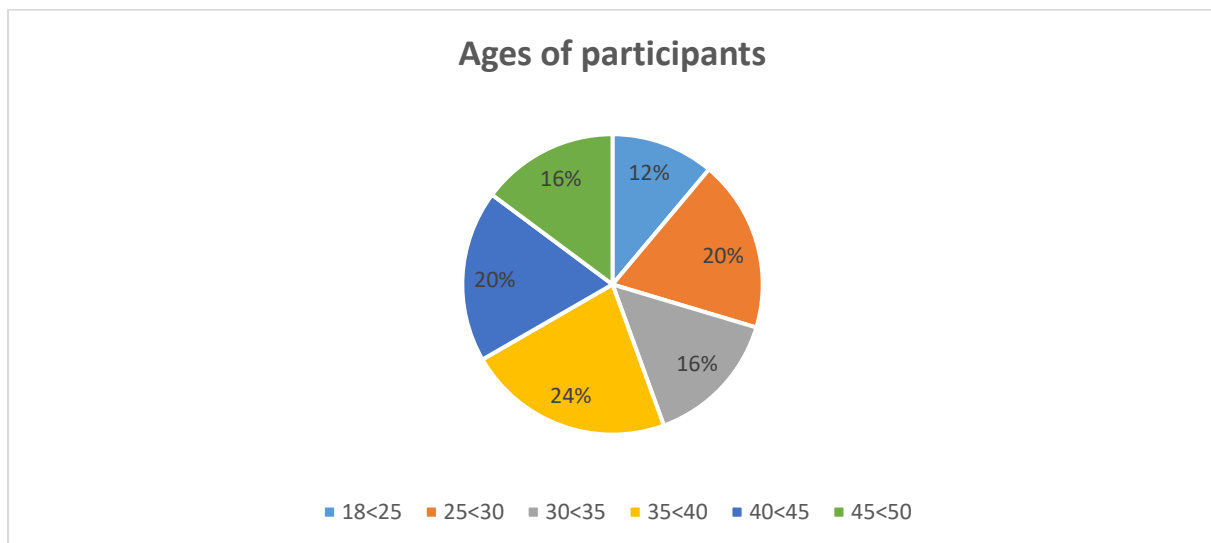


Figure 2.1 represents the ages of the participants.

The study revealed that 12% of the participants are between the ages of 18 to 25.

While 20% are between the ages of 25 to 30.

Whereas 16% are between the ages of 30 to 35, 24% are between the ages of 35 to 40, 20% are between the ages of 40 to 45 as well as another 16% are between the ages of 45 to 50.

This figure shows that the majority of participants are between the ages of 35 to 40 which indicates they are the working class.

64% of the participants have resided in the Isiqalo community for 5-10 years. While 28% have been there for 2-3 years. Whereas 8% have been there for ten years. The finding indicates that most participants have lived at Isiqalo for 5-10 years.

4.3 Research findings

The section presents the main themes that emerged from the interviews with the community members at Isiqalo informal settlement. The findings are presented using extracts, quotations, and descriptive data like pie charts from the semi-structured interviews with the community. To ensure clarity in the study, the researcher deliberately connected and integrated the findings from this study of the literature and theories in Chapter Two which explained the study as it is related to the main research question of this study.

In the course of these endeavours the following themes and sub-themes were identified through a process of data analysis. Each theme or subtheme will be discussed and augmented by the use of quotations or responses from the participants. In most cases and where possible, reference was made to the literature review and the theoretical framework to give meaning to the results that are presented in the research study.

It is worth highlighting that such engagements in interviews cannot be free of grammatical errors which emerged in certain responses as some participants preferred to respond in English whereas their mother tongue is IsiXhosa or Afrikaans speaking. However, the researcher understood their responses as in many cases, they were clear and easy to comprehend and are quoted verbatim to reflect their views.

4.4 The main themes emerging from the research

The main objective of this study is to understand how participatory monitoring and evaluation towards sanitation services was conducted, in the Isiqalo community in Cape Town, South Africa. In response to this objective, the study is designed around the following themes.

- 1 Institutional arrangement in the Isiqalo informal settlement
2. Community meeting arrangements
- 3 Participation in decision-making towards the delivery of sanitation services expected to be received in your community
- 4 Participatory monitoring towards the provision of sanitation services in the community
- 5 Discussion on the different sanitation options, frequency of use, their strengths and weaknesses
- 6 Service Level Agreement relating to sanitation services between the Isiqalo and the City
- 7 Are community leaders/ Champions monitoring the level of sanitation service?
- 8 If Sanitation buckets or the Chemical toilets and porta-potties are not collected whom do you contact?
- 9 An exploration of the different channels of complaints in Isiqalo community
- 10 What is the turnaround time to resolve the sanitation delivery challenges in the Isiqalo area?
- 11 Does the sanitation infrastructure get probably cleaned?

12 In your opinion do you want to change and what change would you foresee happening regarding sanitation service delivery in the community?

13 What changes would you foresee in the future?

14 Participatory monitoring and evaluation towards the provision of sanitation services in Isiqalo

a) Effectiveness of the intervention - (Is the intervention achieving its objectives?)

b) Efficiency of the intervention – (Are the resources well used?)

c) Utility of the intervention – (What difference does the intervention make?)

d) Sustainability of the intervention – (Will the benefits last?)

15 On a scale of 1-5 indicate the extent to which sanitation services are efficient

a) In the past 6 months how would you rank the effectiveness of sanitation services?

b) How in the past 6 months, how would you rate sanitation service efficiency?

c) In the past 6 months, how would you rank the effectiveness of sanitation services?

d) Indicate the level of satisfaction with sanitation service delivery provided in your community

16) What are the challenges associated with sanitation service delivery in your area if any?

17) A discussion on the provision of sanitation services in the informal settlements in Cape Town.

4.5 Institutional arrangements of the community

4.5.1 Do you know who your ward Councillor is?

When the researcher asked whether the residents knew who the ward councillor was?

16% of the participants explained that:

“Yes, we know the name of the Ward Councillor and where he lives”. However, 84% of the participants added that:

“We do not know the Councillor or his name or where he lives”.

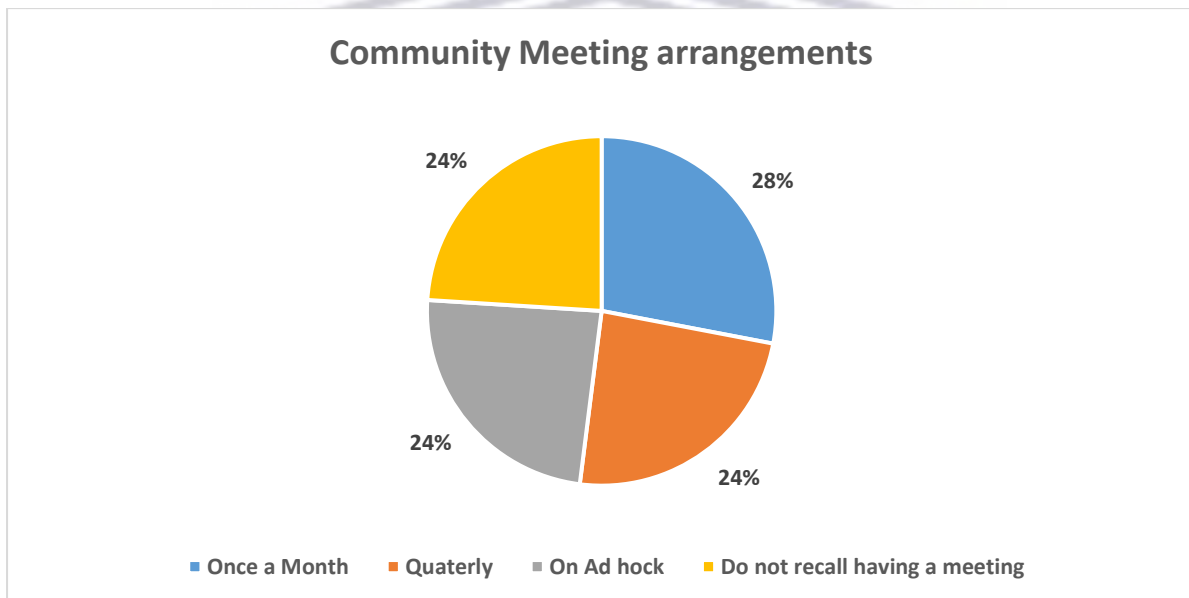
Understanding their statements, it emerges that 84% of the community members do not know their Ward Councillor; therefore, they cannot engage the Ward Councillor

This reveals that these residents of Isiqalo are unable to report poor service delivery promptly to the local authorities or are not fully involved, they are partially involved in participatory monitoring and evaluation of the provision of sanitation services that are being delivered in the area.

This finding reveals that participatory monitoring and evaluation cannot be effective as people do not know the political authority of their community.

4.5.2 The next question aimed at understanding whether community members attend meetings aimed at improving their community and engaging the municipality on the improvement of sanitation.

Figure 3



It emerged from figure 3 which represents community meeting arrangements and their frequency concerning the provision of sanitation service delivery. Most of the participants concur that the meeting was planned; nonetheless, the frequency with which these sorts of meetings occurs is vastly different.

The pie chart reveals that 76 % (which are adhoc, quarterly and once a month meeting) of the participants are aware of the meeting preparations while 24 % are not aware of the meetings.

These figures seem to attest to the fact that many of the residents are interested in meetings that can usher development in the community.

This view is shared by Silvestri, Wittmayer, Schipper, Kulabako, Oduro-Kwarteng, Nyenje, Komakech & van Raak (2018) who reveal that decisions are reached by agreement among the

most powerful community players (chairmen, local leaders, etc.) at the informal settlement level, for example, excluding most vulnerable community members.

According to one participant, the meeting is organised by the committee members, anything that is implemented such as sanitation service delivery is decided by the committee members and the general community has never met directly with the City of Cape Town.

This view seems to suggest that there is a need for meetings to engage in developmental issues in the community.

Jiménez et al. (2019) agrees that citizen engagement and participation have primarily been defined as sources of empowerment and conditions for accountability. Participation improves management decisions by allowing for the integration of multiple sources of information and increasing the capacity to select appropriate solutions.

Interestingly a critical finding from the study is the role of people with vulnerability and it emerged that they were ignored in decision-making in this community.

This finding seems to reveal that it stands at variance with the South African constitution Act 108 of 1996 as it violates their Constitutional right to assembly. In this light, committee members decide and implement without including vulnerable community members in the decision-making process at this time of the democratic era.

4.5.2 Have you ever participated in decision-making towards the delivery of sanitation services expected to be received in your community?

The next theme was to understand from the Isiqalo residents whether they participate in decision-making towards sanitation delivery in the community.

When the researcher put the question to the participants it emerged from 68% of the Isiqalo residents that:

“We do not participate in decision-making towards sanitation delivery”.

This revealed that 13 Females and 12 Males who participated in the study do not participate in decision-making towards the delivery of sanitation services in the community.

According to Pan et al. (2015) the residents should be involved in the selection of suitable sanitation methods as well as educated about any operation and maintenance requirements.

Sheela, Sinharoy, Pittluck, & Clasen (2019) concur with Pan et al. (2015) by stating that involving communities in the implementation process may also foster a feeling of ownership, which can help with infrastructure management and sustainability in the community.

The Sanitation White Paper (1996) agrees that community engagement should be practiced in the decision-making on sanitation delivery.

However, 32% of the Isiqalo residents do participate in the decision-making towards the delivery of sanitation services. This shows that the residents of the Isiqalo informal settlement are not involved in the participatory monitoring and evaluation of sanitation provisioning in their community. Moreover, the residents were unaware on the types of sanitation options or services that were to be delivered to the community. The oncoming section explores the different sanitation options available in the Isiqalo informal settlement.

4.6 Participatory monitoring towards the provision of sanitation services

Type of sanitation services used at Isiqalo informal settlements



1-Porta Porty



2-Porta Potties waiting for collection



3-Chemical toilets or bucket toilets



4-Internal part of chemical toilets



5-Porta Potties assembled

Different sanitation options are used in the Isiqalo informal settlement. The first is the porta potties which are placed in the homes of many informal settlement residents. These buckets are used by the residents and are collected by the contract workers.

The second picture depicts porta-potties, which have been placed outside and waiting to be collected.

The third is the chemical toilets or bucket toilets which are placed outside of the informal houses.

The fourth depicts the internal part of a chemical toilet.

The fifth is an assembly of porta potties waiting to be transported.

Table 1: Discussion of the different sanitation options, frequency of use, their strengths and weaknesses

Type of Facilities used	Number of Households Sharing the Facility	How frequently it gets collected	What time does the City of Cape Town collect	How far are these facilities
Portable toilets (Porta potties)	1 Household	Everyday	8am-10am	In the yard
Chemical Toilets	5 Household	2 times a week	8am-10am	5-30 minutes to walk to the chemical toilets

There are two types of toilet facilities used in the Isiqalo informal settlement which are portable toilets (Porta Potties) and Chemical toilets. According to the sanitation policy (2016) the ventilated Improved Pit (VIP) must be provided per household. However, in the case of the Isiqalo informal settlements chemical toilets are shared among 5 households.

According to the sanitation policy (2016) Ventilated Improved Pit (VIP) is a form of sanitation infrastructure to be provided in informal settlements. This takes place if flushed toilets could not be provided, but instead, portable toilets and chemical toilets were provided to the residents.

Mels et al. (2008) agree that each toilet is assigned to five families and in most cases, they are locked; subsequently, a copy of the key is provided to each family. The types of toilets used in the Isiqalo informal settlement are not acceptable type according to the National Sanitation Policy of 2016.

Table 1 shows that porta-potties toilets are collected daily while chemical toilets are collected two times a week between 8am and 10am. Furthermore, the Table indicates that it takes 5 to 30 minutes' walk to the chemical toilet. This could be a challenge for women and children at night as their safety is compromised. The South African Human Rights Commission (SAHRC) (2018) for example explains that, many South Africans have an exceptionally high rate of being battered and raped. Women and girls are exposed to unwanted risks when using sanitation facilities located at a far-away distance from their homes.

The researcher observed that chemical toilets are often full as they are collected twice a week and the toilets are far away. The residents use the field to relieve themselves. This shows that porta-potties are more frequently used. However, the residents that use chemical toilets are unable to use them due to the toilets being full, far, and unhygienic. The chemical toilets should be collected daily as it is done with porta potties.

4.6.1 Is there a Service Level Agreement, relating to Sanitation services, between the Isiqalo community and the City of Cape Town?

When this question was posed to the participants as to whether there is a service level agreement regarding sanitation provision between the Isiqalo community and the City of Cape Town.

16 % of the respondents indicated that:

“We do not have any service delivery agreement relating to sanitation between the Isiqalo community and the City of Cape Town”.

While 28% revealed that:

“There is a service level agreement” although the researcher did not see the copy

A further, 56% explained that:

“They do not know”.

The majority of participants do not know whether a service delivery agreement exists between their community and the City of Cape Town.

It is worth noting that the existence of such an agreement is in line with the Municipal Systems Act of 2000.

The legislative framework on sanitation services section 81 (b) of Municipal Systems Act 32 of 2000 explains that the municipality remains responsible for ensuring that services are provided to the local community; in terms of the provisions of this Act, and accordingly must monitor and assess the implementation of the agreement, including the performance of the service provider in line with section 41. The majority of Isiqalo residents are not involved in sanitation service delivery and do not influence development, resource allocation, implementation, and control. There is no direct communication between them and the City of Cape Town.

Rossman (2015) infers that participatory monitoring and evaluation are a self-assessment, monitoring and evaluation process, generation of knowledge, and when stakeholders in a program work together to define the evaluation issues, it is called collective action. In the Isiqalo community for example, there is no collective action since service delivery takes the top-down approach with minimum interaction with street bureaucrats . The majority is not aware of the service level agreement between the residents and the City. The residents are unaware of their Councillor who would be able to lead between the City and the community. This information seeks to highlight that the community is not fully involved in the participatory monitoring and evaluation of sanitation service delivery at Isiqalo.

4.6.2 Are there any community leaders/ Champions that monitor the level of Sanitation service delivery?

Figure 4

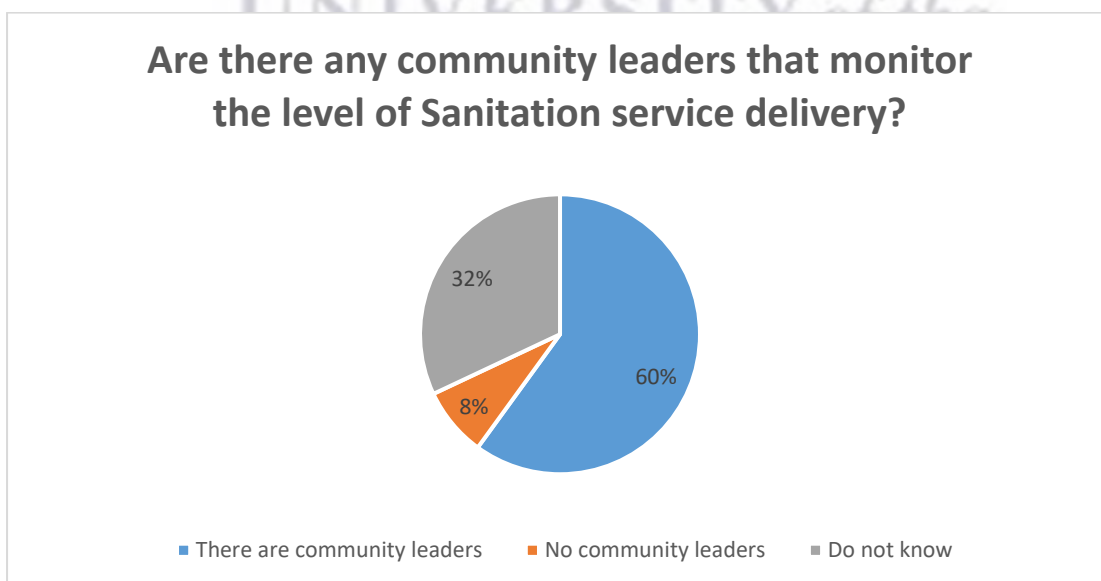


Figure 4 seeks to illustrate whether there are community leaders that monitor the level of sanitation service delivery in the community.

When this question was asked to the participants, 60% indicated that:

“There are community leaders at the Isiqalo informal settlement who monitor the level of sanitation service delivery”.

While 8% of the participants explained that:

“There are no community leaders who monitor the level of sanitation service delivery”.

While 32% of the participants added that:

“We do not know of community leaders who monitor the level of sanitation service delivery”.

This information indicates that most of the community is aware of leaders who monitor the level of sanitation service delivery at the Isiqalo informal settlement.

4.6.3 If sanitation buckets or the Chemical toilets and porta potties are not collected whom do you contact

The next question was to understand from the community to who do they report to if these sanitation options are not collected.

When the researcher asked this question to the participants, 36% claimed that:

“We contacted the committee”.

While 32% explained that:

“We contacted the team leaders”.

16% indicated that:

“We do not contact anyone”.

The participants explained that”

“We waited until the contract employees come to collect the following day or two days after the collection day”.

4% explained that:

“They have never come across the problem”.

A further 12% explained that:

They do not know what to do.

The information above indicates that most of the community which is 68% is aware of who to contact to get some help with the collection of porta-potties.

Mujuru (2018) explains that participatory monitoring and evaluation is a concept meant to ensure the extensive involvement of project beneficiaries in all stages of the project or program cycle.

It is worth knowing that the team leaders are contractual employees in the service provider of sanitation service that has a contract with the City. Although most participants in the Isiqalo informal settlement are aware of who to contact, this is not a relief as one participant revealed that even if one has reported, the collectors will not come on the same day to assist, they will come on the next collection date.

Table 2 Communication channels to log complaints in the Isiqalo community

Number of participants	Which Mode of communication do you use?	Do you know where to lay your complaint in the occurrence that the buckets are not collected?
11 participants	WhatsApp	Yes
14 participants	N/A	No

This section of the inquiry explores the various communications channels used by the residents of Isiqalo to log complaints, thus where poor services are rendered.

When the researcher posed the question to the participants, it emerged that 56% of them said that:

“We do not use any mode of communication”.

While a further 44% of the participants explain that:

“We are using WhatsApp as a mode of communication”.

Hence, 56% of the participants do not know where to lay their complaints. While 44% of the participants know where to lay complaints in the occurrence that buckets are not collected.

One participant also revealed that if they do not have WhatsApp data they use word of mouth by going to the homes of contract workers to inform contractors that the collection did not occur in the homes of the participants.

Table 2 reveals that most participants do not know where to lay complaints or neither know which mode of communication to use for complaint purposes. All of this indicates that the majority is not involved with participatory monitoring and evaluation towards the provision of sanitation services in the Isiqalo informal settlement.

Figure 5

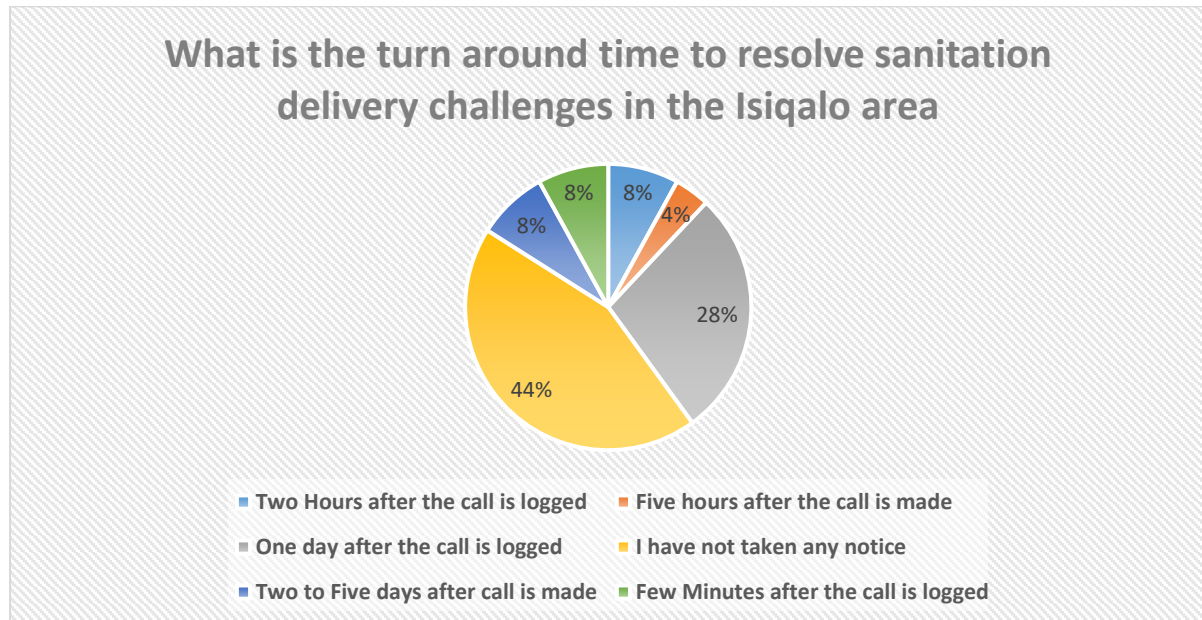


Figure 5 represents the turnaround time to resolve the sanitation delivery challenges in the Isiqalo area. When the researcher asked how long does it take to resolve the sanitation delivery challenges?

44% of the participants indicated that:

They do not know precisely how long it takes for the problem to be resolved.

While 8% of the participants revealed that:

“In most chemical toilets, the bucket gets collected or sucked after 2 to 5 days whether you have complaint or not”.

A further 4% of the participants indicated that:

“It takes 5 hours after a call has been made”.

Another 8% explained that:

“It takes 2 hours after the call has been logged”.

While the other 8% hold that:

“It takes a few minutes after the call has been logged”.

These figures reveal that there is partially participatory monitoring and evaluation which takes place in the Isiqalo area in terms of sanitation delivery in the community.

Figure 6

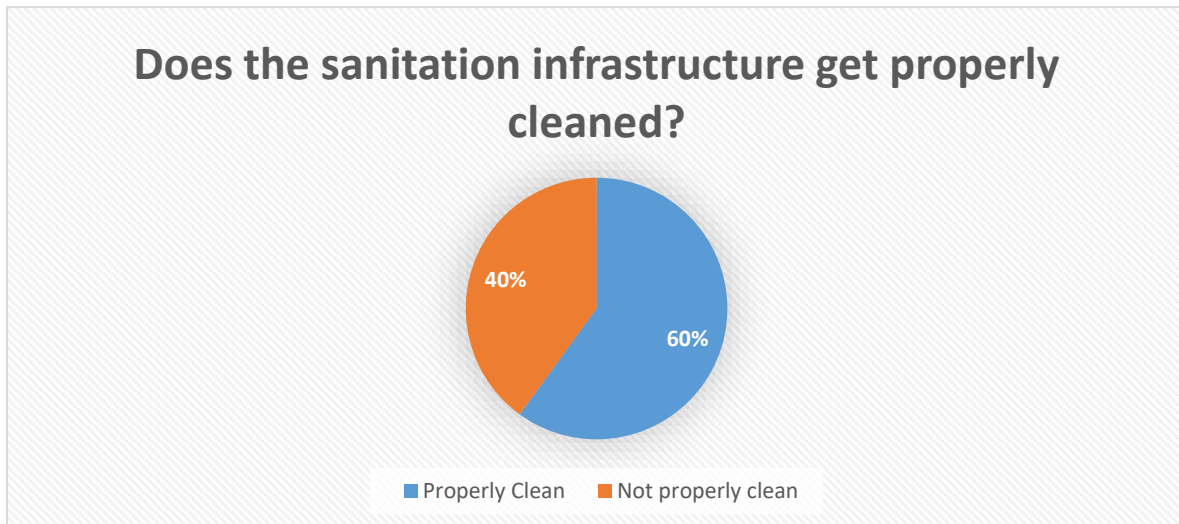


Figure 6 represents the cleanliness of the sanitation infrastructure provided at Isiqalo.

When the researcher enquired to the participants regarding the cleanliness of sanitation infrastructures, 60% indicated that:

“The facilities are properly cleaned”, while 40% explained that sanitation infrastructure is not properly cleaned.

When the researcher pressed for more details and for the participants to elaborate as to what they meant by not properly clean.

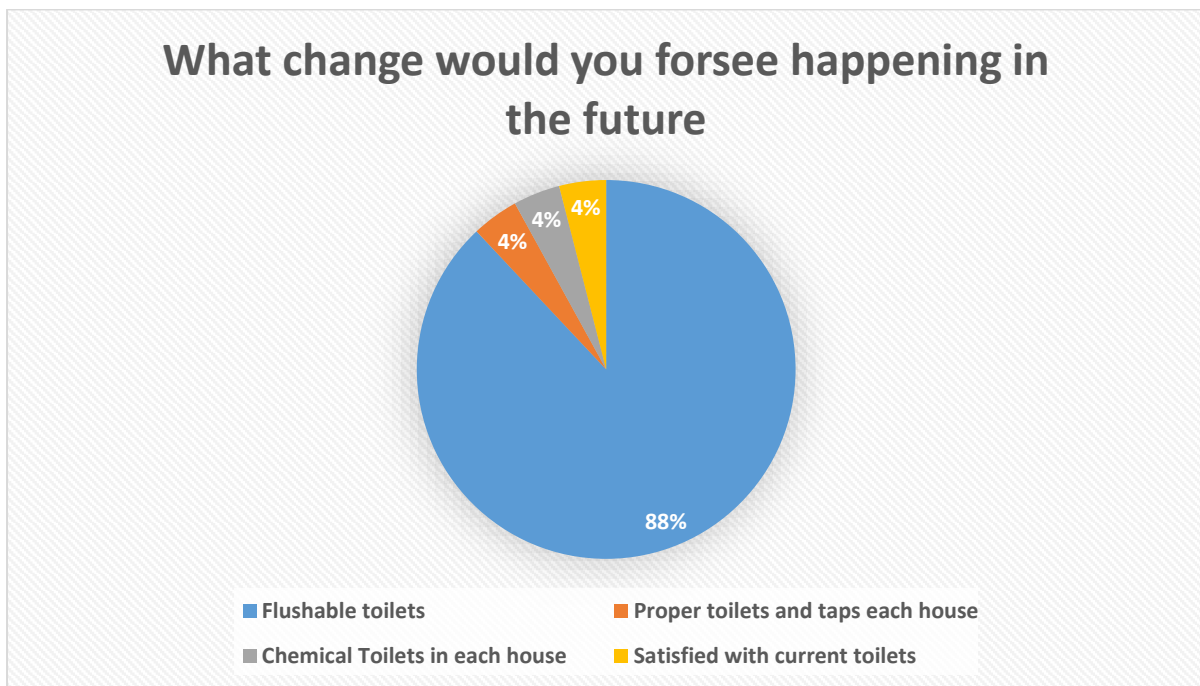
The participants responded that:

Most of the containers outside, the dirtiness is still visible and the chemical which helps to keep the odour away is not supplied at times. If the chemical is supplied, it will be poured very little. Some of the containers come back broken or without a cap, this problem creates leakages. The company that makes the containers does not supply new ones, therefore people have to live with those broken leaking containers.

The information gathered above shows that most of the sanitary infrastructures are properly cleaned while minority sanitary infrastructure is not properly cleaned.

4.6.4 In your opinion what do you want to change and what change would you foresee happening regarding sanitation service delivery in the community

Figure 7



When the researcher asked this question to the participants, what change do they expect to happen?

88% of the participants indicated that:

“We need flushable toilets”.

While 4% responded that:

“We are satisfied with these toilets”.

4% stated that:

“We need proper toilets and a tap in each house”.

Another 4% agree that:

“We need chemical toilets in each house”.

Figure 7 shows that most people who participated in this research are in favour of flushable toilets.

According to news 24 (2018) "Land invasions often result in inhabitable land being occupied where there are either flood or fire risks. This makes it challenging for formal services to be rendered or for future development to take place," said Limberg of news 24 in 2018. The information stated above shows that although the people of Isiqalo would like flushable toilets, it does not seem possible as residents invaded privately owned land that is prone to floods.

Other scholars argue that it is not possible to install flushing toilets in this community.

4.7 Participatory monitoring and evaluation towards the provision of sanitation services in Isiqalo

Relevance of the intervention (Is the intervention doing the right thing?)

When the researcher asked this question to the participants as to whether the community was involved before the delivery of the sanitation services, if yes please elaborate further. Economía Urbana and Ipsos (2019[18]) states that a fit assessment helps users understand if the measure is working properly. This allows evaluators to assess how clearly the goals and implementation of the initiative align with the needs of beneficiaries and stakeholders and the priorities behind the initiative. It is investigated whether the target groups find the intervention useful and valuable.

52% of the participants indicated that:

The intervention is doing the right thing and the community was involved before the delivery of the sanitation services as; the committee called the meeting to inform the community about the sanitation service delivery. The names of the people who were interested to work as contract workers were taken and put in the bowl, then random selection took place; hence the collectors of porta-potties are from the Isiqalo area. 24% indicate that there was no involvement while another 24% indicated that it does not know about the involvement.

This information indicates that most participants acknowledged the involvement of the community before the delivery of the sanitation services and acknowledges that intervention is doing the right thing. The community does not understand participatory monitoring and evaluation as some scholars in the literature review indicate.

4.7.1 Effectiveness of the intervention - (Is the intervention achieving its objectives?)

In your view, what do you think is the objective of the participatory evaluation of the sanitation services in this community?

When the researcher puts this question to the participants as to what they think is the objective of the participatory monitoring and evaluation toward the sanitation services in this community?

64% of the participants indicated that:

“The objectives are achieved”.

There were different views regarding what participants think is the objective of the participatory evaluation towards the sanitation services in the Isiqalo area. Some participants are of the view that, it is to get jobs and put food on the table while others asserts that it is to get proper cleaning of the facilities. 36% stating that objectives are not achieved.

Hence, Ididi & Nuhu (2018) explains that PM&E is a process of learning it becomes more complex since more stakeholders, including the community within the whole program/project get entangled in M&E which have varied interest and desires. The scholars further argue that this makes the method of analysing the collected information to be more complex because choosing a technique which complement the interest of all stakeholders is extremely difficult.

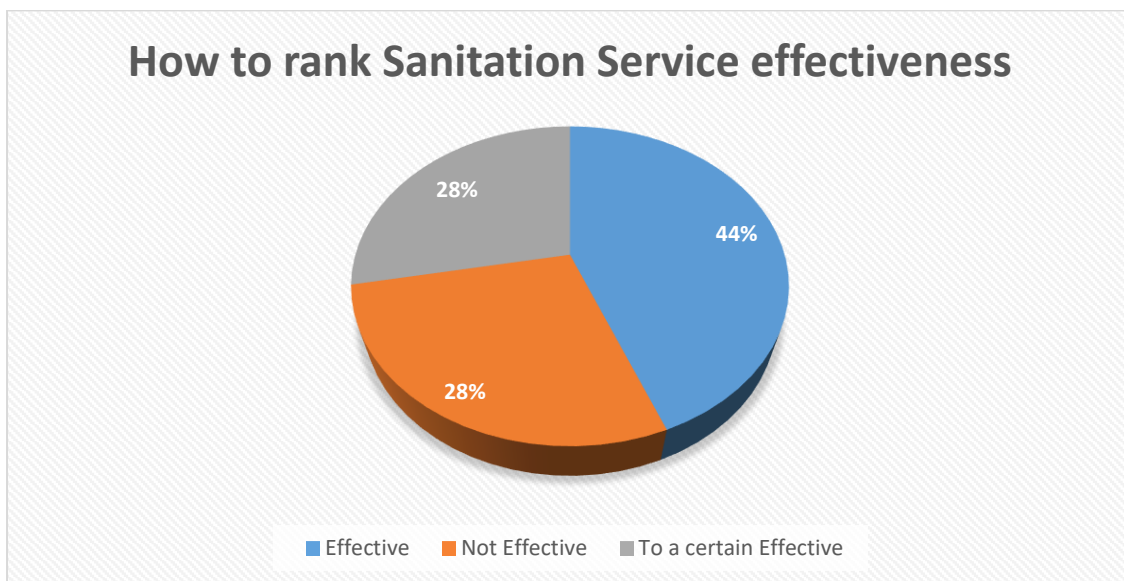
These participants indicate that toilets are not cleaned properly, there are insects and odour, porta-potties have leakages although the majority thinks that the objectives of participatory monitoring and evaluation are achieved.

Some indicated that many people use one chemical toilet because other chemical toilets are locked by other users in the community as those users want to have control of cleanliness in the facilities. Other participants asserts that if there are no flushable toilets, the objectives are not met. National Sanitation policy (2016: 3) indicates that the constitution of the Republic of South Africa refers to all people having the right to access an environment that is not harmful to their health or well-being and is sustainable and protected from pollution and degradation. The constitution also indicates that people have right to life. Sanitation belongs to basic services. Participants also indicated that the City must come to Isiqalo and check what is being done by the service provider of sanitation services.

Pan et al. (2015) declares that Municipal officials and people must oversee contractors that offer sanitary services to informal communities. If cleaning is not happening the way it is supposed to, and participants are experiencing bad odour, insects, and leakages this means that the contractors are not complying with the constitution of the Republic of South Africa. The well-being of the residents is not valued.

In the past 6 months, how would you rank the effectiveness of sanitation services?

Figure 8



When the researcher asked the participants to rank sanitation service effectiveness,

44 % of the participants indicated that:

“Sanitation service delivery is effective”.

28% indicated that:

“Sanitation service delivery is not effective”.

28% indicated that:

“Sanitation service delivery is effective to a certain degree”.

The understanding of the majority of the participants is that sanitation services are effective in the community of Isiqalo.

4.7.2 Efficiency of the intervention – (Are the resources well used?)

Does the community take care of the sanitation resources provided, if so, how?

The next question was to understand from the community how well are resources being used.

According to Enrique Burches and Marta Burches (2020) “Efficiency is doing things in the most economical way”.

80% of the participants indicated that:

“The resources are being taken good care of”.

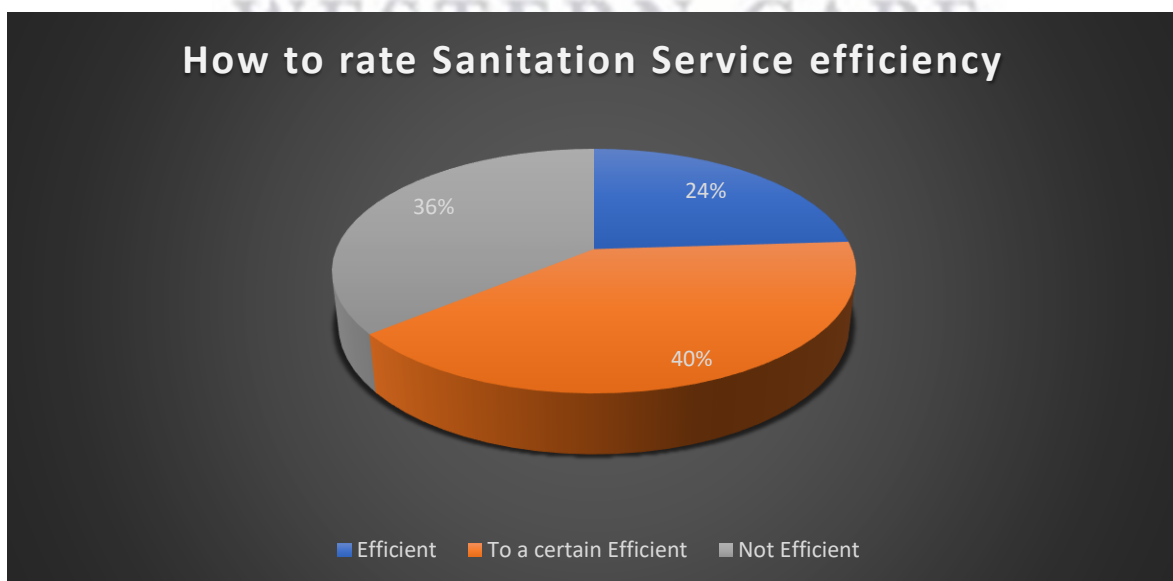
There were different ways of taking good care of the resources, some indicated that residents do not vandalise resources instead residents clean the porta potty and utilise them in a manner that contractors displayed.

20% of participants indicated that:

“The resources are not taken good care of by residents and contractors”.

During the inquiry, the researcher observed that some porta-potties are broken which lead to leakages that are visible in the area. On the collection day, there is an unbearable odour. Others assert that collectors bring back the porta-potties that does not belong to the right owner; therefore, the dirty old and broken porta-potties might be given to the one who had a clean new unbroken porta-potties. If a person complains about the situation, they might lose that facility forever. The information above indicates that most of the participants are taking good care of the sanitary resources.

Figure 9



When the researcher put this question to the participants as to how in the past 6 months, how would they rate sanitation service's efficiency?

40 % of the participants indicated that:

“Sanitation service delivery is efficient to a certain degree”.

“36% of the participants indicated that sanitation service delivery is not efficient”.

“24% indicated that sanitation service delivery is efficient”.

Figure 9 shows that sanitation services are not efficient.

4.7.3 Utility of the intervention – (What difference does the intervention make?)

Based on your observation does the participatory evaluation give value to the community at large?

Economía Urbana and Ipsos (2019[18]) states that impact addresses the ultimate meaning and potentially transformative effects of an intervention. Its purpose is to identify the long-term social, environmental and economic effects of the activity and this question was put to the participants. The question emerged that:

48% of the participants indicated that:

“The intervention has made a difference”.

These participants feel valuable, and the reason is that at least participants have the provision of some sort of sanitation. The majority of the participants do not go to the bush any longer to relieve themselves and that alone is dignity.

The participants also indicated that:

“It has created employment opportunities for the community members who were employed by the service provider of sanitation services”.

Another advantage is that:

“We can now take care of our families”.

Another reason is that participants assert that:

“We get immediate feedback once complaints were made”.

52% of participants mentioned that:

“They do not see any difference made by the intervention”

It is worth noting that there are some positive spinoffs.

The reason is that chemical toilets are always full.

It emerged that most of the toilet facilities are locked; therefore, the few facilities which are open to anyone are not taken good care of. Also, some residents or passer-by are using newspapers which makes the toilets get full much quicker. It is not safe as these toilet facilities are far from the shacks. In the case of Isiqalo community, the chemical toilets are allocated far away from the people living on the other side of the area. Another reason is that cleanliness is not up to the standard for their health. One participant indicated that:

“The porta-potties are not something to be used for long-term goals, it is temporary. It is not suitable for adults as it is very small”.

The information above indicates that most of the participants do not see any difference made by the intervention.

4.7.4 Sustainability of the intervention – (Will the benefits last?)

Do you think the community intervention towards the sanitation service delivery is monitored and sustained, if yes, how?

64% of participants indicated that:

“We think benefits and sustainability will not last as there is no monitoring taking place”.

While 36% of the participants indicated that:

“We think the benefits will last, and the intervention will be sustained”.

The complaints are monitored by the committee and if the residents see that the collectors and the committee are not doing what they are supposed to do they will be requested to step down.

In some cases, leadership is often changed if it is not doing what is supposed to do. The community members are helping each other when porta-potties are outside so that no one vandalises them. The information gathered above indicates that the majority of the participants do not see benefits last as well as the sustainability of interventions towards sanitation.

4.8.2 *In a scale of 1–5 indicate the level of satisfaction with Sanitation service delivery provided in your community*

Figure 10



When the researcher invited the participant to indicate their level of satisfaction with sanitation service delivery provided in the community.

40 % of the participants indicated that:

“In my view, sanitation service delivery is not satisfactory”.

While 36% said that:

“Sanitation service delivery is satisfactory to a certain degree”.

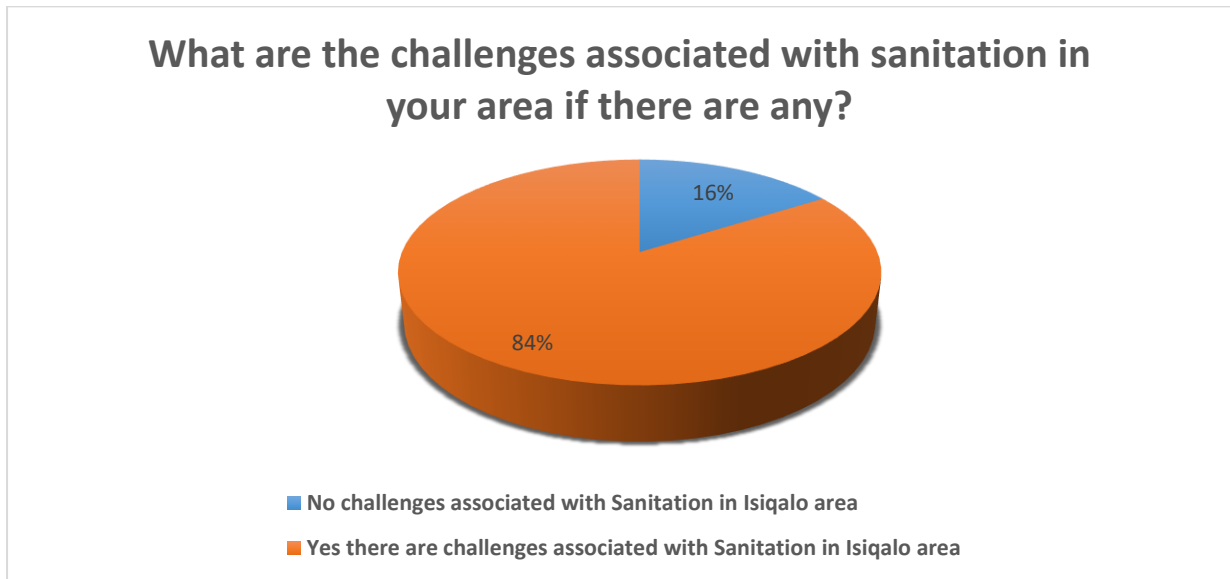
While 24% agreed that:

“Sanitation service delivery is satisfactory”.

This figure shows that the majority of participants are not satisfied with sanitation service delivery at Isiqalo informal settlement.

4.9 What are the challenges associated with sanitation services in your area if any?

Figure 11



The researcher then proceeded to ask the participants what challenges are associated with sanitation delivery in their community.

84% of the participants explain that:

They experience challenges associated with sanitation delivery in the Isiqalo area.

16% assert that:

They do not experience any challenges with sanitation delivery in the Isiqalo area.

The participants indicated various reasons such as challenges associated with chemical toilets which are mostly far away from their homes. The females and children are more at risk as they could be raped at night while walking to the toilet facilities. The chemical toilets get full or are dirty; therefore, are unbearable to be used hence at times they are forced to go to the bush. The porta potties are fragile and get full quickly.

The participants acknowledged that there are times when the porta-potties are not collected, and a person has no choice but to go to the far away chemical toilets. They also pointed out the disadvantages of chemical toilets like when they get full and a person had to go to the bush.

The above views are shared by Pan et al. (2015) who avow that water is Life, Sanitation is Dignity, a proposed 2002 White Paper that included the national government's promise to "free basic water services." As participants raised all the challenges, they faced in the Isiqalo informal settlement, a question from the researcher was where is dignity in this situation? The

participants mentioned that porta-potties are sometimes left on the main road by the collectors because the transport used is not in the best condition, therefore, it gets stuck.

Another challenge is that if the collectors did not get their payments they do not go to work. Hence, the community experience non-collection of Portable toilets (porta-potties) at those unfortunate times. According to O' Keefe, Lüthi, Tumwebaze & Tobias (2015) challenges faced by informal settlements are the major problem in waste collection and transportation, logistics is related to the type of system in place and the facility's location.

The participants mentioned that porta-potties sometimes get broken while being cleaned by collectors, that is how an individual loses his or her container and not get a new one. One participant mentioned that some community members did not have proper documentation to be able to qualify for porta-potties therefore toilet infrastructure was not distributed to those that do not have documentation.

The toilet infrastructure is not enough for the whole community. Porta-potties do not get proper cleaning, there is not enough chemical liquid that keeps bad odour, flies, and maggots away; therefore, bad odour and all insects associated with sanitation are experienced. If the porta-potties are cracked and leaking, when a person reports it, they do not get new ones.

Chemical toilets are also not a proper sanitation option as people get to see human excrement especially when it is almost full. The chemical toilets are not properly cleaned and the workers carry 5 litres of water buckets to clean as many facilities as they can; since taps are allocated on one side of the facilities. The information presented above indicates that most of the participants acknowledged the sanitation challenges at the Isiqalo informal settlement.

4.10 A discussion on the provision of sanitation services in the informal settlement in Cape Town by the city of Cape Town

The research has consulted an executive summary of 2017/2018 of the City of Cape Town and gathered that the City of Cape Town provides a minimum of one toilet per five families. Executive Director K. Gisela in his executive summary indicated that City of Cape Town has managed to give access to 50% of informal settlements in Cape Town fully flushed toilet facilities. The pamphlet which is available on the City of Cape Town website indicates that the City of Cape Town has managed to give 100% adequate access to sanitation services in the informal settlement. The pamphlet also acknowledged that nationally 57% of informal

settlements do not have access to sanitation services only 43% have adequate access to sanitation services.

The information which was gathered on the City of Cape Town's website indicated that the city together with the communities preferred fully flushed toilets. However, the City of Cape Town is unable to provide fully flushed toilets in an area that is prone to floods, unstable ground such as previously waste disposal sites, private land, or densely areas that cannot accommodate water infrastructure.

Pan et al. (2015) agree that sanitation services are difficult to deliver in many informal settlements due to their distance from existing bulk infrastructure or their position on marginal property deemed unsuitable for residential development. Alternative toilets such as portable flush toilets, chemical toilets, and container toilets are provided if fully flushed toilets are not provided.

Portable toilets are widely recognised and many inhabitants particularly women and children, prefer them for safety reasons (for example, to avoid having to leave home at night to attend to the toilet). The City of Cape Town website indicates that City Monitoring and Evaluation teams visit informal settlements every week from Monday to Friday to examine toilets and verify that contractors fulfil their contractual obligations.

The website also indicates that contractors of services such as chemical toilets, portable flush toilets, and other toilets are cleaned three times a week, or as agreed with the community. The researcher has also consulted IDP 2017-2022 which infers that Expanded Public Works Programme (EPWP) personnel will be used in a sanitation and maintenance initiative, to improve the quality of life for individuals living in and around Cape Town's informal settlement neighbourhoods. This would entail hiring EPWP staff to offer cleaning services to enhance the hygienic conditions of ablution facilities, and training workers to educate communities about water conservation and sewage obstruction prevention through yearly campaigns

4.11 Summary

This chapter has explored the interviews that were conducted. It also discussed the participants backgrounds and the main themes that emerged from the interviews. It also explored the institutional arrangements in the community and further discussed different sanitation infrastructure that the residents are using. The research further examined participatory

monitoring and evaluation as a framework for sanitation delivery. It also discussed the challenges associated with sanitation services in Isiqalo.



CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.0 Introduction

To comply with the Constitution of the Republic of South Africa, basic human rights acknowledge the responsibility of providing water as life, and sanitation as dignity. Implementation of the Sanitation Policy of 2016 became a challenge in the case of Isiqalo as it conflicts with local government rules. The City is unable to provide fully flushed toilets in the Isiqalo as Isiqalo is prone to floods, unstable ground such as previously waste disposal sites, private land, or densely populated areas that cannot accommodate water infrastructure.

The section of the study includes conditions of sanitary infrastructure, sanitation challenges; and lacking confidence in the participatory monitoring and evaluation. The recommendations include cooperation, accountability, and transparency. Lastly, this chapter will conclude the study.

5.1 Findings and discussion

5.1.1 *Conditions of Sanitary infrastructure*

Sanitary infrastructure conditions are not acceptable to the majority of the residents. Portable toilets which are also known as porta potty are very small to be used by adults. The porta potty is designed into two parts, the bottom part is a small 5 litres container that keeps the chemical, and the top part is a sit where water is poured to prepare for flushing. The porta potty gets full very fast depending on the number of users in the family. Porta potties are collected for cleaning purposes by the contract workers from Expanded Public Works Program every day between 8 am to 10 am. Some porta potties come back from contract workers with leakages sometimes without lids and this causes dirtiness to be encountered.

Chemical toilets are much better than porta potties in terms of size; however, the chemical toilets are located very far from other homes. The problem of the facilities which are far from the shacks is a threat to women and children, especially at night. Chemical toilets get cleaned twice times a week. Some chemical toilets do not get properly cleaned and some are locked and others are shared by five or more households. Few chemical toilets that are open are dirty and get full quickly and it leads to bad odour and flies due to little chemical poured by the contractors.

5.1.2 Sanitation challenges at Isiqalo informal settlement

The chemical toilets get full or are dirty; therefore, are unbearable to use and at times the residents are forced to go to the bush. There aren't enough chemical liquids that keep bad odour, flies, and maggots away; therefore, bad odour and all insects associated with sanitation are experienced. Chemical toilets are far away from their homes. The females and children are more at risk as they could be raped at night.

Chemical toilets are not a proper sanitation provision as a person get to see human excrement especially when it is almost full. The porta-potties are fragile and get full quickly. Residents' experience, bad odour and flies on the porta-potties as well due to little chemical liquid poured at the bottom of a container. If the porta-potties are cracked while being cleaned by contractors, leaks are experienced and when a person reports it, residents do not get new ones. Porta potties are sometimes left on the road by collectors in the event that the transport is not in good condition. The toilet infrastructure is not enough for the community.

Some participants indicated that sanitation services are not effective. Other participants indicated that sanitation service delivery is not efficient. Most participants indicated that sanitation service delivery is not satisfactory. The City provides a minimum of one toilet per five families and that creates a problem at Isiqalo informal settlement, due to cleaning that takes place twice a week. Residents indicated that flushable toilets are required at Isiqalo; however, the City does not provide flushable toilets to an area that is prone to floods, an area that was previously a waste dumping site, an area that is privately-owned and an area that is dense. All these problems at Isiqalo indicated that in winter most parts of the area get flooded, the area is also condensed.

5.1.3 Lacking confidence in the participatory monitoring and evaluation

PM&E is a process in which stakeholders at various levels collaborate to monitor or evaluate a project or program, share control over the content, process, and outcomes of the monitoring and evaluation (M&E) activity, and take or identify corrective actions. What has been found at Isiqalo is that the community lacks the confidence to practice PM &E due to a lack of knowledge and expertise.

Obose & Palm (2016) declare that Ms. Dyantyi of Isiqalo said "Black people's lives don't matter as compared to White people; For example, the former Mayor of Cape Town, Helen

Zille cannot use a portable toilet, but she provides it to Black South Africans, she gave it to us. Imagine you are eating, and someone is relieving himself and after that, you must keep it inside”. This person is talking about portable toilets which are collected three times a week. How she complains indicates that portable toilets are not accepted in this community, and they were not participating in the decision-making of what service is expected.

Evans et al. (2018) states that successful participatory monitoring systems gather data on a small number of straightforward indicators, address local goals, offer suitable incentives for involvement, and stimulate learning and decision-making based on routine analysis and multilevel interactions with other stakeholders. The City did not consult the residents at large about the sanitation service delivery and the types of facilities that are going to be delivered; therefore, no public engagement between the residents and the City took place.

Participants indicated that benefit and sustainability of sanitation service delivery will not last as there is no monitoring taking place. Most participants indicated that residents are unaware of whether there is a service level agreement or not. The participants do not know who the Councillor is neither his name nor where he lives, for this reason people are unable to report anything to the higher authorities.

The meeting is organised by the committee members, anything that is implemented like sanitation service delivery is decided by the committee members and community people have never met with the City officials. Isiqalo residents indicated that they do not participate in decision-making toward the delivery of sanitation services. Most participants indicated that they do not know how and where to complain in an event that the collection of porta-potties did not take place or cleaning of chemical toilets. Some who knows how, indicated that collectors do not come immediately, only come in the next day. The problem of not knowing the right people to communicate with from the City, not knowing the Councillor’s contact details, the language barrier, and not knowing how to properly administer participatory, monitoring and evaluation is a huge contributing factor to a lack of confidence in the sanitation program. Most participants require flushable toilets at Isiqalo informal settlement.

5.2 Recommendations

5.2.1 Recommendations on Cooperation between the City of Cape Town and Informal settlement residents

The residents need to ensure that cooperation between the local government and the ordinary residents is taking place. The residents must be enthusiastic to learn about PM&E administration to be confident in their responsibilities as well as how to monitor and examine the collection, maintenance, and cleaning of sanitation infrastructure. The rights come with responsibilities; therefore, residents must understand that government will not be transparent and will not be transferring skills either, if no one is holding it accountable.

The Constitution of the Republic of South Africa indicates the responsibilities of each sphere of government. The community of Isiqalo has to work closely with the local government by going to City offices to seek out transparency, such as who is responsible for managing Sanitation infrastructure as well as knowledge of budget allocation to the area of Isiqalo, especially for Sanitation developments. Other basic services have call centres where citizens log calls when there is a problem. The inhabitants of Isiqalo must seek the same procedures for Sanitation services. The residents must seek knowledge and expertise in administering participatory monitoring and evaluation by the community. This could be done by approaching non-governmental organisations and volunteer to learn how to do it.

Isiqalo residents and the City need to know that one strategy for ensuring the execution of many projects within the action plan, or smaller individual initiatives, results in the desired outcomes is participatory monitoring and evaluation. The end consumers of the projects such as goods and services, including both men and women at the community level, transitional organisations, including non-governmental organisations; and other stakeholder groups are often included in a participatory monitoring and evaluation activity.

The residents must have a copy of a service-level agreement that the City has with EPWP so that it can be the guide of what to monitor and what to evaluate. The evaluation process examines if goals are relevant and met, as well as their effectiveness, efficiency, impact, and sustainability. What is discovered in the case of Isiqalo is that most of the residents do not know the goals of PM&E. Some are saying the goal of participatory monitoring and evaluation is to have an opportunity for employment, such as those EPWP contract workers voluntarily agreeing to work as collectors of porta potties and cleaning of chemical toilets.

Some residents argued that participatory monitoring and evaluation ensures that residents have sanitation infrastructure that is properly cleaned. Monitoring is the ongoing process of gathering and analysing data to assess how successful a program is being executed in comparison to the results anticipated. If these residents do not know how to gather and analyse the data, how is a comparison going to take place? This can be done with the cooperation of the administration of the City and the residents. The local government has funds to deliver the services; therefore, the City should have the expertise to lead PM&E.

It gives residents more pride in the accomplishment of their intended endeavours and expands the body of information required for evaluating and, if necessary, correcting the course of activity. Participatory monitoring and evaluation motivate more participants to offer suggestions for remedial measures as well as help everyone to engage, learn, and contribute. The City should hold meetings with Isiqalo informal settlement residents to engage, consult, and for the suggestions. The City should stop meeting residents indirectly through committee members, the vulnerable citizens need to voice their ideas as well. The City should encourage residents to be involved more in sanitation development programs.

5.2.2 Recommendation on how Isiqalo residence can hold the City to account

The City of Cape Town as sole service delivery agency must take responsibility to eradicate porta-potties, and chemical toilets as soon as possible, and roll out ventilated improved pit toilets. The City of Cape Town needs to capacitate the community members of Isiqalo to better understand the PM&E. The community members must be empowered to administer the participatory monitoring and evaluation as well as the level of services that are expected to be rendered. The City has to enter into a service-level agreement with the community of Isiqalo. It is recommended that people hold the government accountable, this would happen if residents read and understand the Constitution of the Republic of South Africa, especially the Bill of rights section which are relevant to basic human rights.

5.2.3 Isiqalo residence need to hold the City to explain its activities transparently

The City has to capacitate the community members of Isiqalo to better understand participatory monitoring and evaluation. Furthermore, the City needs to ensure that sanitation contractors have new vehicles that are suitable to travel in the informal settlements that will not break down during the service delivery at Isiqalo. The City must monitor the EPWP contract workers by sending inspectors every week to check whether service delivery standards adhere to the agreements made with EPWPTThe City should realise that involving beneficiaries in evaluation,

improves its validity and offers the chance to get insightful comments and suggestions for improvement.

5.3 Further research

The study is limited to Isiqalo informal settlements at Phillipi in Cape Town for PM&E in the provision of sanitation service delivery; therefore, further research still needs to be done in other informal settlements. Future research should focus on how to close the gap, build trust between the local government and communities for transferring participatory monitoring and evaluation skills on the basic services provided by the government to the communities.

5.4 Conclusion

Chapter 5 has discussed the findings of the study, conditions of sanitary infrastructure, sanitation challenges at Isiqalo, and lacking confidence in the participatory monitoring and evaluation. The recommendations included cooperation, accountability, and transparency. To highlight some of the recommendations was that the resident must seek knowledge and expertise in administering participatory monitoring and evaluation by the community, this could be done by approaching non-governmental organisations and volunteering to learn how to do it. Isiqalo residents should work closely with City offices to seek out transparency, such as who is responsible for managing sanitation infrastructure as well as knowledge of budget allocations to the area of Isiqalo, especially for Sanitation developments. The residents must be enthusiastic to learn about PM&E administration in order to be confident in their responsibilities, as well as how to monitor and examine the collection, maintenance, and cleaning of sanitation infrastructure.

communities.

REFERENCE LIST

- Abang Z.A. (2019). Community participation in service delivery in the low-income areas: The cases of the Social Justice Coalition and the Ses'Khona People's Rights Movement in Khayelitsha (Doctoral Thesis: University of the Western Cape, South Africa).
- Adams, J. & Garbutt, A. (2008). Participatory Monitoring and Evaluation in Practice Lessons learnt from Central Asia
- Arifin, S. R. (2018). Ethical Consideration Qualitative study
- Atieno, M.E. and Simatwa, E.M., 2012. Challenges faced by newly appointed principals in the management of public secondary schools in Bondo district, Kenya: An analytical study. *Educational Research*, 3(4), pp.388-401
- Balsom, P. (2020). Understanding the Different Types of Sewage Systems. Retrieved from high tide technologies website on the 29/09/2022: <https://htt.io/understanding-the-different-types-of-sewage-systems/>
- Baxter. P., & Jack. S., (2008). *Qualitative Case Study Methodology: Study Design and Implementation for Novice Researchers* Published at McMaster University, West Hamilton, Ontario, Canada
- Beauregard, R., Bremner, L., Mangcu, X., & Tomlinson, R. (2002). *Emerging Johannesburg: Harrison, P., M. Huchzermeyer and M. Mayekiso (Eds), Confronting fragmentation: Housing and urban development in a democratising society, Cape Town.*
- Bonnie K. N, Kristen V., Stephen L. S., K. Tudor S., Jean J. S, and Priyani R. The Participatory Intervention Model: A Framework for Conceptualizing and Promoting Intervention Acceptability (Vol. 15, No. 2, 2000, pp. 207-232)
- Burches E, Burches M (2020) Efficacy, Effectiveness and Efficiency in the Health Care: The Need for an Agreement to Clarify its Meaning. *Int Arch Public Health Community Med* 4:035. doi.org/10.23937/2643-4512/1710035
- City of Cape Town Integrated Development Plan 2017-2022
- Claridge, T., (2004). *Designing social capital sensitive participation methodologies*. Report, Social Capital Research, Brisbane, Australia.
- Cloete, J.J. (1995). *Public Administration Glossary*. Pretoria. Van Schalk
- Dale, L., & Volpe, B. (2008). *Completing qualitative research: A roadmap from beginning to end*: Chapter, 3, 65-93. Thousand Oaks, CA: Sage.
- Delve (2022). Semi structured interview, retrieved from delve tool website on the 25/092022 <https://delvetool.com/blog/semi-structured>
- Deneulin, S., & Townsend, N. (2006). *Public Goods, Global Public Goods and The Common Good*. Wellbeing in Developing Countries, ESRC Research Group

Department of Monitoring and Evaluation, (2012). Report on the status of Sanitation in South Africa. Republic of South Africa

Department of Water Affairs (2012). Annual Report 2011-2012, Republic of South Africa

Department of Water Affairs (2012), Sanitation Services – Quality of Sanitation in South Africa: *Report on the Status of sanitation services in South Africa*, Republic of South Africa

Department of Water Affairs and Forestry, (2002). The development of Sanitation policy and practice in South Africa. Republic of South Africa

Department of Local Government: Municipal Finance Management Act No. 56 of 2003.

Department of Water and Sanitation, National Policy (2016), Republic of South Africa

Department of Local Government, Municipal Systems Act 32 of 2000, Republic of South Africa

Department of Local Government, Municipal Structures Act No. 117, 1998, Republic of South Africa

Department of Local Government: Municipal Finance Management Act No. 56 of 2003, Republic of South Africa

Department of Water and Sanitation, Annual Performance Plan 2017/18 Republic of South Africa

Department of Public Service and Administration, Batho Pele “People First” White paper on Transforming Public Service Delivery 1997

Denzin, N. K., (2009). *Qualitative research: The elephant in the living room* published by SAGE publishers.

Dries, L. T. Hegger, Jenneke Van Vliet & Bas J. M. Van Vliet (2007). Niche Management and its Contribution to Regime Change: The Case of Innovation in Sanitation, *Technology Analysis & Strategic Management*, 19:6, 729-746, DOI: 10.1080/09537320701711215

Dworkin, S.L. Sample Size Policy for Qualitative Studies Using In-Depth Interviews. *Arch Sex Behave* 41, 1319–1320 (2012). <https://doi.org/10.1007/s10508-012-0016-6>

Economía Urbana and Ipsos (2019[18]), Evaluación de operaciones del programa "más familias en acción" y de resultados del componente de bienestar comunitario [Evaluation of the “More Families in Action” programme], https://colaboracion.dnp.gov.co/CDT/Sinergia/Documentos/Evaluacion_MFA_Informe_ResuItados.pdf

Ellickson, B. (1972). A generalization of The Pure Theory of Public Goods

Empowerdex or CITYDEX, (2009). Empowerdex (2015). Service delivery index. [Online] Available at

http://www.empowerdex.com/Portals/5/docs/Press%20release/citydex_report.pdf [Accessed on 2 May 2016].

Estrella, M. & Gaventa, J. (1998). Who counts reality? Participatory Monitoring and Evaluation: A Literature review

- Evans, K., Guariguata, M. R. and Brancalion, P. H. S., (2018). Participatory monitoring to connect local and global priorities for forest restoration (Volume 32, No. 3, 2018) Department of Forest Sciences, Luiz de Queiroz College of Agriculture, University of Sao Paulo, Avenida P´adua Dias 11, Piracicaba, SP 13418-260, Brazil
- Fontana, A and Frey, J. H. (1996). The interview From Structured Questions to Negotiated Text
- Fossey, E., Harvey, H., McDermott, F. and Davidson, L. (2016). Understanding and evaluating qualitative research
- Friend, C. (n. d). Social Contract Theory: Retrieved from IEP website on the 9/07/2021 <https://iep.utm.edu/soc-cont/>
- Fleming, J., & Zegwaard, K., E. (2018). Methodologies, methods, and ethical considerations for conducting research in work-integrated learning: International Journal of Work-Integrated Learning, Special Issue
- Fulk, J., Hollingshead, A. B., & Monge, P. (2002). Fostering Intranet Knowledge Sharing: An Integration of Transactive Memory and Public Goods Approaches
- Geronimo, R., (2002). Participatory monitoring and evaluation: a promising concept in participatory research?
- Gounder, S., (2012). Chapter 3-Research Methodology and Research Method
- Granello, D. H. & Wheaton, J. E. (2004). Online Data Collection: Strategies for Research: Journal of Counselling and Development (Vol.82, Iss. 4; pg. 387, 7)
- GUIJT, I. (1999) Participatory monitoring and evaluation for natural resource management and research. Socio-economic Methodologies for Natural Resources Research. Chatham, UK: Natural Resources Institute.
- Hadi, A. (2000). A participatory approach to sanitation: Experience of Bangladesh NGO's: Published at Oxford University Press.
- Hancock, B., Ockleford, E., & Windridge, K., (2009). An Introduction to Qualitative Research published by National Institute for the Health research
- Hickey, C. (2018). Research Ethics in Social Research: Centre for effective services
- Holcombe, R.G. (1997). A Theory of the Theory of Public Goods
- Iddi, B.&Nuhu, S. (2018). Challenges and Opportunities for Community Participation in Monitoring and Evaluation of Government Projects in Tanzania: Case of TASA II, Bagamoyo District. Journal of Public Policy and Administration. Vol. 2, No. 1, 2018, pp. 1-10. doi: 10.11648/j.jpaa.20180201.11
- Igwenagu, C., (2016). Fundamentals of research methodology and data collection
- Ilker Etikan, Sulaiman Abubakar Musa, Rukayya Sunusi Alkassim (2016). Comparison of Convenience Sampling and Purposive Sampling. American Journal of Theoretical and Applied Statistics. Vol. 5, No. 1, 2016, pp. 1-4. doi: 10.11648/j.ajtas.20160501.11
- Jacobs, A., Barnett, C., & Ponsford, R., (2010), Three Approaches to Monitoring: Feedback Systems, Participatory Monitoring and Evaluation and Logical Frameworks: (IDS Bulletin Volume 41 Number 6 November 2010) Institute of Development Studies Published by

Blackwell Publishing Ltd, 9600 Garsington Road, Oxford OX4 2DQ, UK and 350 Main Street, Malden, MA 02148, USA

Jackson, R., Karp, J., Patrick, E. & Thrower, A. (2006). Social Constructivism Vignette: University of Georgia.

Jamaal, N. (2018). Effects of participatory monitoring and evaluation on project performance at Kenya Marine and Fisheries Research Institute, Mombasa, Kenya. *International Academic Journal of Information Sciences and Project Management*, 3(1), 1-15

Jiménez, A., LeDeunff, H., Giné, R., Sjödin, J., Cronk, R., Murad, S., Takane, M. and Bartram, J. (2019). The Enabling Environment for Participation in Water and Sanitation: A Conceptual Framework

Kalt. J. P. (1981). Public Goods and Theory of Government *Cato Journal*, (Vol. 1, No. 2 (Fall 1981)).

Kananura, R. M., Ekirapa-Kiracho, E., Paina, L., Bumba, A., Godfrey Mulekwa, G., Dinah Nakiganda-Busiku, D., Lin Oo, H. N., Kiwanuka, S. N., Asha George, A., and Peters, D. H., (2017). Participatory monitoring and evaluation approaches that influence decision-making: lessons from a maternal and new born study in Eastern Uganda.

Kempner, K., (1992). *Wolves in Sheep's Clothing: Positivists Masquerading as Phenomenologists*. Educational foundation

Kimweli, J.M. (2013). The Role of Monitoring and Evaluation Practices to the Success of Donor Funded Food Security Intervention Projects. A Case Study of Kibwezi District. *International Journal of Academic Research in Business and Social Sciences* (June 2013, Vol. 3, No. 6 ISSN: 2222-6990)

Kothari, C. R., (2004). *Research Methodology Methods and Techniques*: New Age International Publishers

Kumar, R. (2011). *Research Methodology: A step by step guide for beginners*; published by SAGE publishers in London.

Lagardien, A., Muanda, C., & Benjamin, A., (2012). User Acceptance and Functioning of Mobile Communal Sanitation Facilities in Informal Settlements of South Africa: *Report to Water Research Commission*. Community Water Supply and Sanitation Unit Cape Peninsula University of Technology

Lagardien, A., & Cousins, D., (2004). Sanitation demand and delivery in informal settlements planning and implementation support. Water Research Commission.

Leedy, P. D. (1993). *Practical research planning and design*. London: MacMillan

Lewin, S., Norman, R., Nanman, N., Thomas, E., Bradshaw, D., (2007). and South African Comparative Risk Assessment Collaborating Group. *Estimating the burden of disease attributable to unsafe water and lack of sanitation and hygiene in South Africa in 2000*. SAMJ Vol. 97, No. 7 2007 August

Lopez, V. and Whitehead, D. (2016). Sampling data and data collection in qualitative research

Lowenthal, P., & Muth, R. (2008). Constructivism. In E. F. Provenzo, Jr. (Ed.), *Encyclopedia of the social and cultural foundations of education*. Thousand Oaks, CA: Sage.

- Luo, L. and Wildemuth, B. M. (2017). Applications of social research methods to questions in information and library science
- Mader, P. (2012). Attempting the production of public goods through microfinance: The case of Water and Sanitation.
- Madumo, O.S. (2014). Fostering effective service delivery through public participation A South African local government perspective
- Masiya, T., Davids., Y. D., Mazenda. A., (2019). Effective Public Participation in Municipal Service Delivery, The Case of Nyanga Township. Administration Publication Vol 27 No 3 2019 September
- Mays, N. and Pope, C., (1995). Qualitative research: Rigour and Qualitative research (BMJ 1995; 311:109-12)
- Marshall, M. N. (1996). Sampling for qualitative research
- Matsiliza, N., (2012), Participatory Monitoring and Evaluation: Reviewing an Inclusive Approach in the South Africa's Government Wide Monitoring and Evaluation
- McMillan, J. H., & Schumacher, S. (2006). Research in Education: Evidenced-Based Inquiry. Boston: Person Education
- Mels, A., Castellanoab, D., Braadbaarta, O., Veenstrac, S., Dijkstrac, I., Meulmand, B., Singelse, J. & Wilsenachf, A. (2008). a Sanitation services for the informal settlements of Cape Town, South Africa.
- Miles, M. B, & Hubermann, A. M. (1994). Qualitative data analysis: An Expanded Source-book (2nd ed.). Thousand Oaks, CA: Sage.
- Mills, J., Bonner, A. & Francis, K., (2006). The Development of Constructivist Grounded Theory: International Journal of Qualitative Methods
- Millenium Development Goals (2014)
- Minasian, J. R. (1963). Television pricing and the theory of public goods
- Muriungi, T. M. (2015). The role of participatory monitoring and evaluation programs among government corporations: A case of Ewaso Ngi'ro North Development Authority. International Academic Journal of Social Sciences and Education, 1 (4), 5376
- Mugawa, Y., Mujuru, B., Agberemi, B., Rosenboom, J., & Schrecongost, A., (2020). Regulating sanitation services as a public good, retrieved from who website on the 9/07/2021: <https://www.who.int/news/item/19-11-2020-regulating-sanitation-services-as-a-public-good>
- Mujuru, V. T. (2018). Analysing dynamics of Participation between world vision and its stakeholders in the Thusalushaka area development programme PM&E: University of Pretoria
- Munene, K. and Severina, N. (2020). Enhancing Community Participation in Project Monitoring and Evaluation: Analysis of Community Based Projects in Informal Settlements in

National Water Act No. 36 of 1998, Republic of South Africa

National Sanitation white paper, 1996

National Environmental Act No 107 of 1998, Republic of South Africa

Naidoo, C., & Ramphal, R. R. 2018. The factors that affect public participation for effective municipal service delivery. A case of ward Committee

Naughton, C. and Mihelcic, J. 2017. Introduction to the Importance of Sanitation. In: J.B. Rose and B. JiménezCisneros, (eds) Global Water Pathogens Project.
<http://www.waterpathogens.org> (J.B. Rose and B. JiménezCisneros) (eds) Part 1 The Health Hazards of Excreta: Theory and Control) <http://www.waterpathogens.org/book/introduction>
Michigan State University, E. Lansing, MI, UNESCO. Acknowledgements: K.R.L. Young, Project Design editor; Website Design (<http://www.agroknow.com>)

Ndinda. C., Uzodike. U. O., & Winaar. L., (2013). Equality of access to sanitation in South Africa. Unisa Press South Africa

News 24 (2018). The history of Isiqalo informal settlement and hopes for a new beginning: Retrieved from news 24 website on 15 May 2022 <https://www.news24.com/News24/the-history-of-siqalo-informal-settlement-and-hopes-for-a-new-beginning-20180503>

Newman, I., and Ridenour, C., (1998). Qualitative-Quantitative Research Methodology: Exploring the Interactive Continuum. Educational Leadership Faculty Publications.

Nleya, N. (2011). Citizen Participation and Water Services Delivery in Khayelitsha, Cape Town. (Doctoral dissertation, University of the Western Cape).

Noor, K. B. M., (2008). Case Study: A strategic Research Methodology

Obose. U., & Palm. K., (2016). Isiqalo residents threaten to boycott local elections retrieved from plainsman on the 2021 February 2021 website <https://www.plainsman.co.za/news/isiqalo-residents-threaten-to-boycott-local-elections>

O'Brien, K., Hayward, B., Berkes, F. (2009). Rethinking Social Contracts: Building Resilience in a Changing Climate (Vol. 14, No. 2 Dec 2009)

OECD (2021). Monitoring and Evaluation Framework: OECD Due Diligence Guidance for Responsible Supply Chains of Minerals from Conflict-Affected and High-Risk Areas

Olusegun, B., S., (2015). Constructivism Learning Theory: A Paradigm for Teaching and Learning: Department of Psychology Federal University of Education, Kano (Vol, 5, Issue 6 Ver. I (Nov. - Dec. 2015), PP 66-70

O'Keefe, M., Lüthi, C., Tumwebaze K. I., and Tobias, R., (2015). Opportunities and limits to market driven sanitation services: evidence from urban informal settlements in East Africa

Omona, J., (2013). Sampling in Qualitative Research: Improving the Quality of Research Outcomes in Higher Education

Onyango, R., O. (2018). Participatory Monitoring and Evaluation: An Overview of Guiding Pedagogical Principles and Implications on Development: International Journal of Novel Research in Humanity and Social Sciences Vol. 5, Issue 4, pp: (428-433), Month: July - August 2018, Available at: www.noveltyjournals.com

Overy, N., (2013). The Social Justice Coalition and Access to Basic Sanitation in Informal Settlements in Cape Town, South Africa: International Budget Partnership, Rhodes University

Pan, S. N., Armitage, N. P. & Van Reyneveld, M. B., (2018). Assessing equity: *A way to improve sanitation service delivery in South African informal settlements*: Journal of water, sanitation and hygiene for development. Department of Civil Engineering University of Cape Town South Africa Understanding the Different Types of Sewage Systems <https://htt.io/understanding-the-different-types-of-sewage-systems/>

Pan. S. M., Armitage. N.P., MB Van Ryneveld. M.B., (2015). *Sustainable and equitable sanitation in informal settlements of Cape Town: a common vision?* Department of Civil Engineering, University of Cape Town, South Africa

Pandey, P. & Pandey, M. M. R., (2015). Research Methodology: Tools and techniques published at Bridge centre Romania European Union

Phamodi, S, J. (2016). Cape Town's toilet wars. Local government action, making local government work www.localgovernmentaction.org.

Paul, A. (2010) The Implementation of the 1997 White Paper for Social Welfare with specific reference to children in Conflict with the law: A case study of the Mangaung one stop child justice center. (Master's Dissertation: University of the Western Cape).

Polkinghorne, D. E., (2005). Language and Meaning: Data Collection in Qualitative Research (Vol. 52, No. 2, 137–145; August – October 2004)

Rahman, S., (2016). The Advantages and Disadvantages of Using Qualitative and Quantitative Approaches and Methods in Language “Testing and Assessment” Research: A Literature Review, (Vol. 6, No. 1; July – November 2017)

Randolph., J. (2009). A Guide to Writing the Dissertation Literature Review

Razzolini, L. (2003). Public Goods: published in the University of Alabama.

Reeves, S., Albert, M., Kuper, A. and Hodges, B.D., (2008). Why use theories in qualitative research? *Bmj*, 337. Available from: <http://dx.doi.org.offcampus.lib.washington.edu/10.1136/bmj.a949> (Published 07 August 2008)

Richards. R., O'Leary. B., & Mutsonziwa. K., (2006). Measuring Quality of Life in informal Settlements in South Africa: Community Agency for Social Enquiry (CASE): Johannesburg South Africa

Ritchie, D. (1991). Contributions to the History of the Social Contract Theory Political Science Published by: The Academy of Political Science (Vol. 6, No. 4 Dec 1891, pp. 656-676)

Rossmann, G.B. (2015). Participatory Monitoring & Evaluation

Rowley, J. and Slack, F. (2004). Conducting a Literature Review

Samuelson, P. A. (1954). The Pure Theory of Public Expenditure: The review of economics and statistics, Volume 36, Issue 4 (Nov. 1954 p387-389)

Silvestri, G., Wittmayer, J. M., Schipper, Kulabako, K. R., Oduro-Kwarteng, S., Nyenje, P., Komakech, K. and Van Raak, R., (2018). Transition Management for Improving the Sustainability of WASH Services in Informal Settlements in Sub-Saharan Africa—An Exploration

Sinharoy, S.S., Pittluck, R., Clasen, T., (2019). Review of drivers and barriers of water and sanitation policies for urban informal settlements in low-income and middle-income countries: Department of Environmental Health, Rollins School of Public Health, Emory University, Atlanta, USA

Simkus, J. (2022). Quota Sampling: Definition, Method and Examples. Retrieved from simplypsychology website on 23 November 2022: <https://www.simplypsychology.org/quota-sampling.html>

Tellis, W. (1997). Introduction to Case Study: The Qualitative Report, Volume 3, Number 2, July 1997 Retrieved from the nova website (<http://www.nova.edu/ssss/QR/QR3-2/tellis1.html>) The Frankfurt School and Critical Theory Available from: education website (2018, February 02) <https://www.iep.utm.edu/frankfur/>

The constitution of the Republic of South Africa (No.108 of 1996) *Bill of Rights*

The South African Human Rights Commission (SAHRC), 2018

Terre Blanche, M., & Durrheim, K. (1999). Social constructionist methods. Research in practice: Applied methods for the social sciences, 147-172.

Tissington, K. (2011). Basic sanitation in South Africa: A guide to legislation, policy, and practice. 1st ed. Johannesburg: Socio-Economic Rights Institute of South Africa

World Health Organisation. (2012). Water and sanitation health.

United Nations-Habitat Program (UNHP) (2010) UN-Habitat (2010). State of African cities 2010: Governance, inequality and urban land markets. Nairobi: UN-Habitat-Habitat (2015b)

Taing, L. (2015). Implementing Sanitation for Informal Settlements: Conflicting Rationalities in South Africa (Doctorate dissertation, University of Cape Town).

Taing, L., Vice, K., Matthew, S. & Spiegel, D. A. (n. d). Free basic sanitation in informal settlements: *An ethnography of so-called communal toilet use & maintenance*: Water Research Commission, Anthropology & Public Administration University of Cape Town

Tissington, K. (2011). Basic sanitation in South Africa: A guide to legislation, policy, and practice. 1st ed. Johannesburg: Socio-Economic Rights Institute of South Africa.

United Nations (2018). The 2030 Agenda and the Sustainable Development Goals

White, C. (2015). Understanding water markets, Public vs. private goods. Retrieved from global water forum website on the 08/07/2021: <https://globalwaterforum.org/2015/04/27/understanding-water-markets-public-vs-private-goods/>

WHO, (2020). Water, sanitation, hygiene, and waste management for SARS-CoV-2, the virus that causes COVID-19

World Health Organisation, (2020). Water, sanitation, hygiene, and waste management for SARS-CoV-2, the virus that causes COVID-19: Interim guidance

Whyte, A., (1986). Guidelines for planning community participation activities in water supply and sanitation projects, World Health Organisation (WHO)

Wiley, J. (2014). Data collection and sampling in qualitative research, does size matter: Informing practice and policy worldwide through research and scholarship.

Williams, J.J & Abang, Z.A. (2022). The Contribution of community-based organisations in challenging xenophobia through participation: a perspective from Site C, Khayelitsha.

Yende, S.S. (2016). *Here are the best and worst municipalities available from: news 242018, February 02* <https://city-press.news24.com/News/here-are-the-best-and-worst-municipalities-20160228>

Yin, R.K. (2003). Case study research: design and methods (2nd edition) Sage Publication: Thousand Oaks. C.A

UNIVERSITY of the
WESTERN CAPE

Appendix A

Semi structured interviews

Questions for the Isiqalo Community

SECTION A

DEMOGRAPHICS

1. Indicate your gender?

A) *Male*

B) *Female*

C) *Other*

2. Indicate your race

African

Coloured

Indian White

3. What is your Nationality?

4. Please indicate the age group you fall under

(18-25, 25-30, 30-35, 35-40, 40-45, 45-50, 55-60, 60-65, 65 and above)

5. How long have you been residing in the Isiqalo area?

2-5 Years

5-10 Years

10 Years and More

6. Which of the 9 South African provinces do you come from?

Eastern Province

Western Cape Province

Northern Cape Province

Northwest Province

Gauteng Province

KwaZulu Natal Province

Free State Province

Mpumalanga Province

Limpopo Province

SECTION B

INSTITUTIONAL ARRANGEMENTS

1. Do you know who your ward councillor is?

YES

NO

If your answer above is ‘yes’, narrate the times when and how to interact with him or her regarding sanitation issues?

2. How often are community meetings arranged in your area?

A) Once a month

B) Quarterly

C) On ad hoc basis

D) I do not recall having any meeting in the area especially with regards to sanitation services.

3. Do you participate in decision making towards the delivery of Sanitation services?

YES

NO

4. If the answer above is ‘yes’ elaborate regarding how this process is arranged.

5. If the answer in no.3 is ‘no’ what are the means used by the Isiqalo community to ensure there is communication distribution regarding the nature of sanitation service?

SECTION C

Participatory monitoring and evaluation towards sanitation services

1. **What form of sanitation services does the City of Cape (CT) provide in the Isiqalo community?**

1) *bucket toilets,* 2) *porta pottie* 3) *chemical waste toilets*

2. **Is there a Service Level Agreement, pertaining to Sanitation services, between the Isiqalo community and the City of CT?**

YES

NO

I do not know

3. **Are there any community leaders/ Champions that monitor the level of Sanitation service delivery?**

YES

NO

I do not know

4. **How often does the municipality collect the Sanitation bucket toilets?**

A) Once Week

B) Two times a week

C) Three times a week

D) I do not know

5. **Indicate the specific time the bucket toilet gets collected by the City of CT?**

i) 8am-10am, ii) 10am-12pm, iii) 12pm-14pm, iv) 14pm-16pm

v) I do not know

6. **Do you know where to lay your complaint on the occurrence that sanitation buckets are not collected?**

YES

NO

7. **If yes, which mode of communication do you use?**

Telephone Landline?

Automated response?

WhatsApp number?

Use Letter?

8. What turn-around time does it take to resolve Sanitation delivery challenges in the Isiqalo area?

Two Hours after the call is logged,

Five Hours after the call is made,

One Day after the call is logged,

I have not taken any notice.

9. Does the sanitation infrastructure get properly cleaned?

Yes

No

10. If the answer above is 'no' elaborate on the issues that follow.

11. How many households share a toilet facility?

12. How far from the houses are the sanitation infrastructure?

13. To what end does the sanitation services beneficial to the Isiqalo community.

14. Does the community take care of the sanitation resources provided, if so?

15. Do you think the sanitation services is sustainable in the future?

On a scale of 1-5 indicate the end to which sanitation service are efficient

In the past 6 Months, how would you rate sanitation services efficiency?

- 1) Not efficient 2) To a certain efficient 3) efficient

In the past 6 months, how would you rank the effectiveness of sanitation services.

- 1) Not effective 2) To a certain effective 3) effective

In a scale of 1 – 5 indicate the level of satisfaction with Sanitation service delivery provided in your community?

- 1) Not satisfactory 2) To a certain satisfactory 3) Satisfactory

In your opinion, do you want change and what change would you foresee happening in regard to sanitation service delivery in the community?

What are the challenges associated with sanitation in your area if there are any?



UNIVERSITY *of the*
WESTERN CAPE