Chapter 1

Grounding Community and Urban Governance Through Ward Committees at eThekwini, Durban, South Africa

Ndwakhulu Stephen Tshishonga
University of KwaZulu-Natal, South Africa

ABSTRACT

South Africa is premised on the democratic principles of local governance, decentralized service delivery, and development. Although ward committees do not have any executive power, they are regarded as key linking micro structures between communities and the municipality, respectively. In this chapter, ward committees are perceived as the community elected and legislated structures institutionalized to entrench local governance and accelerate decision making more particularly in services delivery and development at ward community level. The author argues that the effectiveness of ward committee structures depends on the interface of five elements: participation, representation, accountability, deliberation, and collective action. This is a qualitative empirical chapter and the data are solicited through the use of research instruments such journals, government documents, and some selected interviews with ward councilors and ward committees in 110 wards at eThekwini Municipality

INTRODUCTION

Post-apartheid local government is constitutionally assigned a democratic and developmental role which requires this sphere of government to render services and promote local governance. Scholars of local government such as Amtaika (2013), Picard & Mogale (2015) and Maharaj & Reddy (2008, 2015) categorise the roles of local government into utilitarian and civic duties. The utilitarian role, according to Amtaika (2013, p. 3), has to do with service delivery while civic duty deals with the promotion of citizen participation in local democracy. Accordingly, municipalities do not only deliver public services, but are also commissioned to preserve life and liberty through creating space for democratic participation and

DOI: 10.4018/978-1-5225-4165-3.ch001
Grounding Community and Urban Governance Through Ward Committees at eThekwini

civic dialogue (Shah, 2006, p. 2). In this regard, De Vries (2015, p. 67) argues that local government is
purposed to effectively and efficiently deliver services and further provide a forum for citizen input into
service delivery, geared towards enhancing its quality. As an equal government partner, local government
is charged with the responsibilities of creating a conducive environment within which local citizens can
exercise the Freedom Charter phrase ‘the people shall govern’ Mogale (2003, p. 219), working within
the developmental framework, contends that local government is premised on linking development,
service delivery and local citizen participation. As a decentralised sphere, local government is a politi-
cal decision-making structure where citizens are provided with a platform for participation and it can
be used as a vehicle to hold politicians transparent and accountable (Amatiaka, 2013, p. 48). In addition
to these roles, Kroukamp & Lues (2008, p.126) postulate that local government is also charged with the
responsibility of stimulating local economic development.

The failure to uphold the roles stipulated in the Constitutions and other local government legislations
cascaded into the numerous deficiencies which have resulted in service delivery strikes (Duncan 2015 &
Runciman, 2017). Thus, poor service delivery, as highlighted by scholars and government reports, should
be understood within the broader challenges faced by local government in general. These challenges
range from poor implementation of policies, the legacy of autocratic and bureaucratic apartheid local
government (Ismail, Bayat and Meyer, 1997), and a lack of administrative capacity and co-ordination
(Tapscott, 2008). Tshishonga (2015, p. 169) adds that the challenge faced by the local government is to
bring democracy and development into the local sphere through citizen participation. Despite the local
democratic processes inherent in the new local government system, residents of a municipality might
still be alienated from it due to local government’s incapacity to deliver basic services (South African
the challenge of service delivery is daunting considering that demand for service exceeds the resources
available. Local government’s failure to fulfil its mandate and perform effectively has led to the wide-
spread disillusionment which results when communities lose trust in institutions (Tapscott 2008, p. 226).
Thus, people’s distrust of local government has led to a ‘democratic deficit’ and ‘participation fatigue’.
Tapscott (2008, p. 226) argues that these challenges indicate that people are ‘growing tired with the
rhetoric of participation and empowerment without any material gain’. These predicaments are further
aggravated by the non-compliance of politicians and officials with municipal by-laws and a breakdown
of communication between the local polity and its constituency (ibid, p. 229).

According to Sikhakhane & Reddy (2011, p. 85), one of the major challenges faced by municipal-
ities in South Africa is a lack of quality service delivery and accountability. Service delivery entails
the provision of the basic necessities required by the citizens of municipalities to survive socially and eco-
nomically and live a decent life. The delivery of sustainable services (such as water, electricity, houses,
etc.) depends on the enactment of the developmental mode of local government. Van der Waldt (2007,
p. 34) argues that such a framework also depends on responsible and accountable municipal functionar-
ies, as well as good relations between them and the local citizenry. Smit & Cronje (2002, p. 192) further
argue that the concept of accountability, whether political, legal or professional, demands responsible
employees to account for the outcomes, both positive and negative. However, most scholars argue that
‘service delivery’ protests are often symbolic of non-functioning local government (Atkinson, 2007,
Tshishonga, 2015). Protests in South Africa are a legacy of the resistance struggle against apartheid
separate development and imposed local authorities. Service delivery protests have become a debated
phenomenon. The service delivery protests are multifaceted. Atkinson (2007, p. 53) reported that 2005
saw mass protests, marches demonstrations, petitions and violent confrontations in many towns. The