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Lack of public participation and good governance, who is fooling who?

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Abstract. This empirical paper sought to determine the lack of public participation and good governance, and to understand who is turning the blind eye on the issue. Local government municipalities have the obligation to exercise good governance, this is to ensure that there is quality service delivery and engagements between the municipalities becomes greater. Therefore, the municipalities are therefore responsible to establish the criterion for participation, transparency, adherence to the rule of law, effectiveness, equity, responsibility, accountability, and consistency. However, in the local government all these important aspects of good governance are neglected and avoided. The question of who is fooling who? Is basically an intention to point out that the idea of good governance does not have a single side but the public, the organisations and the state are included? For the good governance and the democracy of participation there must be an increase in the quality of feedback and the processes of policy formulation, and most importantly with the prevalence of participation. In the south African local government, municipalities have diluted the importance of public participation and that has caused the growing corruption scandals, protests, low service delivery and failing governments.

Keywords. Public participation, good governance, local municipality, South Africa, communities

Introduction

Good governance as the body of public participation, is therefore important for municipalities to know their part in promoting this factor. While people try to find their way into the public administration affairs, the concept of governance is also finding its new place. Therefore, this entails that the relationship between the state and the citizens is even more important. The question that lies upon us is what the government is doing to promote good governance. This is because one of the most important responsibilities as the state and the public is carry to good governance in our ideas and our daily activities if we are willing to find peace and greater living standards.

Local government municipalities in South Africa should be understood that they form part of the organizations and entities that provide services to the communities and good governance is therefore crucial. Yet, In the South African local government municipalities, communities always raise concerns about the services they need from the municipalities. Protests always rise across provinces in South Africa, however, the terms of community involvement in the processes are the opposite. In a country like South Africa, there should be a need to acknowledge the fact that the term public becomes even more inclusive, and focus

should be the people with poverty, lack of access to resources, including women and children, people with disabilities, and the youth (Public Participation Framework, 2013).

Public participation is prominent in South African local municipalities. The view of public participation started to become prevalent in South Africa in the new democratic dispensation. Public participation then becomes a new view which the municipalities would use to consult with the communities and relevant stakeholders. Before the democratic dispensation communities did not have a say in the activities of the government, which meant that the services and other resources the communities needed they would not get until the government decided to deliver. The local government through the introduction of the IDP was also to ensure that the communities do get the necessary services from the municipalities, thus encouraging the involvement of the community in the processes.

Conceptualisation of good governance

Governance is sometimes confused with government, whereas governance is about how governments operate and interact with the public. Graham, et al (2003) raised a question of since governance is not about government what is it about? He further explains that it is about the interactions between social organisations and government about how they value the citizens, how they relate to them and how decisions are then made and taken in a complex world. Thus, governance is a process whereby societies or organizations make their important decisions, determine whom they involved in the process and how they render account. Since a process is hard to observe.

Kofi Annan, the former UN secretary mentioned that "Good governance is ensuring respect for human rights and the rule of law; strengthening democracy; promoting transparency and capacity in public administration." This can be found in the report by the UN on the characteristics of governance such as Participation, Accountability, Transparency, Rule of Law, Responsiveness, Efficient and Effective government, Equity, Consensus orientation and Strategic vision (Governance for Sustainable Human Development, 2005).

According to Prinsloo (2013) citing What is good Governance? (2012), governance is the process of decisions making, regardless of whether the decisions are implemented or not implemented. Lately, numerous fragments of society counting public managers and intellectuals and indeed political agents proposed utilizing the standards of governance for fathoming issues experienced in public administration. Other than them, people and civil society organizations attempt to urge information from public authorities and attempt to hold them responsible. For them, good governance is the extreme guideline that will make these organizations more critical actors in social life (Toksoz, 2008).

Tokcoz (2008) states that "Governance" indicates a change from a sort of dating wherein one aspect governs the alternative to a fixed of relationships wherein mutual interplay takes area so that you can make proper alternatives for the citizens. thus, the involvement of the economic, political, and administrative activities that societies use to administer their activities. Good governance at the public stage relies upon at the capacity of nation organs and public provider corporations to promote participation. It additionally relies upon on a consistent, transparent, and responsible public management that guarantees the equity and effectiveness of selections and their implementation. The treatment to nearly all problems that we are facing in the society together with corruption, inefficiency, and improvidence is to fully undertake and enforce the standards of good governance. Civil society groups might also additionally count on a completely critical position in this kind of process. By cooperating with specialised civil society groups, the kingdom would be capable of address country wide troubles in a way that complements the trust in its institutions (Toksoz, 2008).

Literature review

Public participation as a mechanism for good governance at the Local communities

Naidoo (2017) entailed that public participation is a method through which potential interested and affected events are given a possibility to remark on, or improve problems applicable to, an application. Public participation is a concept that manifestly necessitates to the desires of the residents after which enables and enhance the pleasant of offerings thereof. Booysen (2001) claims that the democratic government has frequently misplaced the explanation of public participation or left it in the palms of consultants. This means the citizens are left to understand the way public participation in municipal authorities operates on their own. In South African local municipalities participation is distinguished but, in South Africa, the situation is complex through the manner of insufficient forceful civil society structures, as properly as an incapacity among many everyday citizens to absolutely engage with maximum of the techniques due to loss of capability. It has therefore been proposed that extra resource allocation must be directed to this sphere of presidency with a specific reason to ensure greater significant participation of residents (Madzivhandila & Asha, 2012).

Public participation is important considering the amount of priorities the communities have, however even if citizens attend the municipal meetings, there are concerns that they are not attending the meetings to share their views about issues that affect them in the communities, such as service delivery (Raphala, 2013). Public participation in Local Municipalities is low, given the fact that the nature of service delivery has made it even impossible for the communities to have the same trust and hope in their representatives. Various scholars argue that most of the municipalities in rural areas do not really provide most of the municipal services, given the fact that they are mostly poor and cannot afford the services. This has made it possible for the communities to not really rely on the municipalities and the municipalities to not provide any of the services, which means it is unexpected of the communities to participate in the municipalities. According to Molaba (2016) poor communities are generally always left out of the development and benefits of the Integrated Development Plan. According to Mbuyisa (2013) public participation in rural communities displays most of the challenges as the ward committees have low levels of education and expertise, and that there are power imbalances that makes it impossible to have meaningful participation. And all of this can be extended to the larger community and therefore undermining the objectives of public participation such as equity and equality (Mbuyisa, 2013).

In rural communities the reasons there is lack of public participation processes can be found in the weaknesses of the ward committees because they reflect the inability to attract diverse, strong, and effective communities (Mbuyisa, 2013). He comments that this failure to achieve equity to represent all social formations and interests has resulted in the voices of the communities not being heard and thus the interests of the citizens at local level are not prioritized. In a study conducted by Ndetlanya *et al.* (2008) cited by Mbuyisa (2013) the survey noted weaknesses by the local councillors, the 72 percent respondents in that survey stated that they had not been contacted by their representatives and only 10 percent stated they were contacted by the councillor only once. Which indicates the lack of participation and community feedback by the municipal officials.

Local government capacity to ensure good governance

Botes *et al.* (1996) Mentioned that the fulfilment of the desires of the authorities of the day relies upon totally on the ability local authorities to perform its capabilities. It is on the idea that the mechanisms to make sure that municipality's carry out their responsibilities were honestly mentioned in the charter of the Republic of South Africa (1996). According to Molaba

(2016) stated that public participation requires the municipality to have the necessary public platforms for the communities to engage on, and the communities needs to be capacitated on the on how they should get involved on issues that affect their lives.

Mathekga and Buccus (2006) argued that even as the brand-new establishments of local authorities were created with true intentions to influence democracy and to result in social and monetary passage at local authorities, those establishments have now no longer been capable of stay as much as expectations. The motives for this shortfall, it will likely be argued, is that the approach of imposing new establishments has now no longer efficaciously catered for the inactive participatory subculture held through citizens. In addition to troubles referring to loss of Capacity and different monetary constraints found at the extent of local authorities, loss of participation and restrained inclusion withinside the mechanism that had negative influences at the functioning of the system.

As a result, for the local authorities' system to stay as much as its potential, it relies upon the availability of professional employees and economic assets however additionally at the position performed through groups within the structures. The Limited position that groups have performed in the local Government mechanism in South Africa because the end of the apartheid regime costs in component for the modern Standstill in the methods. Raophala (2013) said that still the economic control ability of Municipalities additionally does nictitate to the public participation. Also including that Municipalities lack the institutional and economic ability for their very own desires.

On the other hand, financial management capacity of municipalities also has an impact on how certain processes they take to engage with the communities. According to Pauw, Woods, Van der Linde, Fourie and Visser (2002) in Raophala (2013) financial management capacity is crucial, because the reason behind financial management is that the managers must safeguard and use the available resources for the best interests of the citizens. The reason for most of finances in the capacitating people to understand the importance of public participation will obviously require funds.

Other research found that most of the municipalities when it comes to the participation processes their efforts to have a successful participation has always been failing, given the lack of participation structures in that municipalities. While other researchers noted that participation processes will be on a standstill because of the lack of accountability in the municipalities.

In the events of lack of participation and good governance, who is affected?

It is with no doubt that the community will suffer the most when it does not participate in the processes that affect their livelihoods. According to Tshabalala (2007) the ward committees would become inefficient as they will be getting no relevant feedback from the council. This means that if there is no engagement from the lower level, the council has no way in allocating what is needed by the communities. This overall implies that the communities will not receive the necessary services. The insufficiency of municipalities therefore gives the communities the push to have protests (Raopahala, 2013).

In most rural areas they always have high protests for the complaints of service delivery. This can be pinned to the fact that there is not enough engagement between the municipality and the citizens. According to Mhlari (2014) the community is responsible for its own developments, and if they require such assistance they ought to participate in the municipality for better services. Sekgala (2016) states that ward committees face a challenge when there is no participation of the citizens, ward committees are implemented to have access to the councils on behalf of the citizens however, when there is not much influence from the communities this becomes even harder to influence the overall service delivery process and the policies thereof.

Communities have a role in ensuring that there is accountability and transparency in the municipality, accountability cannot be achieved when there is lack of communications, and ineffective participations in the municipality (Mdlalose, 2016). Mdlalose explains that the way in which there is a very high rate of protests and low communication is the evidence to which there is a gap between the municipality and the community in involvements and public participation.

Public participation was introduced to increase the level of development in societies especially those from rural areas, therefore participation enables the engagement of the municipality and the community and without such there would not be efficiency or the development intended.

Methodology

According to Siliyew (2019) research methodology is the path which the researcher takes to conduct their research. He adds that research design and methodology show how the research outcomes or results will be obtained as per the objectives of the study. The purpose of the methodology is to target the research plan and the strategies devised by the researcher (Siliyew, 2019). The research design and methodology give the researcher a way in which the research will look like in terms of the data that will be collected, how and using what methods. This study was therefore undertaken in the Greater Tzaneen Municipality using a qualitative method to gather information and data. Mosotho (2013) citing Leedy and Ormrod (2001) explains that qualitative research is a method used to answer questions about a complex nature of a phenomenon, often with the purpose of describing and understanding the phenomena.

Study objectives

The objectives of this study were as follows:

To identify the causes of lack of public participation and good governance.

To assess public participation in local communities.

To identify the roles of the municipal officials and the municipality for good governance and public participation.

Research design

Sileyew (2019) defines the research design as a purpose to offer the appropriate framework for a study, therefore this research carried out the qualitative studies technique instead of the quantitative technique. This study is consequently applied the strategies of accumulating information via interviews, observations, describing subjective experiences, deciphering meanings, and expertise concepts. Also, consciousness organizations and surveys could be taken into consideration in the studies system. The interview included the dependent and unstructured form of interview to acquire records

Target population

According to Burns and Groove (2005) as cited by Klopper (2008) they state that population refers to all the elements that will meet the certain criteria for inclusion in the study. They also mention that population definition will depend on the similarity of the participants in the various settings and the sample criteria. The population in this study was therefore chosen with the idea that they are the affected and most definitely those the study is trying to cover and include in the study. The researcher therefore chose the population with the knowledge of having the rightful people to collect the data for the study.

Method of data collection

The study made use of qualitative research method for data collection. According to Cropley (2019) using qualitative research on the data collection, the researcher collects information to gain insights, however it is not always obtained using narratives that the people studied communicate the way they view the world. For the researcher to gather the data, interviews with the municipal officials were conducted.

Research techniques

Interviews

The interviews were solely structured qualitative in-depth interviews and included people who are particularly knowledgeable about the research study or the topic in question. According to Mdallalose (2016) the in-depth interviews are like a conversation in which the researcher has guided the data collection process. According to Boyce and Neale (2006) as cited in Mdallalose (2016) state that in-depth interviewing is a qualitative research method which involves conducting interviews with a small number of participants for the exploration of their perspectives on a particular idea, programme, or event. Conducting the one-on-one interviews benefits the researcher as it is a personal interview that will be conducted with just one participant at a time. This helps the researcher to obtain the information from the depth of the participant.

In depth interviews were chosen and relevant for this study as they allowed the researcher to understand and gather information from the municipal officials on the state of public participation. It therefore expanded the researcher's data collection methods from the views of the selected participants who are overall expected to participate in the municipal affairs. In addition, this helped the researcher to gather information from the participants point of view about what they believe on the matter in question.

This helped the researcher to also read the participants body language when conducting the interviews, they also allow the researcher to have follow up or to probe questions to gather information. The one-on-one interviews were conducted with the ward councillor, the municipal manager and committee members and other officials included in the study separately for an hour or two. Semi structured interviews were chosen as a technique to collect data because the views and ideas of the participants were linked the interpretations of their responses and the responses from the interview were noted so that the researcher can thoroughly read to identify the related patterns in the responses.

Sampling technique

In this study the researcher used purposive sampling, According to Tongco (2007) purposive sampling approach is a form of non-probability sampling this is simplest while one desires to have a look at a positive cultural area with informed specialists within. Thus, granting a permit to the choice of people who are of a view to validate the studies and offer records. Therefore, all the municipal officials who were part of the study were important to the data needed. This included the Manager in the Public Participation Office, The Director of Community Services, The Councillor, Committee members and the Community Development Facilitator.

Research question

Good governance and public participation are important to the municipalities for better service delivery to the communities of their jurisdiction. Therefore, without proper public participation processes and efficient governance in the municipalities, that's where disparities

occur. Overall, this leads to the corruption, the protests, low service delivery and the dysfunctionality of the municipalities. The constitution states that it is the responsibility of the local government to encourage the involvement of communities and community organizations in local government matters. This means that the municipalities are obliged to establish the participation processes that would be reliable for the community to engage with the municipality. However, as other studies indicate that despite having the legislations it is found that the municipalities still struggle in facilitating the effective public participation processes, thus low consultation of the IDPs. In addition, it points out the lack of good governance in the municipalities.

Data analysis

Data was analysed using thematic analysis in the process of reducing the large amounts of collected data to make sense of the data. As Lecompte and Schensul (1999) define data analysis as a process whereby the researcher will reduce the data to a story and its interpretation. According to Patton (1987) as cited in Kwulich (2004) data analysis. Therefore, data was organized, summarized, and categorized with patterns and themes, and was identified and linked throughout the analysis. The researcher read the questions asked and responses thoroughly to under the state to which the interviewees responded to the questions. Data was analysed to understand or reflect the purpose of the subject.

Findings

Public participation and good governance

The respondents stated that the problem is that there is not a clear involvement of the citizens in the planning and implementation of the municipal services. The director of community services mentioned that the problem is that they do not link or align the IDP with the projects from the province and national. Section 27 of the Municipal Systems Act states that the IDP framework must ensure proper consultation, co-ordination, and the alignment of the IDP process of the District Municipality and the various local municipalities. He further mentioned that within his understanding, the IDP must contain everything at the local municipalities, any project that comes from the province, districts, or national should be part of the IDP of the municipality. However, they are failing to link the IDP, and most of the times information does not reach the local municipalities as projects are just run without discussions.

Most of the times there are projects that come to the municipality without them knowing and obviously the communities are also not going to be informed of the service. Proper communication with the recipients is not well done and that is why we keep on having white elephants of projects in the municipality, he said. When projects are built without the community having had being consulted creates further tension. He gave an example of a Taxi rank in Nwamitwa, he mentioned that the community did want a taxi rank, but it is not built where it should be built, they did not consult the community about where that taxi rank should be at, now the taxi's having to take people by the roads because the rank is a bit far for the people to go there. The research findings reveal that the communities sometimes are not consulted about the services they must receive. The *Batho pele* White Paper states that the citizens must be consulted about the quality of services they receive and if possible, must be given a choice about the type of service offered.

The public participation office manager and the director of community services share the same sentiments, that one of the causes there is no participation in the communities and the municipality, is associated with the credibility of the Councillors, the ward committee, and the Indunas. The director of community services in his statement asked this rhetoric question that:

“When we appoint the councillors, do we look at the character and capacity?”.

He mentioned that people in the villages do not attend meetings because they are known to insult, to have done bad things or have lied to the people before. In communities where the civic organisations, the traditional leaders and other organisations do not uphold the mandate of enforcing public participation is because they have lost trust in the community and the members of the communities no longer want to be associated with them. This is supported by Rabothata (2014) that most professional people in the communities no longer participate because they see it useless as people just serve their own interests. The director of community services mentioned that a community that has been going through the same thing for so many times will get tired and stop believing that there will be change.

The research revealed that there is problem in terms of the lack of relationship between the councillors, the community leaders, ward committees and the community. Power relations, political conflicts, and rivalries is one of the reasons there is divisions in the communities. The relationship between the community and councillors is bad as they no longer trust their own councillor. This has led to the low attendance of the community members in the community meetings, the council programmes like the IDP which must bring development and service delivery to the community. The lack of community feedback from the councillors also made the communities to never want to be involved in the municipal functions. The communities feel that the councillor and committees are against them and not bringing enough change to the villages. therefore, participation is troubled in the villages and then the processes are not prioritized.

The community development facilitator also added that in her opinion, people do not attend community meetings because they feel their needs are not attended to, they no longer form part of the meetings. One of the most mentioned reasons there is lack of participation is that people do not really understand how, who, and where to go for them to voice their needs in the community, which is mostly covered by the means of education and knowledge. The ward committee member added by saying the cause is education because if you look at the people who strike most of them do not even have knowledge about the procedures and processes to be taken. Brynard (1997) had stated that deprived human beings cannot participate correctly in the local government affairs due to the little knowledge and understanding of the practices and procedures put before them. Because they must inform their leaders, and then write a memorandum of their needs to the municipality, the committee member said. The level of education in the villages is low, especially in the Kgwe-kgwe village where it is only few that have finished high school and less those who have furthered their studies. Therefore, they do not know anything about the municipal functions, nor do they know their rights. They only come to functions where it is indicated that there is food and without food there will not attend the meetings.

The public participation office manager indicated that the problem is politics in the communities because politics itself is biased, the councillors in the community are biased and have favouritism and only those who support the councillor will come to the meetings because others know they will be told lies. The committee member indicated that politics is a cause because now that they going to the elections in 2021, people will start forming strikes especially those with money and influence. In most instances where there must be a meeting those who support the councillor only come for the attendance register, and those who want to participate are afraid to. In the villages those who lead have their own people and therefore, others do not come.

Two officials stated that because it is the villages and if people in the villages do not have knowledge about the way participation works and how to make themselves involved, their

leaders take advantage of that situation. Where there is politics there will always be chaos and others will not be taken into consideration in any processes. They said that the leaders in the villages only communicate or hire people who they know are in support of them, and the public never get informed about the activities in their own villages. One official mentioned that the reason the communities feel that there is no participation is because their leaders do not have skills and knowledge, and therefore they do not participate in the municipal functions that will in turn develop the village. The public participation office manager stated that most of the councillors do not know how to interpret the reports nor understand them, they are helped by other officials on how to interpret them and to draft them. Thus, the communities feel neglected and not attended to about their issues.

The research findings reveal that the municipality has a problem with underlying the guidelines and policies for public participation, thus having inadequate processes. The adherence to the public participation guidelines must be solved. The municipality must put people with expertise, skills, and knowledge in charge of dealing with participation and representing the municipality and the community. An official indicated that the municipality proceeds when there is no participation from the villages, which then leads to lack of service delivery. The municipality does not have to lose patient of the villages that themselves have not been given clarity on how to be involved in the municipal functions. The Community Development Facilitator posits that the municipality must motivate the communities to participate, as there is no motivation in the communities. She further adds that the mental and behaviours of the society is hard to change, because they are not interested in meetings about service delivery. While the councillor mentioned that sometimes it is the support of officials especially in the rural villages, officials have a lot of work and not enough capacity to support all the wards.

The ward committee member and the Director of community services share the same sentiments that the cause of this is that the councillors shift responsibility when they must deal with community issues. People whether they are unhappy or happy about the information always tell them what they must know. The municipality must not promise the community things they are not going to do, because when they do the community will never trust them. One of the officials stated that the issue of the principles of good governance must be addressed, the committees and the councillors must know they have to be transparent, accountable, and democratic. However, that is not a case in the villages with these officials.

Lack of Public Participation in the Municipal decision making

• Municipality

The Manager in the public participation office mentioned that it does not affect the municipality however it is for compliance purposes. He further state that the first mandate of a councillor when came for the first time has got a mandate of five years and the only way is to prioritize the needs that are indicated in that mandate. Most of the officials mentioned it obviously affects one of the important functions of the municipality which is to provide services and develop the standard of living of the people. When the people do not attend the municipal meetings, the municipality will not have what the community really needs. And service delivery is delayed when there is no public participation, the municipality will not have a clear message to the community. And that is where you will find the protests in the municipality. One official expressed that no participation cuts communication between the municipality and the community.

The municipality will always receive backlash from the communities that the ward committees and the councillors do not talk to them. The municipality through the councillor

must receive reports and what the community really needs, however when the councillor and the committees do not uphold this function it puts the municipality under pressure to know what the community needs. The director of community services mentioned that when the community is disappointed by their own leaders down there in the villages it comes back to the whole municipality. The ward committee member indicated that when the municipality is not giving the community feedback and making empty promises about the services, it affects the municipality in a long run as the community is going to strike and destroy the roads, the nearby clinics and even schools, and then the municipality must again come back and add a budget for the destroyed structures. As Raophala (2013) posits that the inefficiencies of the municipality are going to push the communities to have strikes or protests.

The councillor stated that the lack of participation processes impacts them, and which means that participation will also be affected. She further said that they no longer reach the people, or they are unable to communicate with people and when there is information, they are forced to do it with a small group of people, and the rest of the people are always left out and surprised when activities take place. The public participation office manager during the interview stated that the councillor and the committee members must not be in positions where they only act for the interests of their parties, which will then make the municipality look like a party municipality. He further says that the officials must be about the people and not about parties.

- **Community (Relela and Kgwe-kgwe)**

One official mentioned it becomes a problem when the communities are not consulted and informed about the service provision. Firstly, when communities are not attended to, they strike and when they do strike, they destroy the roads and other municipal structures or services that have been built for them. And that will affect them after that because they will now need that service they have destroyed. One official stated that the matters of no participation then lead to negligent of the communities, they will not have services such as water, electricity, housing, roads, schools, or any other services they must receive from the municipality through the help of their councillors and their ward committees. The public participation office manager said,

"I cannot simply say it affects the community, because the stakeholders come from the community, they are the rep forums, they decide with us".

However, in the villages these rep forums either work for their own interests or they are no longer as effective as they used to be to ensure that the communities needs are well addressed in the IDP meetings.

The research findings revealed that the village of Relela and Kgwe-kgwe struggle when it comes to receiving services and even communicating with their leaders. In kgwe-kgwe the community has problems of receiving water, a road to the cemetery and proper electricity to their homes. It is found that water only goes to those who are connected to the leaders and the public never gets water. And the issue of the road for the bus and to the cemetery has been an ongoing fight from the community with the leaders. In Relela there has been a strike before they could answer their demands of having a proper road to the cemetery and the school, the issue of water never gets attended to. Both these communities get affected as they are not addressed properly.

Public participation establishes trust between the municipality and the community, however due to past experiences and events that have happened the communities never trusts the municipality and the issue of accountability and transparency and even participation will never be looked at, one official responded. Mdalose (2016) supports this statement by stating that communities have a role to ensure that the municipality enforces accountability and

transparency, but this cannot be achieved when there is lack of communication and participation in the municipality. The official further added that because of this issue the communities do not associate themselves with the municipality no more and further deepens the issue of negligent from the municipality. Through research findings the lack of participation processes in the municipality affects the communities badly, that they feel neglected. Most villages in the Greater Tzaneen Municipality do not feel that they receive services from the municipality at all or they are not given what they want. Like the issue of Mkwakwaila having had protested for the above-mentioned reasons.

Through observations and what the participants from Kgwe-kgwe have mentioned, the lack of participation does affect the communities to have unstable leaderships, where everyone wants to be a leader for the sake of self-benefit. The community of Kgwe-kgwe shows these problems, because if there was communications and the committee members and the councillors were that involved, they would have solved this issue together with the municipality and authorities that regulate this type of leaderships such as COGTA.

Recommendation

For public participation processes to be effective, the municipality must create mechanisms which the progress of the processes is going to be evaluated. Especially in the villages there is a need for the municipality to establish such mechanisms to ensure that they are effective and where there must be improvements.

The municipality must therefore create systems that are of the protection of the human rights of the people and their civil liberties, this involves them being transparent, participation, efficient and accountable etc.

The municipality must fix its focus to the needs of all the citizens, regardless of them being poor or rural villages, the IDPs and budget planning must reflect the needs of all the people. As a result, having clear and effective processes to help address the needs of the people. After all, the IDP and budget planning must have all the needs of the communities made through a consensus and consultations that are ran through public participation processes.

Conclusion

When all the characteristics of good governance are taken into consideration, municipalities are going to function effectively, and the needs of the people will be met. With public participation being important in the municipalities for the communities to be heard, it is by their virtue to cater this into their functions. Good governance in local municipalities remains a challenge due to the misinterpretations of its importance. Public participation is therefore, deemed not as important and when it is addressed it is reduced from its value to their own capacity. At the personal level, each person is a consumer, a citizen, and additionally an individual with social duties. Adopting proper governance standards which include consistency, responsibility, accountability, fairness, transparency, participation, and effectiveness whilst pleasurable those duties will contribute to the development of all styles of institutions – inclusive of civil society businesses – and to growing social welfare. In that way, greater powerful usage of the limited resources may be guaranteed. Therefore, everyone ought to call for proper governance as a citizen from the state, as a consumer from the agencies and as a person from the civil society businesses whilst on the identical time looking to end up models as people practising those standards. We ought to now no longer overlook that the answer begins from within.

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