THE CHALLENGES OF BASIC SERVICES PROVISION IN BA-PHALABORWA LOCAL MUNICIPALITY: A QUEST FOR LULEKANI COMMUNITY

Ngonyama Goodman[1], Mahole Ephraim[1] & Maela Khutso Delphus[1]*
[1] Department of Public and Development Administration, University of Venda, South Africa.

Article Info

*Corresponding Author
Email Id: Khutso.Maela@univen.ac.za

Abstract

The purpose of this paper is to examine the challenges faced by Ba-Phalaborwa Local Municipality in the Provision of Basic Services. The paper argues that effective local government is responsible for enhancing basic services provision. South African households, regardless of socioeconomic status, have access to basic services such as water, sanitation, electricity, and refuse collection. Unfortunately, there are significant backlogs in the provision of basic services in South African local municipalities, necessitating the adoption of remedies to accelerate service delivery to affected local municipalities. The paper is conceptual in nature as it heavily relies on secondary data. From the literature, the paper found that the challenges facing the municipality in providing basic services include; lack of budget allocation, non-payment of services, incompetency, lack of skills, and capacity to provide basic services, lack of resources, lack of competent staff members, corruption, unfinished municipal projects, nepotism, poor community participation, political meddling, lack of accountability, greediness inter-alia. The paper reveals that various encounters contribute to the challenges of basic service provision in Ba-Phalaborwa Local Municipality, particularly the Lulekani community. Mechanisms to deal with basic service provision should be fostered. To deal with the impediments of basic service provision, there is a need for the municipality to foster public accountability, ensure capacity building for effective service provision, nurture good governance, enhance community participation, provide education and training to municipal employees on how to implement municipal policies and provision of sufficient budget for basic service provision.

Keywords

1. Introduction

Before 1994, the South African government provided only basic services to a subset of the population, primarily the white minority (Mettler & Baatjies, 2006:4). As a result, the apartheid government overinvested in infrastructure that primarily served the white minority, thereby perpetuating apartheid (Plaatjies, 2011). In doing so, most of the population's consumption expenditure on basic services and welfare was sacrificed to facilitate infrastructure development for a privileged minority, an extractive economy, and a security state (Bekker, 1996:19). Tshikwatamba (2004:257) claims that Africans, in general, were not only excluded from the mainstream economy but were also denied access to basic services to meet their daily needs. The situation has changed since 1994, when apartheid was abolished, and South Africa became a democratic country (Pretorius & Schurink, 2007). These changes came with the adoption of a new constitution that guaranteed all citizens equal rights (Plaatjies, 2011). The implications of such rights, according to Nnadozie (2011), imply that the current government must address the imbalances established as part of the apartheid system to ensure that all South African households have access to basic municipal services. Section 78(1) (a) of the *Local Government: Municipal Systems Act of 2000 (Act 32 of 2000)*, indicates basic services in the South African context including housing, electricity, water, sanitation, and refuse and waste removal. The provincial government is responsible for housing, education and primary health care, social welfare, transportation, and roads, whereas the local government is in charge of electricity, water, sanitation, and garbage collection (Ndudula 2013:10). The government of South Africa provides free basic services to poor households (Reddy & Naidu, 2012:94). Adequate water supplies and sanitation, are critical for life, human well-being, and human dignity (Ramjee & Van Donk, 2011:6). Basic services are the fundamental pillars of improved quality of life. Access to basic services is inextricably linked to social inclusion and social capital, and towns that do not provide services can harm social and economic development (Alexander, 2010:26). While poor governance can be blamed for the difficulties in providing free basic services, a lack of financial resources and/or poor financial management has also played important roles (Draai & Raga, 2011; Van Rooyen & Pooe, 2016). This is because high-end consumers would have cross-subsidized these services to supplement the funding allocated to local municipalities through the equitable share of the local government to reduce the burden on municipal finances (Ndebele & Lavhelani, 2017). Municipal councils are required by Sections 74(3) and 75 (2) of the *Republic of South Africa Constitution, 1996* to ensure that services are provided to their community. The Local Municipality must ensure effective management, implementation, and maintenance of basic services, according to Sections 74(3) and 75 of *the Local Government: Municipal Systems Act, 2000 (Act 32 2000). The Local Government: Municipal Systems Act of 2000 (Act 32 of 2000)* was enacted to assist municipalities in developing tariff policies that will

ensure the long-term viability of basic services (Dzengwa, 2007:272). Municipalities are required by sections 74(3) and 75(2) of the *Local Government: Municipal Systems Act, 2000 (Act 32 of 2000)* to prioritize basic community services, promote community development, and ensure that all community members have access to at least the minimum level of basic municipal services (Draai & Raga, 2011). A decline in the provision of basic service satisfaction is one of the challenges that local governments face. In light of the foregoing, the local municipality of Ba-Phalaborwa faces the following challenges: a lack of basic service delivery, a lack of administrative capacity, ineffective policy implementation, and a shortage of skills required to propel local economic development. According to Managua (2012), the Ba-Phalaborwa local municipality has been struggling due to poor basic service delivery. While Pretorius and Schurink (2007), argue that the majority of the sample households do not have access to basic municipal services like water, sanitation, and electricity. The fundamental aim of this study is to examine the role of Ba-Phalaborwa Local Municipality in the provision of basic services in the Lulekani community, purposively to recommend strategies to improve the provision of basic services by the municipality. In examining the role of Ba-Phalaborwa Local Municipality in the provision of basic services in the Lulekani community, the following question has been generated: What are the challenges facing Ba-Phalaborwa Local Municipality in the provision of basic services at the Lulekani community? This study will be paramount to the Ba-Phalaborwa

Local Municipality by giving a shed light on the challenges of basic service provision. This study may also help Lulekani community members, traditional leaders, headmen, and Ba-Phalaborwa Local Municipality (ward councillors, municipal officials) by raising awareness of the challenges the municipality faces in providing basic services. The study can minimize the service delivery protests by offering training and education to the community members to know the importance of their participation in municipal activities. Policymakers may be able to use evidence-based information from this study to strengthen existing interventions and develop and implement new strategies to address basic service delivery issues in the municipality and elsewhere. Academically, the findings may add to existing knowledge, as well as give a basis for further research in related subjects.

2. Theoretical Foundation

2.1 New Public Management Theory (NPM)

Serpa and Ferreira (2019) articulate the concept of New Public Management as a system that advocates for accountability in the public sector while focusing on outcomes rather than processes. The New Public Management (NPM) policy was implemented in both the upper and lower levels of government to ensure rapid service delivery while also de-skilling public administration (Robinson, 2015). Public choice and principal-agent theories, which assert that individual self-interest drives bureaucratic behavior, serve as the theoretical foundations of New Public Management (Robinson, 2015). The democratic administrations of South Africa have increased the availability of essential services to local municipalities in several

cities, towns, and rural areas (Nkomo, 2017). Despite the implementation of the New Public Management in local municipalities, poor basic service delivery remains widespread, owing in part to corruption, political patronage, and skill shortages (Mutyambizi; Mokhele; Ndinda, & Hongoro, 2020). Batho Pele principles were developed by South Africa's first democratic administration to make New Public Management workable. These policies aimed to improve government services at all levels (Lekalake, 2016). The eight Batho Pele principles are as follows: consulting service users; setting service standards; increasing access; ensuring courtesy; providing more and better information; increasing openness and transparency; correcting mistakes and failures; and obtaining the best possible value for money (Lekalake, 2016). To achieve these goals, each municipality must plan in accordance with the Integrated Development Plan of the South African government (IDP). Municipalities can use planning to connect and integrate the growing number of sectoral plans, programs, and projects affecting local government operations, as well as to align budgeting and project implementation with strategic priorities (Subban & Theron, 2016). IDPs (Integrated Development Plans) are planning tools that aim to improve basic service delivery in local municipalities (Subban & Theron 2016). The concept of New Public Management (NPM) is an important issue in public sector reform. This is because NPM relates to the concept of innovation in the public sector, which discusses changes that can be applied effectively in processes, products, services, and methods of delivering services to the

public (Wicaksono, 2019). In addition, the concept of NPM is also related to public sector performance management issues because performance measurement is one of the main principles of NPM. To further realize the concept of New Public Management in the public bureaucracy, it sought that bureaucratic leaders increase productivity and determine alternative ways of public service based on an economic perspective. They are encouraged to improve and realize public accountability to customers, improve performance, restructure public bureaucratic institutions, redefine organizational missions, streamline bureaucratic processes and procedures, and decentralize policy-making processes. This paper calls for the New Public Management Theory as a way of enhancing the three (good Es) efficiency, effectiveness, and economic use of resources for effective basic services delivery.

3. Unpacking the Concept of Basic Service Delivery

3.1 The significance of the municipalities in the provision of basic service in local communities
The Local Government: Municipal Systems Act, 2000 *(Act 32 of 2000)* states in sections 74(3) and 75(2) that the Local Government must ensure effective management, implementation, and maintenance of basic services. Sections 74(3) and 75(2) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) were enacted to assist municipalities in developing tariff policies to ensure the long-term viability of essential services. Sithole and Mathons (2015:5) opened that the transfer of funds between Government departments was implemented to support Local Governments in

providing minimum levels of services. This is known as the equitable share of revenue. In rural areas, due to their income levels, Local Governments must receive cross-subsidisation from urban areas (Du Toit 1997:113). South Africa's constitution requires local municipalities to provide basic services to the communities under their jurisdiction. It is also stated that municipalities must structure and manage their administration, budgeting, and planning processes to prioritize the community's basic needs and promote the community's social and economic development under the terms of the Constitution, the white paper, and the legislation that follows (SALGA, 2015). South Africa's government is divided into three levels. The first tier or level is the National Government, led by the President; the second is the Provincial Government, led by Premiers; and the third is the Local Government (Nengwekhulu, 2009:352). Metropolitans, Districts, and Local Municipalities are the three levels of authority within Local Government. Local governments are responsible for providing basic services at the local level to ensure that communities in their jurisdictions receive them (Maela & Selepe 2023:242). Housing, education, health care, social welfare, transportation, electricity, water, sanitation, and refuse and waste removal are examples of basic services in South Africa (South African Local Government Association (SALGA), 2015:75). The provincial government is in charge of housing, education and primary health care, social welfare, transportation, and roads, whereas local governments are in charge of power, water, sanitation, and refuse collection (Robbins,

2001:543). South Africa's government provides free basic municipal services to low-income households (Robbins, 2001: 543). According to the South African Government Services (SAGS) of 2012, current services include water and electricity, which include a minimum amount of water and sanitation sufficient to meet the basic needs of poor households. The Departments of Water Affairs and Environmental Affairs, according to the SAGS (2012), have yet to finalize policies governing basic sanitation and refuse removal. Local governments provide essential services that are essential to restoring the human dignity of all residents under their jurisdiction (SALGA, 2015:75). Because of historical disparities and poverty levels, South Africa's local government plays a critical role in transforming and developing communities (Coetzee, 2001:26). Municipalities are entrusted with poverty alleviation because they are closer to and provide services to the local communities (Reddy, 2016). According to the SALGA, the primary mandate of local government is to eliminate disparities and disadvantages caused by previous policies as soon as possible (Ismail, 1997:3). The SALGA (2015:75) emphasizes that local municipalities must improve services in previously disadvantaged areas to the same levels of services as in the urbanized areas.

3.2 The challenges facing municipalities in the provision of basic service

Corruption, a lack of transparency and accountability, insufficient public participation, inadequate human resource management, an inability to manage change, a lack of employee capacity, poor planning, and poor monitoring and

evaluation are the main issues with poor service delivery (Van Niekerk, 2001: 34). Despite 30 years of democracy, the state struggles to provide basic municipal services. The Institute for Democratic Alternatives in South Africa (IDASA) (2010:8) claims that towns' inability to provide basic services not only causes great hardship for their residents, but it can also harm social and economic growth. Service delivery protests, which are frequently used to express dissatisfaction with the government (either successfully or unsuccessfully), are critical (Dzengwa, 2007:272). The sheer number of protests in South Africa reveals a significant level of frustration and dissatisfaction (Babbie, 2021:81). Even though South Africa is a democracy with a solid Constitution, free elections, and parliamentary oversight, there are still numerous instances of poor service delivery that force local communities to take to the streets in protest, especially in the months leading up to elections (Reddy, 2010:79). According to Ndletyana (2007:101), the appalling level of service delivery is due to the general state of the country's municipalities. According to Cooperative Governance and Traditional Affairs, council members have been accused of being haughty and unconcerned about community concerns (COGTA, 2009:12). Some of the political drivers behind protest action include a lack of effective conflict resolution strategies, as well as the absence of comprehensive mechanisms to assess service delivery or the quality of the client experience (Dzengwa, 2007:272). Growing service delivery protests and rate-hike campaigns point to perceptions of ineffective municipal leadership and capacity. The State of the Cities Report (2011:120)

defines governance as the activity of governing and government, as well as the instrument that carries it out. To ensure effective and efficient service delivery free of conflicts, protests, riots, and other controversies, accountability mechanisms and community engagement must be strengthened. A study by Mbaku (2008:427), reveals that corruption remains a significant barrier to political and economic growth in many parts of the world, particularly in Africa. Even if only a few politicians and government officials profit financially from corruption, it has typically slowed wealth development and made it extremely difficult for governments to combat poverty and misery (Babbie, 2021:81). According to (Reddy, 2016), numerous municipal distribution portals recently experienced financial failure, and many more are currently dealing with significant debt issues, including inability to pay the state-owned energy supplier. According to Mashigo (2010:128), South Africa's economic growth was hampered by the 2007 electricity crisis, which also lowered confidence among foreign investors. The crisis has had a negative impact on productivity; for example, it continues to make crop harvesting difficult, forces producers to partially close mines, putting jobs at risk, and prevents electrification of new construction projects, making it difficult for society members to access municipal energy services (Ismail, 1997:3). The continued volatility of the power supply has the potential to cause significant disruptions in municipal service delivery (Reddy, 2016). Recognising that stakeholders are critical to service delivery is critical; however, managing large projects with numerous stakeholders can

occasionally result in municipal services failing (Robbins, 2001: 543). Municipal service delivery is more than just an administrative or management issue because of the numerous actors operating at various levels; it is a complex political process that determines who gets what, when, how, where, and from whom (Reddy, 2016). For example, a ward councillor and ward committee could work with the community to determine the need for a road or bridge; a municipal mayor and council could support a lifeline project linked to integrated development planning (IDP); and so on (Coetzee, 2001:26). This appears straightforward, but it is complicated because it involves numerous players at various stages of service delivery, including members of the political, managerial, civil, and business communities, among others (Mashigo, 2010:128).

3.2.1 Poor Policies Implementations

The country's constitution and other congruent guiding clauses, such as the 1997 White Paper on Transforming Public Service Delivery, which emphasises the Batho Pele principles, guide every policy implemented in the municipal executive environment. Integration coordinates consultation, service standards, increasing access, ensuring courtesy, providing information, openness and transparency, redress, and value for money to protect residents' right to welfare and quality service provision (Hlongwane, 2012). Amidst these available tokens of guidance, the failure for governments to implement policies is further experienced, which inhibits development and creates an unfavorable environment. Omoniyi (2018:20) agrees that policy execution failure has

resulted in economic recessions, criminality, corruption, and insufficient leadership in African countries because of ambitious policy goals and political favouritism. According to Tebele (2016:15), poor policy implementation can be caused by a lack of public engagement and consultation between the government and key stakeholders. The government must nevertheless put policies in place to assist development, even if the execution strategy and desired goals are not articulated.

3.2.2. Misuse of Public Finances

The funds' misuse is a reality in the South African government, as municipalities are known to use public funds for personal gain and self-enrichment (Tsheola, 2014:710). Insufficient government money is one of the issues that towns face when it comes to delivering adequate service delivery, as municipalities rely on government financing to provide free services. The ineffectiveness of auditors inside the municipality, in Cota's (2009:4) opinion, is the cause of financial issues and repercussions in the municipality. The absence of enough budgets to offer basic services to communities in FetaKgomo Local Municipality was seen as a serious worry (Beyers, 2016:174). Tsheola (2014:714) goes on to say that, despite the Auditor General's knowledge of escalating mismanagement of public monies, public officials are still not held accountable.

3.2.3 Municipalities' Failure to Consult Communities

Municipalities are faced with challenges of lack of public participation or limited participation. The problem is that when the public is not consulted

during decision-making with regard to the development and other services in their area, the decisions taken are exposed to public rejection. It is already indicated by Mathye and Madumo (2021:62) that the liberation success in South Africa is not only worth a fete (celebration), but it also has challenges attached. Mostly, there is political interference in the running of municipalities and a lack of public and stakeholder participation in municipal administrative processes. Amongst these, Mathye and Madumo (2021:62) also highlighted complaints from communities about a lack of suitable communication and consultation upfront on the finalisation of municipal area development and other change decisions.

3.2.4 Lack of Awareness by Communities

Service failure, according to Commins (2007:1), is caused not only by technological issues, but also by a lack of accountability on the part of public, private, and non-profit entities toward the underprivileged. Service delivery failures are caused by a breakdown in communication between citizens, decision-makers, and service providers. Prior research on municipalities in South Africa discovered a persistent decline in local public engagement, which frequently results in poor service delivery, conflict between decision-makers and communities, and an increase in violent service delivery protests (Masiya, Davids, & Mazenda, 2019:27). Managa (2012) asserts that most community members are unaware of the relevance of municipalities. This obstructs service delivery since communities are unsure how or whom to contact about service delivery in their areas.

Therefore, some municipal authorities might take advantage of community members by misusing their political rights because they do not know where to turn when their rights are violated. According to Hamer (2016:35), obstacles to community engagement include a lack of communication tools in government organisations, a lack of trust between ward councillors and ward committee members and residents, and a lack of capacity and zeal among ward workers. People are less likely to participate readily in planning if they believe their involvement will have little to no impact on the outcome Brynard (2009:1). Section 16 (1) of the Local Government: Municipal Systems Act, 2000 (Act No. 32 of 2000) requires local governments to develop governing practices that reflect a representative culture of governing through citizen involvement. Citizens must be encouraged to participate in decision-making and service delivery by municipal officials (Mamokhere, 2019:377). In this way, the municipality and the community must keep in touch on a regular and productive basis.

3.3 *Nurturing good governance for increased basic service delivery: A therapy to the impediments*

Good governance is inclusive, participatory, transparent, responsive, effective and efficient, equitable, and follows the rule of law (Ngxongo, 2003:29-32). It ensures that in consensus-based decision-making, corruption is minimised, minorities' perspectives are considered, and the voices of society's most vulnerable are heard (Bless & Smith, 2000: 105). It is also responsive to current and future societal needs (Mercy Corps, 2010:8).

Good governance, according to Dlalisa (2009:24), entails efficient economic development practices and, ultimately, political dimensions. He goes on to say that the World Bank's approach to good governance, which has dominated the scene, is based on six pillars that apply at the macro, state, regional, and local levels (Dlalisa, 2009:24). Political accountability, associational freedom and popular participation, a sound judicial system, bureaucratic accountability, information freedom, and capacity building are examples of these (Brynard & Hanekom, 2006:60). To foster good governance and increased service delivery, a community expects municipal officials to act ethically in the performance of their duties (David & Sutton, 2004: 27). The responsibility of a public institution is thus to serve the community as a whole while adhering to specific codes of ethics (Babbie, 2011:391). Ineffective administration, poor governance, and inadequate service delivery may result from unethical behaviour (David & Sutton, 2004: 27). It is also critical to address ethical concerns that arise because of tensions between politicians and the public service hierarchy (Dlalisa, 2009:24). Unfair pressure on public officials can lead to unethical behaviour and a search for a moral justification for his actions (Bless and Smith, 2000: 105). When a public official is faced with a moral quandary, it reveals "the lack of ethical subtlety that the public official was permitted in making decisions" (Brynard & Hanekom, 2006:60). It is also important to remember that a public official is also a citizen, with the ethical identity of a public official being that of a citizen hired by the community to work for the community (Brynard & Hanekom, 2006:60). The South African Constitution requires municipalities to provide basic services to all residents (Brynard & Hanekom, 2006:60). Councillors are elected to represent residents and must participate in a variety of local consultation and decision-making processes, including ward committees, budget consultations, ward meetings, and Integrated Development Planning Forums, among others (Bless & Higson-Smith, 2000:85). Whereas Brynard and Hanekom (2006: 60) note that people who represent community members must fight for their rights; it is critical to understand the level of services available, the methods for delivering services, and the options for delivering services that a municipality faces. Municipalities must ensure that residents in their jurisdictions have access to the most basic services (Maepa, 2011:16). Municipalities provide a variety of services, including water supply, sewage collection, and disposal, refuse removal, electricity and gas supply, municipal health services, municipal roads and storm water drainage, street lighting, and municipal parks and recreation (Maepa, 2011:16). For this paper nurturing good governance for increased basic service delivery" suggests fostering an environment where public institutions efficiently and effectively provide essential services to citizens. This involves ensuring transparency, accountability, responsiveness, and inclusiveness in governance processes.

4. Research Methodology

The paper adopted the qualitative method or approach wherein, data was collected on existing literature, case studies, and government documents.

This paper is conceptual and it relies heavily on previous literature to support the proposed arguments. Qualitative data analysis as a methodological approach employed in social sciences, humanities, and various other fields to make sense of non-numerical data, typically textual or visual was deployed to answer and the challenges of Basic service provision in Ba-Phalaborwa Local Municipality.

5. Discussion/Findings

This paper found that Lulekani community has increased which resulted in sewage blockage which can be linked to old infrastructures constructed more than 20 years ago. The paper found that there is maladministration in electing ward councillors according to their party loyalty with the benefit of serving their interest as well as giving back to the party through recruiting party members. By hiring according to political differences, end up misusing funds for unfinished projects. The paper further discovered that the Lulekani community lacks resources and competent staff members, characterised by corruption, this is evident where there are many unfinished municipal projects. It is discovered that the Ba-Phalaborwa municipality is characterised by corruption where they have awarded many tenders, but they fail to help the community as they do not finish their projects. The municipality is characterised by poor service delivery and nepotism as they only employ their relatives instead of giving qualifying candidates jobs. The paper found that there is non-payment of services, low participation of community members on community needs priorities, draft IDP, and budget public participation. It is also indicated that

illegal land occupation, residents not interested in paying for services with lots of excuses, political factions and abuse of power, and non-payment of services as some of the challenges. The paper also found that lack of leadership values, the inability to put the community first, and power-hungry politicians with personal vendettas also add to poor service delivery. Lastly the paper discovered that there is a lack of funds to accommodate the whole community and incompetent municipal officials. In conclusion to the findings, maladministration is the root cause of poor service delivery and as such public accountability is compromised.

5.1 The State Of Scholarship on Service Delivery in South Africa

The rich and diverse body of scholarship on service delivery in South Africa reflects the nation's complicated socio-political environment as well as the continuous difficulties in offering basic services to its people. The Reconstruction and Development Programme (RDP), the National Development Plan (NDP), and various sectoral policies that focus on housing, social welfare, health, education, and water and sanitation are just a few examples of government policies and strategies that are examined in this paper in terms of their development, implementation, and impact. Understanding the underlying causes, dynamics, and ramifications of service delivery protests is receiving a lot of scholarly interest because of how often these protests are in South Africa. Scholars investigate topics related to inadequate governance, socio-economic complaints, political activism, and the function of protest in promoting democratic accountability. According to the report, when

community members are left on the streets demanding assistance, they suffer emotionally and psychologically. The paper concludes that individuals engaged in service delivery practices impede socioeconomic progress. Maladministration remains a contributing factor towards the implementation of municipal service delivery.

6. Contribution/Significance

This paper contributes to the well-being of the community and emphasises the enhancement of effective public administration. To recapitulate, strengthening service delivery yields significant advantages for public administration and communities similarly. It promotes social and economic progress, builds public confidence, and ensures efficient and effective government. effective service delivery improves access to critical services, expands economic prospects, advances social justice, and supports sustainable development, all of which contribute to the overall development of communities. By improving community members' quality of life and well-being, these solutions help to create stronger, more resilient communities. Service delivery as a societal daily issue needs to be addressed and as such this paper ensures that problems associated with service delivery need to be tackled with the intent to promote socio-economic development. This paper through the application of the New Public Management Theory suggests that the South African government adopt and follow the NPM principles for effective service delivery and good governance.

7. Recommendations and Conclusion

The researcher suggests that the municipality must encourage community members to participate in IDP's meetings for them to know whether the municipality delivers basic services according to IDP. Municipal officials should improve how to utilize municipal resources according to the integrated Development Plan (IDP). The paper suggests that there is still a need for the municipality to regularly train its officials to implement the IDP. Accountability should be enforced and fostered for maladministration and failure to deliver services. The paper therefore suggests that corrupt politicians must be accountable for their corrupt activities, for incompetent staff the municipality should implement skills development and for lack of funds, the municipality should ensure that residents, pay rates every month as expected. The paper recommends that politics should be separated from administration and train the administrators on how to make and implement policies. Transparency should be always fostered. The municipality should be transparent and treat all community members fairly. The paper suggests that the municipality should have a programme to maintain sewerages and roads. The paper recommends that the municipality should ensure that communities pay for services and explain to them the benefits of paying for services, they should draft a proper Integral Development Plan and proper implementation for IDP to attract sponsors and funders to fund the budget. The paper recommends that the municipality should implement measures to collect revenue. The paper emphasises that the

municipality should consult community members about the service they get from municipal officials to train staff on how to treat community members with respect, they should also verify the qualifications of all staff who are working at the municipality to avoid nepotism and favoritism during recruitment of employees. Besides all the recommendations, this paper suggests public accountability measures to foster effective service delivery. Accountability is paramount in tackling maladministration. In summary, the paper covered the problems in providing basic services in the Lulekani community regions of the Ba-Phalaborwa Local Municipality. As a result, the paper discovered that corruption and poor management are to blame for the sewage block problems facing Lulekani's rural settlements. This paper was conducted to make sure that elected officials, especially those in positions of authority, could identify the issues facing the community and recommend appropriate solutions. Moreover, to address this problem there is a need for a multifaceted strategy comprising cooperation between the Ba-Phalaborwa Local Municipality, pertinent governmental institutions, non-governmental organizations, community-based groups, and other stakeholders. Additional strategies can be enhancing infrastructure, expanding access to healthcare and education, boosting economic growth, fortifying institutional capacity and governance, encouraging community involvement and engagement, and tackling environmental. Due to the challenges faced by the Lulekani community, there is a need for improvement. It is possible to make improvements

to the well-being and quality of life of the people living in the Lulekani Community by tackling these issues in their entirety. In conclusion, challenges of service delivery in the Lulekani community under Ba-Phalaborwa Local Municipality can be tackled through collaboration, separation of politics from administration, accountability, and localisation of developmental local government for a local practice to empower community members.

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