INSTITUTE FOR POVERTY, LAND AND AGRARIAN STUDIES (PLAAS)

Social Protests and
Water Service Delivery in South Africa

METHODOLOGY AND RESULTS

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UNIVERSITY of the
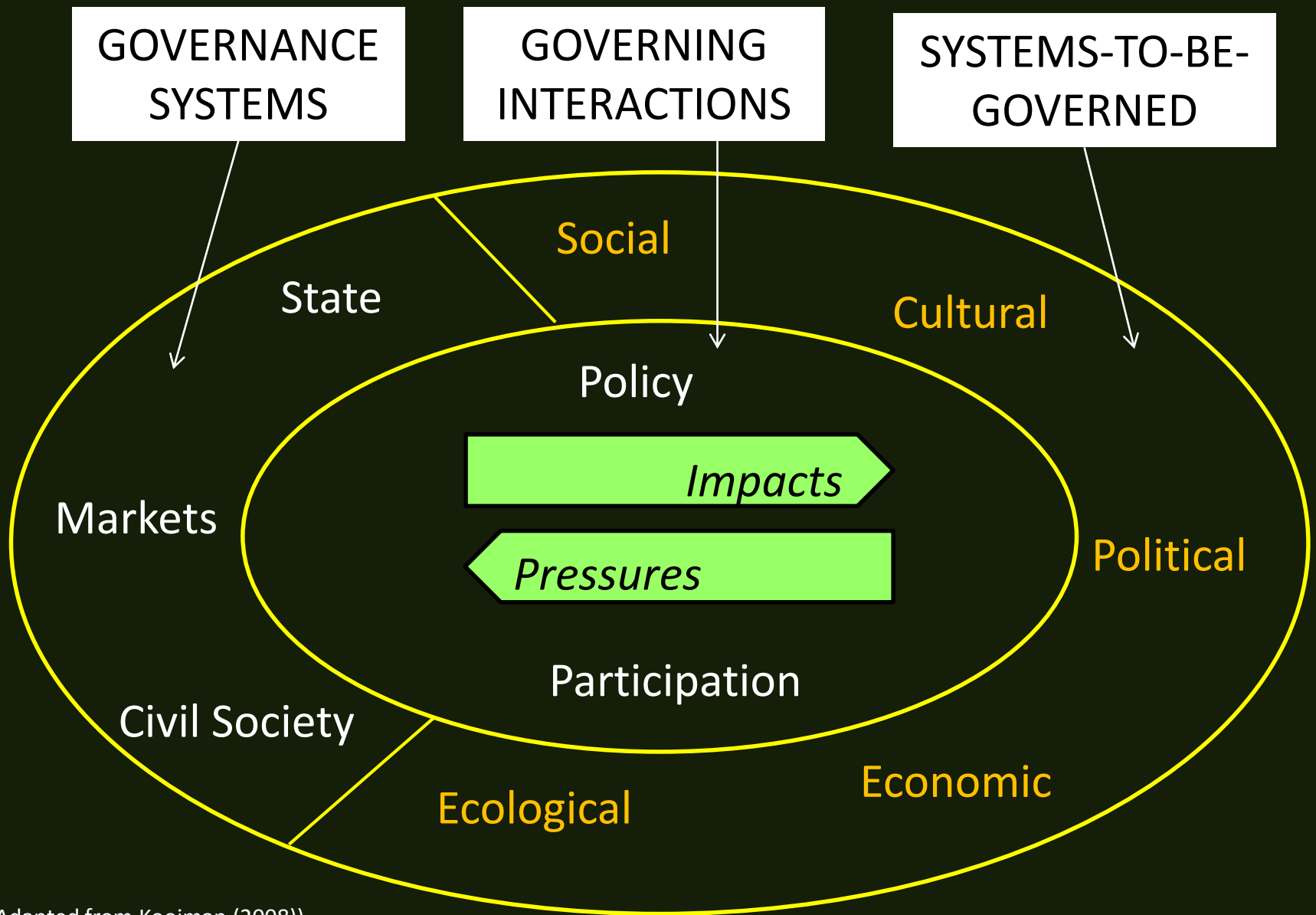WESTERN CAPE

WATER
RESEARCH
COMMISSION

A place of quality,
a place to grow, from hope
to action through knowledge

Introduction

- Rampant social protests about poor 'services delivery', mostly urban.

- Grievances include water and sanitation issues

- Disjuncture between municipalities and residents.

- Politicization of grievance issues (esp. since 2009):
  - Protests largely seen as a means of escalating pressure on indifferent political representatives

Research Problem

- Need to pre-empt social protests associated with water and sanitation services delivery by enhancing preparedness.

- Guiding Principles:
  – Constitutionality of protests.
  – Water security for all, irrespective of presence or absence of protest action.

- NB: Two-fold Crux
  1. Historical Political Economy
  2. Contemporary Governance and Governability

GOVERNANCE SYSTEMS

GOVERNING INTERACTIONS

SYSTEMS-TO-BE-GOVERNED

Social

State

Cultural

Policy

Impacts

Markets

Pressures

Political

Participation

Civil Society

Ecological

Economic

(Adapted from Kooiman (2008))

Study Objectives

To develop:

1. Clear understandings of the linkage between social protests and water service delivery.

2. An evaluation framework to enable key stakeholders to more effectively pre-empt social protests associated with water and sanitation services delivery.

Methodological Challenges (Aim 1)

- 'Social protests' lens excludes the majority of people affected by water service delivery issues but not engaged in protest action.

- Complexity of SA protests: requires innovative methods of enquiry amid politically-charged terrains.

- Distinguishing between different types of protests.

- Protest action largely an urban phenomenon, but increasingly occurring in rural areas.

Methodological Challenges (Aim 2)

- Developing a sufficiently flexible and robust evaluation framework applicable to varying rural and urban contexts, and with practical applications for co-governance of water and sanitation services delivery.

- Indicators (mix of qualitative and quantitative)

- Predictive modelling (volume of data)

- Scenario Building (linkage to Reconciliation Strategies)

- Possible dilemma: Citizen-based monitoring roles versus constituency representation at local levels.
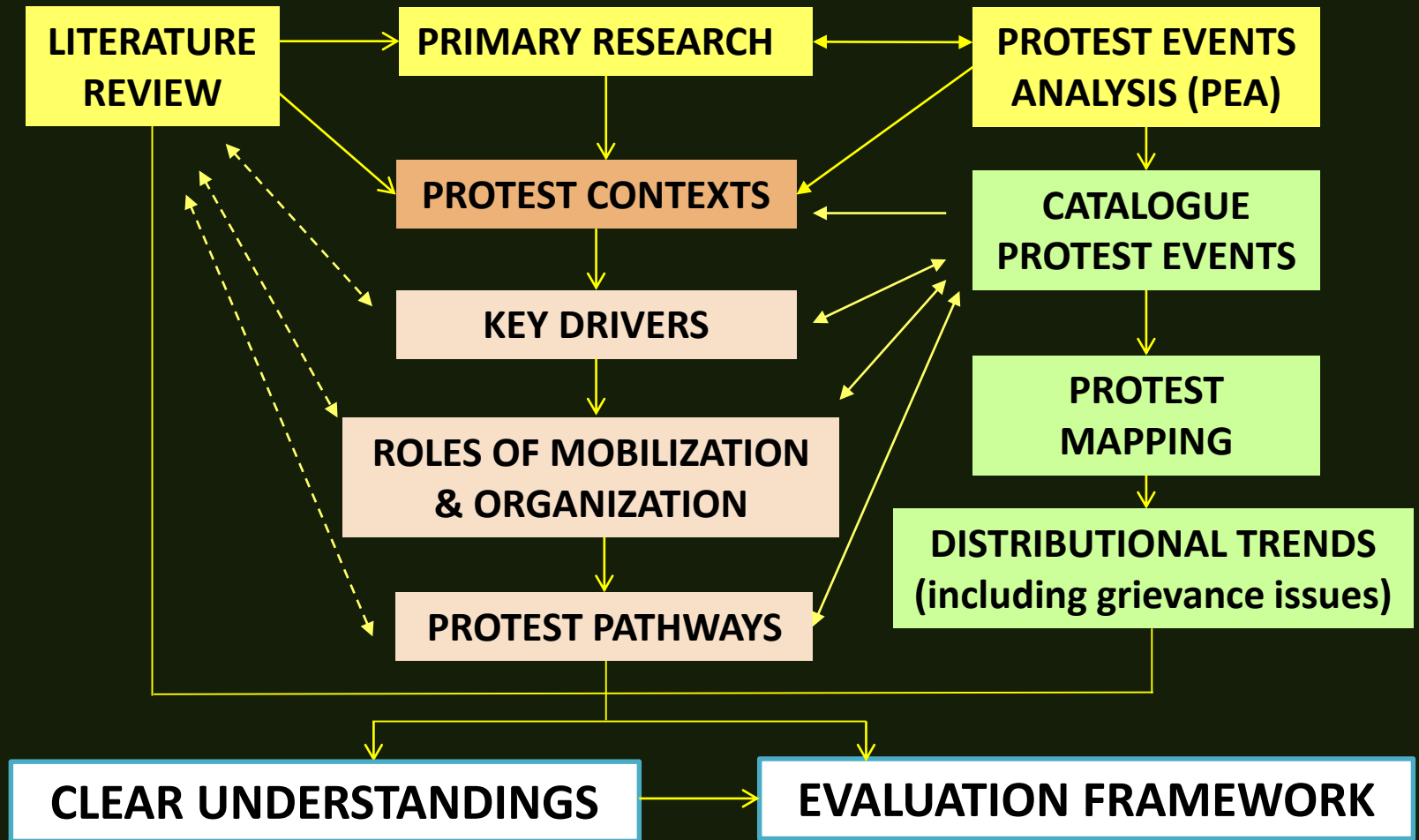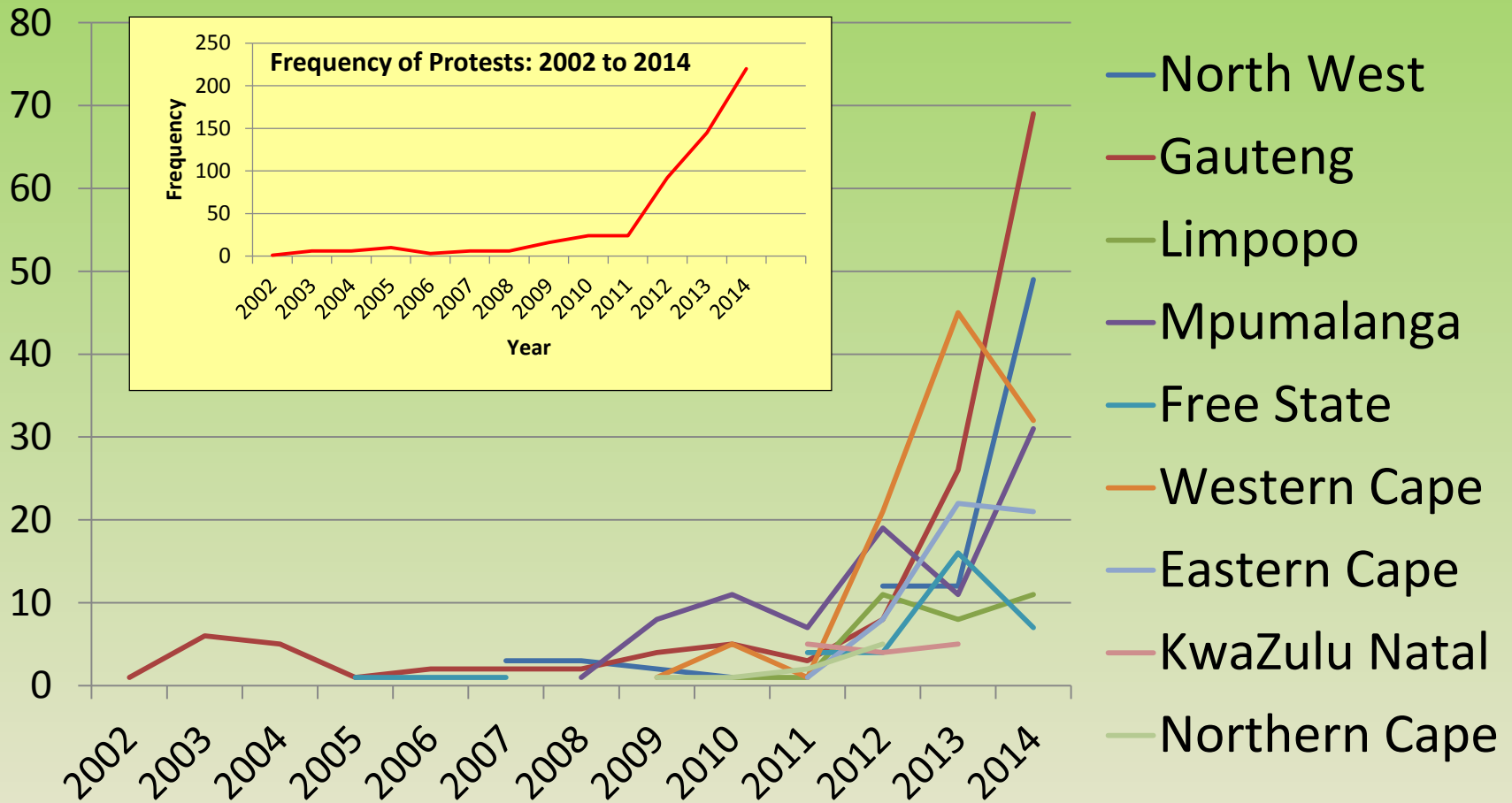
RESEARCH FINDINGS

Protest Event Analysis & Mapping

Ranking of Grievances by Province, 2004 – 2014/15

| NW	GP	LP	MP	FS	WC	EC	KZN	NC
Service delivery	**Service delivery**	**Service delivery**	**Service delivery**	**Service delivery**	**Service delivery**	**Service delivery**	**Service delivery**	**Service delivery**
Municipal demarcation	Evictions	**Water**	Corruption	Municipal rates	Housing	Housing	Labour unrest	Corruption
Water	Housing	Housing	Xenophobia	Corruption	**Sanitation**	**Water**	Nepotism	**Water**
Eviction	Electricity	Electricity	**Water**	**Water**	**Water**	Road infrastructure		Education
Road infrastructure	**Sanitation**	Unemployment	Unemployment	**Sanitation**	Electricity	Electricity		
Unemployment	**Water**	Demand own municipality	Road infrastructure	Against municipal merger	Political disputes	**Sanitation**		
Taxi fare increase	Xenophobia	Road infrastructure	Nepotism	Nepotism	Poverty	Political disputes		
Health facilities	Women and child abuse	Tribalism	Electricity	Health facilities	Wage disputes	Unemployment		
Wage disputes	Transport tariffs		Road infrastructure	Education	Farmworkers working conditions and wage disputes	Educational staff		
Electricity	Wage disputes		Health facilities	Road infrastructure	Land eviction	Demand own municipality		
Mineworkers disputes	Health facilities		Eviction		Transportation	Corruption		
Housing	Land allocation		Skills development		Land	Nepotism		
Sanitation	Municipal disputes		Education		Working conditions	Eviction		
Municipal disputes	Corruption							
Nepotism	Unemployment							
Crime								

PROTEST MAPPING: METHOD

- Protest events cataloguing using journalistic and social media articles in a database.

- Converting protest catalogues into a GIS format.

- Spatial analysis of protests at various scales (National, Provincial, municipal and ward).

- Analysis of time series and 'hot spots'

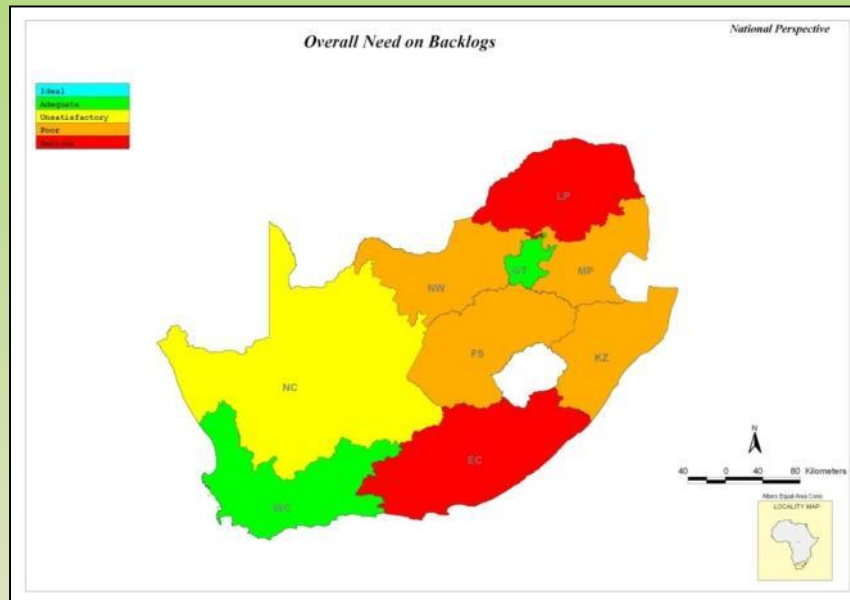# Overview: Protest Distribution, 2002 – Jan 2015
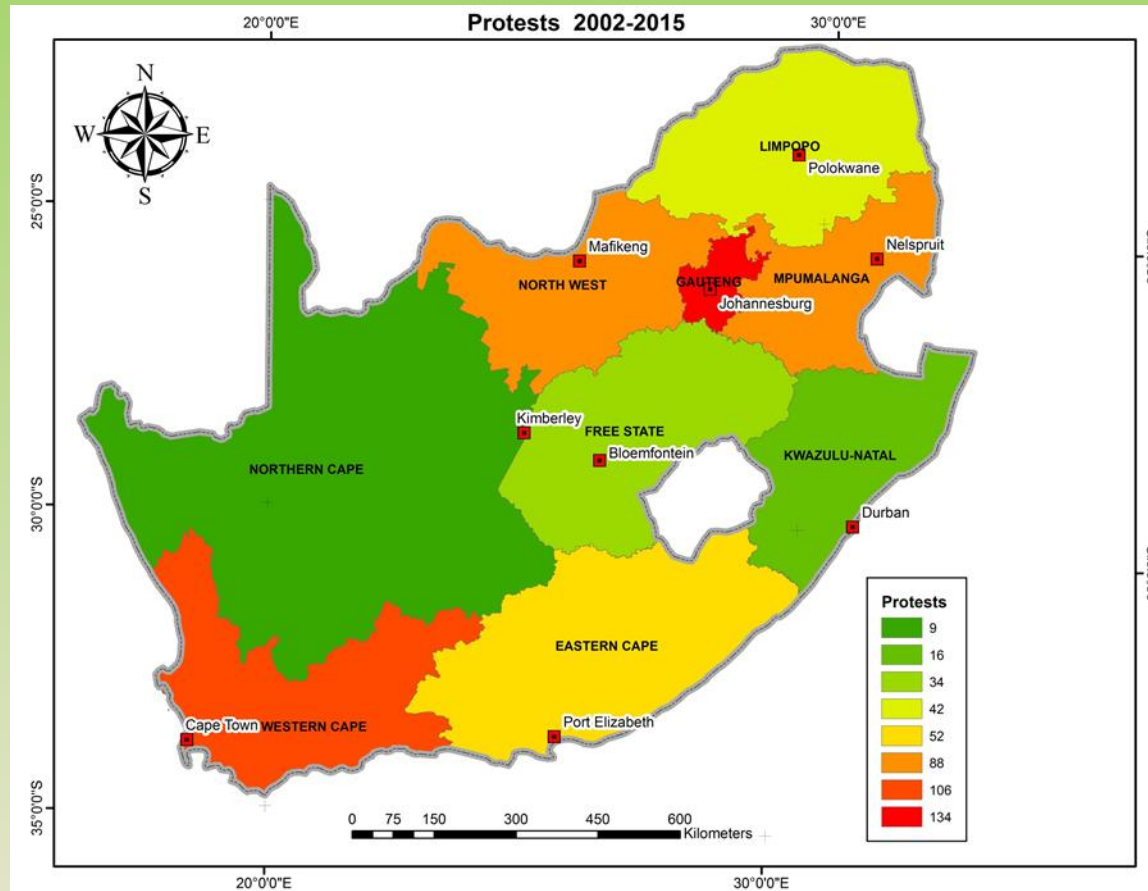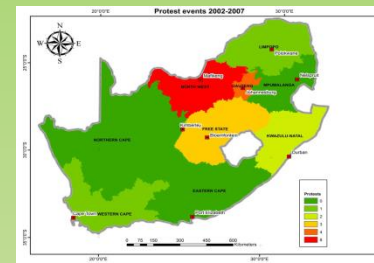
Provincial Perspective, 2002 – Jan 2015
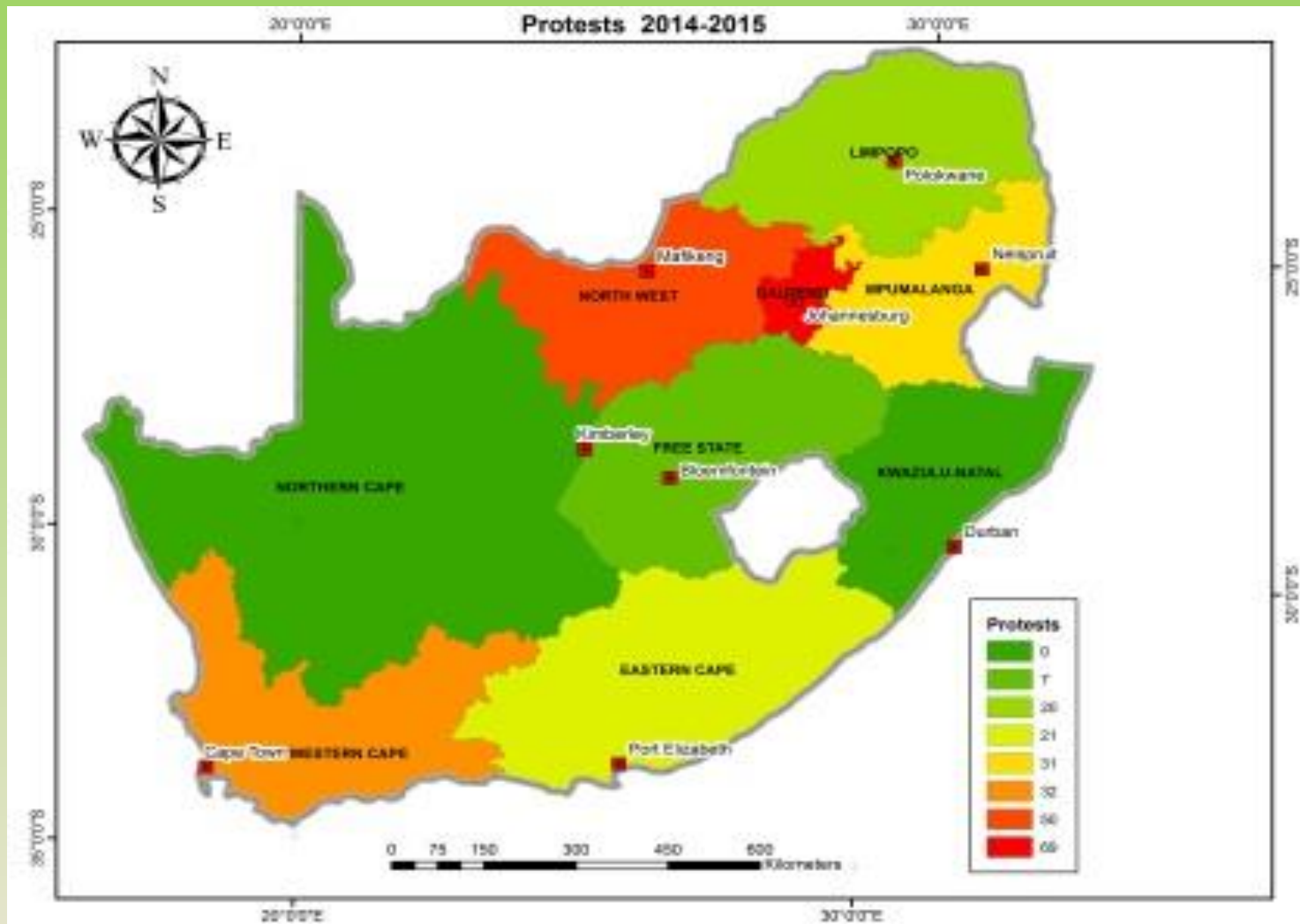
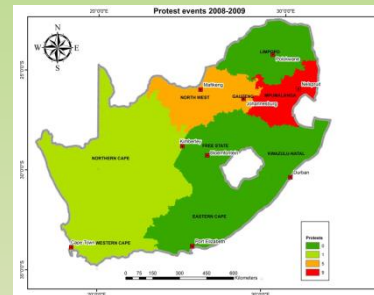# Comparison of water services needs and protests

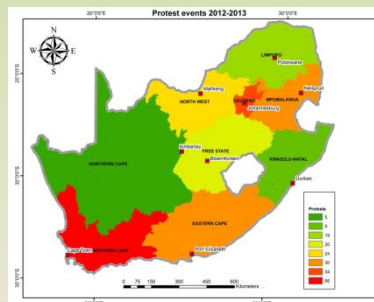**Overall need, based on water services backlogs (DWA 2009)**

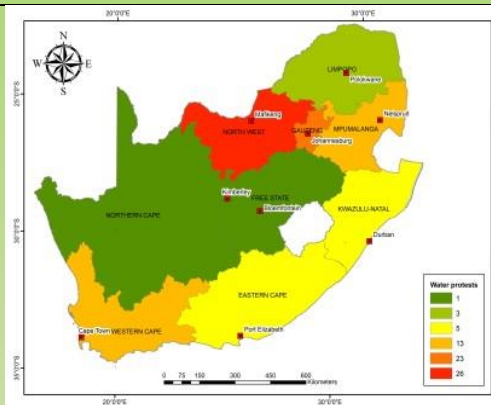**% Frequency distribution of water services related protests**
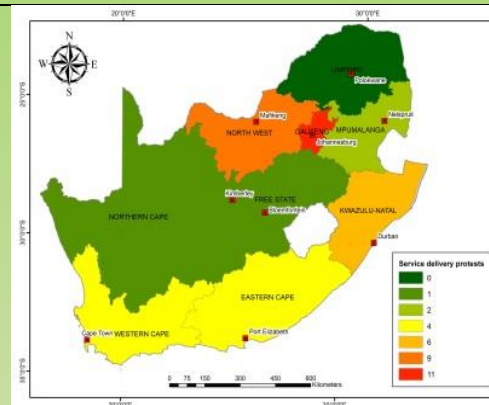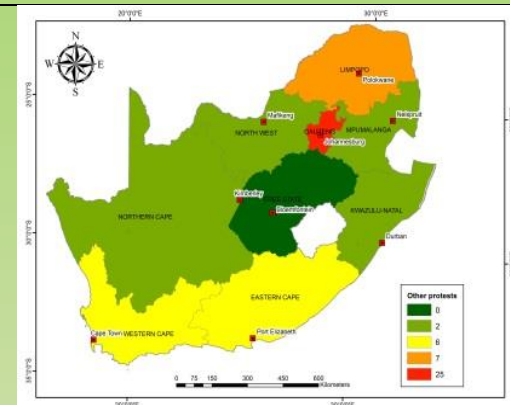

2002 - 2007

2008 - 2009

2012 - 2013

Frequency: 'water service delivery' versus 'service delivery' and 'other protests
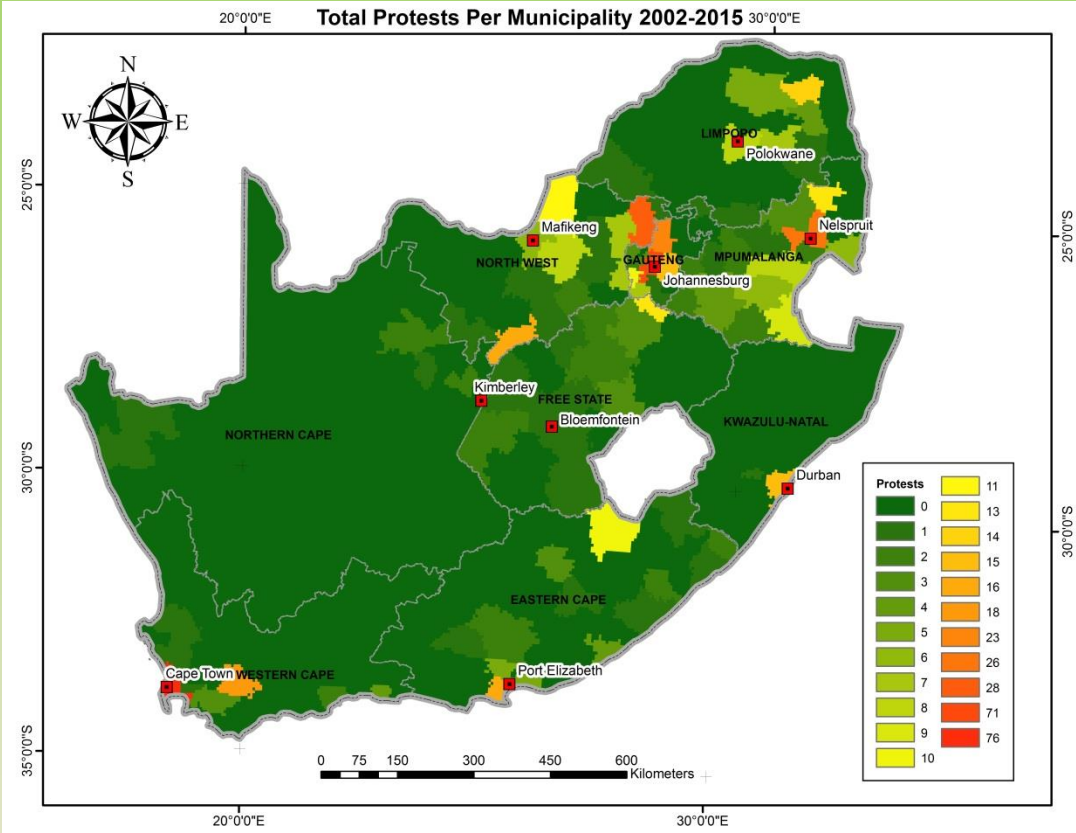

'Water Services'

2013-2014

'Services Delivery'
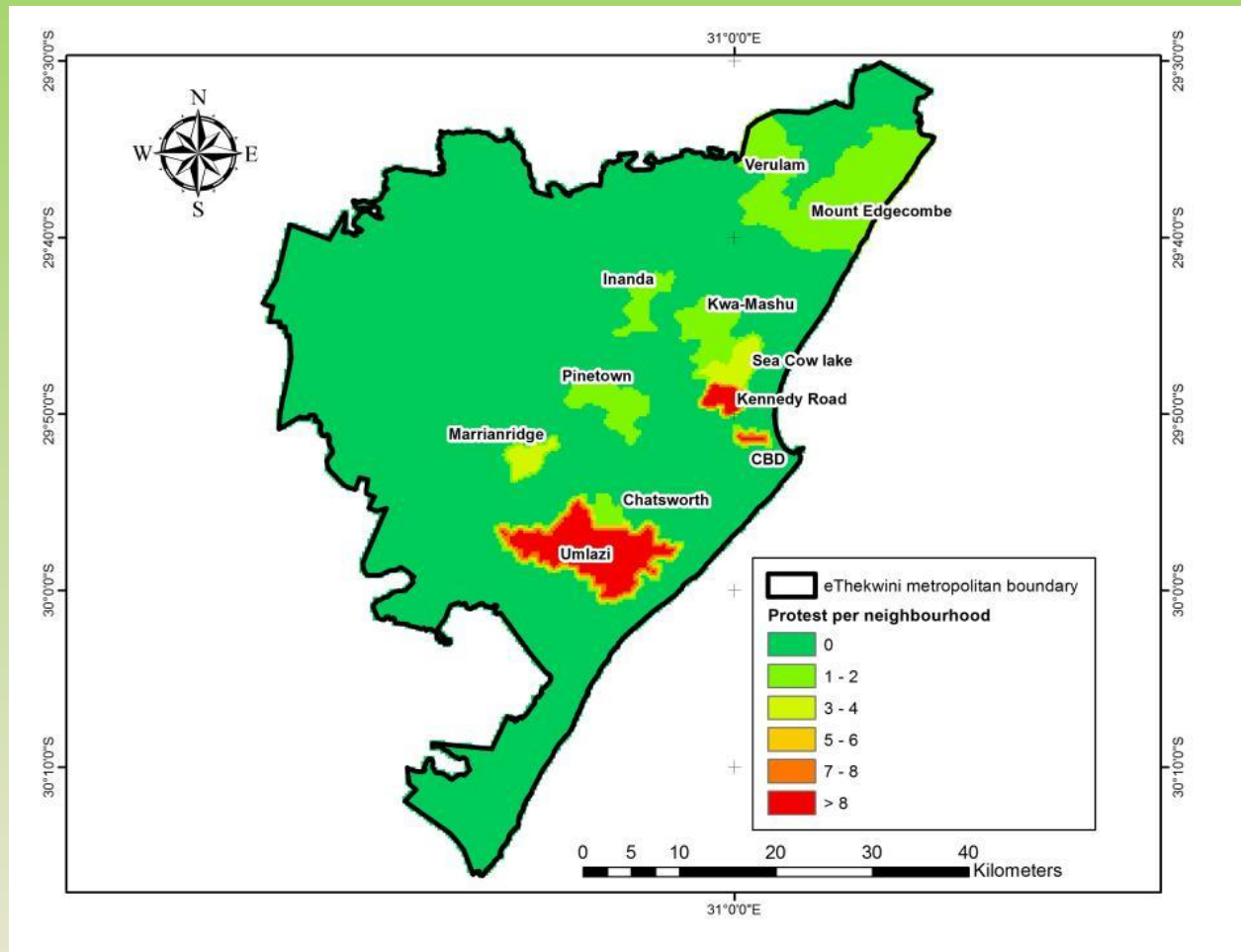
2013-2014

'Other' grievances

2013-2014

Protest distribution by municipality: Hot and cold spots (2002 – Jan 2015)
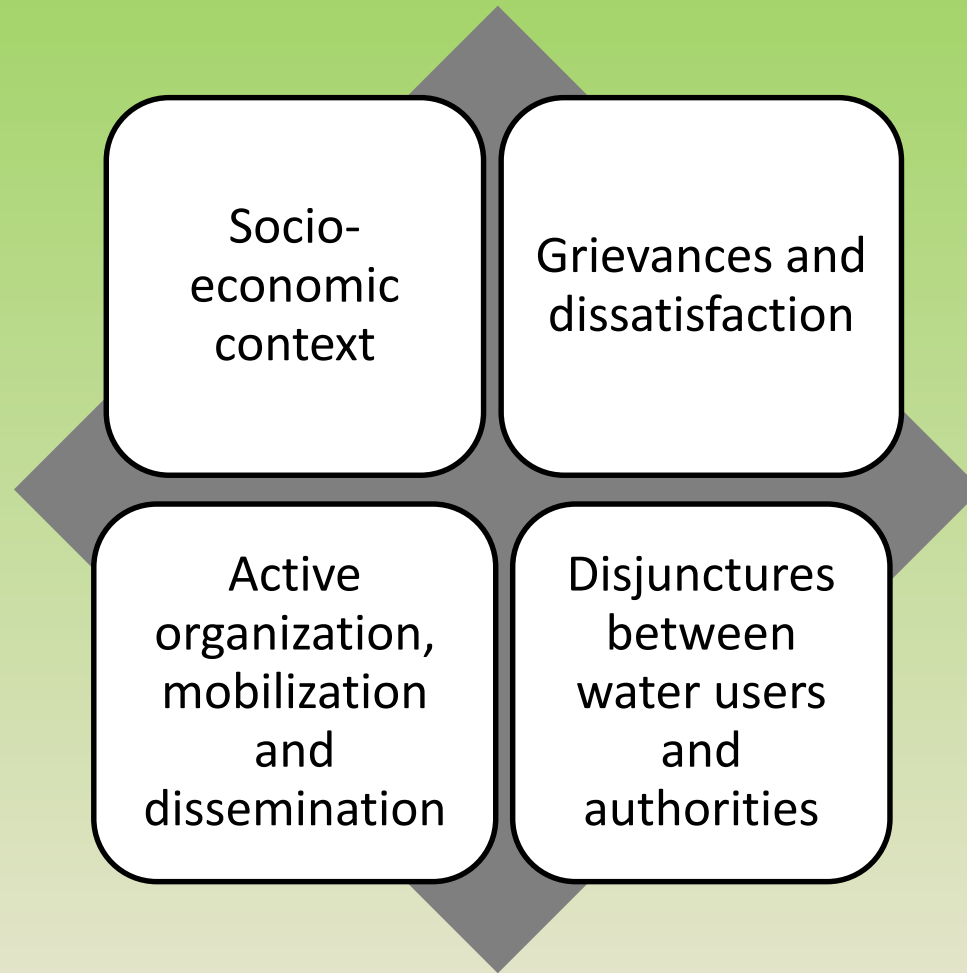
Ward Level Perspective: Protest Frequency Distribution by Metropolitan Council Neighbourhood, 2002 – 2014

RESEARCH FINDINGS

Empirical Research, Rapid Appraisals, Secondary Research and PEA

Social Protests: Proximate Conditions

Socio-economic context

Grievances and dissatisfaction

Active organization, mobilization and dissemination

Disjunctures between water users and authorities

Socio-Economic Context

- Violent protests: Poverty, unemployment, inequality and perceived relative deprivation/marginalization (low & middle income).

- Non-violent protests: early stages / affluent

- Dissatisfaction with delivery of water, sanitation and related social services.

- Negative perceptions about governance

- Municipal capacity constraints in dealing with longstanding backlogs, amid rapid urbanization and changing citizenry expectations and aspirations.

Grievance issues

- Water supply problems, even with infrastructure within 200 metres.
- Poor quality of water from existing supply infrastructure.
- Old and deteriorated water reticulation networks.
- Poor operation and maintenance of infrastructure.
- High tariffs (and sometimes too low).
- Intermittent water supplies.
- Lack of monitoring of service delivery by private contractors.
- Perceived and alleged corruption in the awarding of private contracts.
- Water restrictions and disconnections after installation of supplies.
- Difficulties in access at night due to personal safety and security risks.
- Comparison with more affluent neighbourhoods, and perceived relative deprivation.

Key Drivers of Social Protests

1. Rapid urbanization and a changing citizenry expectations and aspirations.

2. Agrarian transformations (de-grarianisation, transition from subsistence to commercial economies and changing demography of rural labour).

3. Unemployment (incl. surplus labour from mine closure).

4. Negative perceptions about governance in general and municipal governance in particular.

Key Drivers of Social Protests

5. Emerging politics of engagement post-2009, with new mobilisations by civil society and trans-boundary expansion of rights-based social networks.

6. Journalistic and social media and ICT, which amplify grievances, increase public awareness and outrage, and off-set accelerated spread of social protests.

EVALUATION FRAMEWORK DEVELOPMENT

CONSIDERATIONS

- Efficacy

- Appropriateness of Data Collection Method (PEA, Rapid Appraisal, In-depth Empirical)

- Scale or Unit of Analysis

- Category of Protest/Types of Protest

- Balancing efficacy with accuracy

Analytical Methods

- Protest Events Analysis (PEA) & GIS Mapping

- Water Services Issues Assessment Method (WSIAM)

- Satisfaction Assessment Matrix

- Path Analysis Method

- Thresholds for Risk or Impact Acceptance / Unacceptance

WATER SERVICES ISSUES ASSESSMENT METHOD (WSIAM)

Table 1   **Overview of the WSIAM process**

STEP	ACTION
1	Context Analysis
2	Situation Analysis
3	Participatory Evaluation of Issues
4	Constraint Analysis
5	Identification and Quantification of Risks and Hazards that can affect a Livelihood System
6	Estimation of the Susceptibility to Damage, Loss and Suffering in the Context of Differing Risk and Vulnerability Profiles
7	Comprehensive Options Analysis
8	Preemptive or Remedial Action

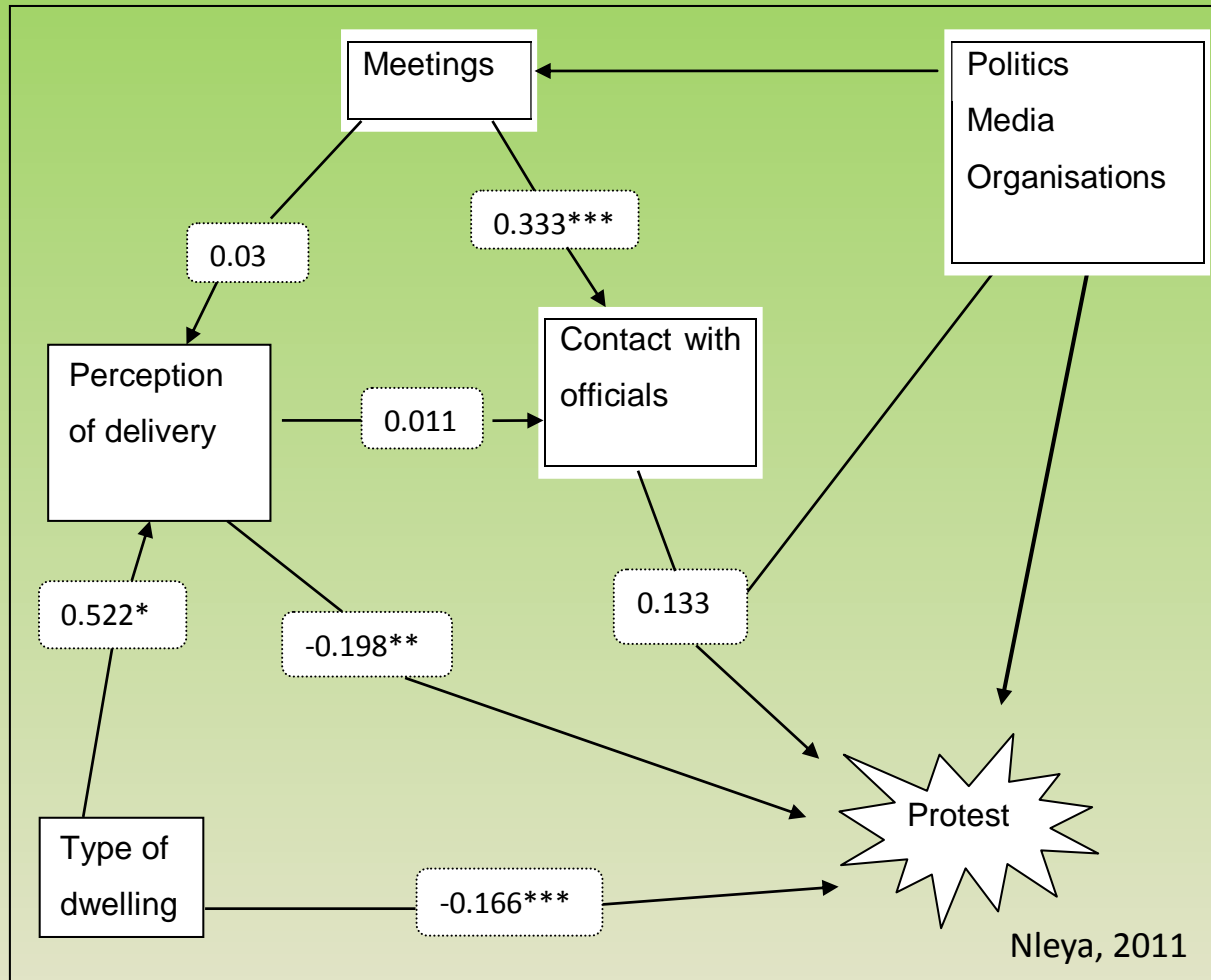# SATISFACTION ASSESSMENT MATRIX
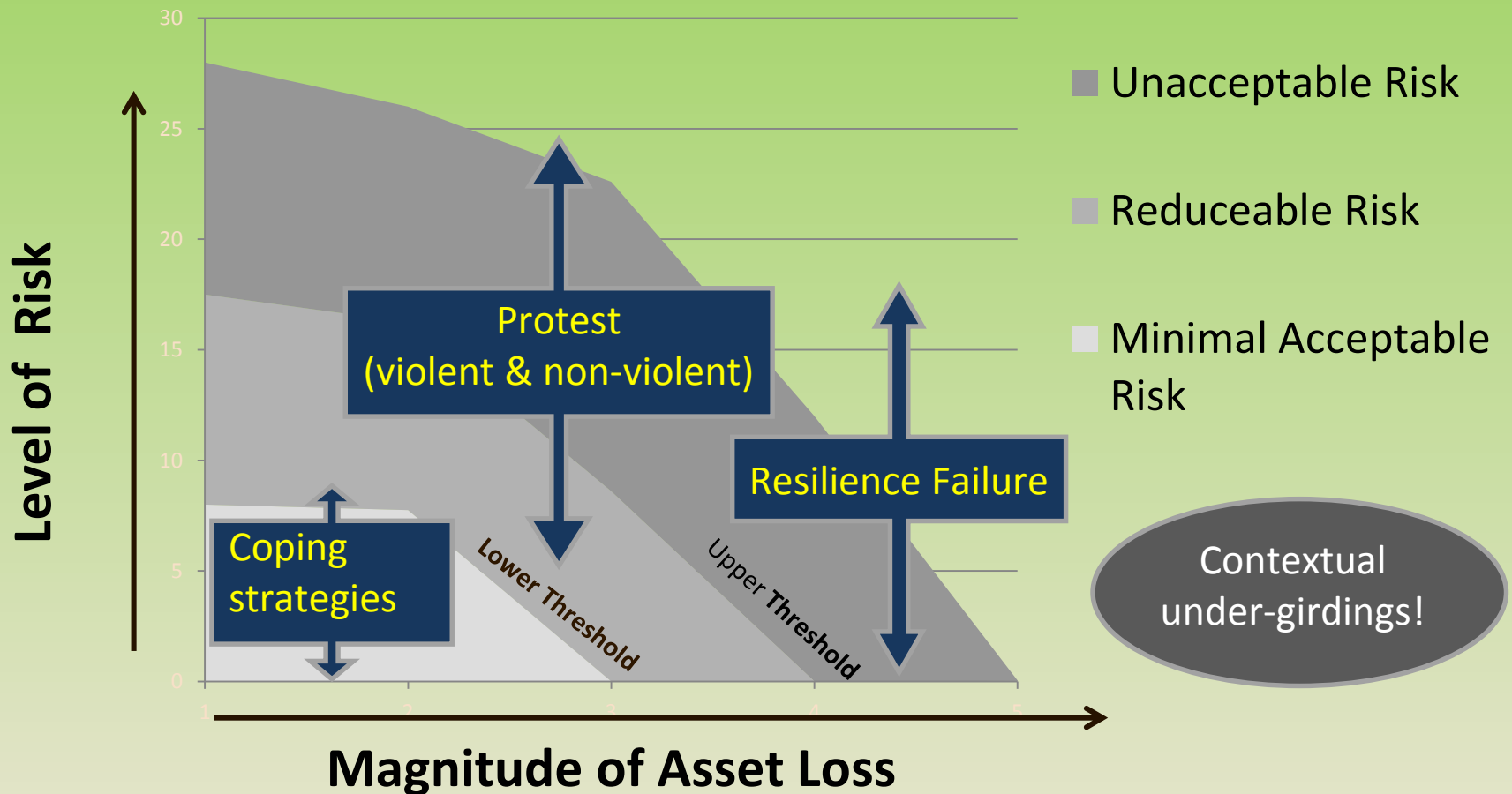
PATH ANALYSIS

Figure 1   Path Model for Protest Attendance in Khayelitsha, 2010

Water security: Thresholds

POSSIBLE INDICATORS FOR URGENCY OF INSTITUTIONAL INTERVENTIONS / RESPONSES

INDICATORS ↓	SCORE INDEX: Blue: 1 Amber: 2 Red: 3 Black: 0		TOTAL URGENCY SCORE: 17-22: Low 23-32: Medium 33 & above: High		
CONTEXT: ■ Urban ■ Rural	**Historical Background:** ■ Privilege ■ Disadvantage	**Socio-economic status:** ■ High income ▨ Middle income ■ Low income	**Unemployment rate:** ■ Low ▨ Medium ■ High	**Housing Backlog:** ■ Low ▨ Growing slowly ■ Growing fast ■ High	**Tenure and Tenancy:** ■ Formal ▨ Mixed ■ Informal
SITUATION & WATER ISSUES	**Access: Water/Sanitation** ■ 100% served ▧ 96 – 99% served ▧ 90 – 95% served ▨ 80 – 89% served ▨ 70 – 79% served ■ 60 – 69% served ■ 50 – 59% served ■ 40 – 49% served ■ 30 – 39% served ■ 20 – 29% served ■ Less than 20%	**Water/Sanitation Infrastructure** ■ Functioning (+RDP) ▧ Functioning (RDP) ▨ Functioning (-RDP) ■ Broken down/Unreliable ■ Non-existent **Infrastructure Funding:** ■ Sufficient ▨ Insufficient ■ No Rehabilitation Renewal Expansion of existing New Development	**Drinking Water Quality Management Score: (Blue Drop)** ■ High ▨ Medium ■ Low **Sanitation Score: (Green Drop)** ■ High ▨ Medium ■ Low	**Vulnerability Factor(s)** Any affected vulnerable gender groups (women, children, youth, aged etc)? ■ No ■ Yes Any waterborne disease? ■ No ■ Yes Population/Housing density ■ Low ▨ Medium ■ High	**Protest Opportunity and Timing** ■ **No** ■ **Yes** ■ Commemoration ■ Protest season ■ Political Disputes ■ Major event(s) ■ Elections
DATA, COMMUNICATION & MONITORING	**Population Data Reliability** ■ High ▨ Uncertain ■ Low	**Informality Data Captured** (e.g. % Informal Tenure; % Informal Tenancy) ■ Yes ■ No ■ Not applicable	**Indigency Register** ■ Yes ■ No ■ Not applicable	**Infrastructure monitoring** ■ Yes ■ No **PEA & Barometric tracking** ■ **Yes** ■ **No**	**Knowledge & communication resources:** **Accessibility of** Hotline, Website (live / interactive), Newsletters/ Barometers & Social media platforms ■ Yes ■ No

POSSIBLE INDICATORS FOR URGENCY OF INSTITUTIONAL INTERVENTIONS / RESPONSES

CONTEXT: | **Historical Background:** | **Socio-economic status:** | **Unemployment rate:** | **Housing Backlog:** | **Tenure and Tenancy:**

- Low
- Low
- Formal

Socio-economic Status:

Unemployment Rate:

- ■
- ▦
- ■ Low
- Medium

Infrastructure Funding:

Drinking Water Qu... (Blue Drop)

Vulnerability Factor(s)

Any affected vulnerable gender groups

...en, children, youth, aged, indige...

Housing Backlog

- Low

Tenure & Tenancy

- Formal
- ...ed
- ...rmal

Protest Opportunity and Timing

- No

- Protest season
- Political Disputes
- Major event(s)
- Elections

Population Data Reliability

- High
- Uncertain
- Low

Knowledge & Communication Resources:

Accessibility of

- Hotline
- Website (live / interactive)
- Newsletters/ Barometers
- Social media platforms

- Yes
- No

DATA COMM... & MO...

- 40 – ...% served
- 30 – 39% served
- 20 – 29% served
- Less than 20%

MONITO...

- Yes
- No

...wledge & ...mmunication ...sources:

...cessibility of Hotline, ...ebsite (live / interactive), ...wsletters/ Barometers & ...cial media platforms

- Yes
- No

RECOMMENDATIONS

- Research to test and further develop the proposed Evaluation Framework.
- Refine and adjust variables and indicators and, if possible, assign statistical metrics or values to each indicator.
- Further research to involve a broader range of stakeholders so as to enhance ownership and effectiveness of the evaluation framework.
- The resultant instrument should NOT be constructed as a 'blueprint', but rather as an adaptable framework that can be adjusted to suit context or case specific requirements.