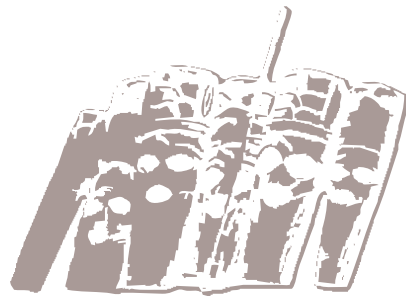




Centre for Development Support



Biennial Report 2003/2004

Tweejaarlikse verslag 2003/2004 • Raporoto ya selemo sa 2003/2004



UNIVERSITEIT VAN DIE VRYSTAAT
UNIVERSITY OF THE FREE STATE
YUNIVESITHI YA FREISTATA



Faculty of Economic and
Management Sciences

Biennial Report 2003/2004

Centre for Development Support (CDS)

This report is dedicated to Sandile Ntshakala, former Master's student in Development Studies, who died as a victim of organised crime in Swaziland.

Tweejaarlikse verslag 2003/2004

Sentrum vir Ontwikkelingsteun

Hierdie verslag word opgedra ter nagedagtenis aan Sandile Ntshakala, voormalige magisterstudent in Ontwikkelingstudie wat 'n slagoffer was van georganiseerde misdaad in Swaziland.

Raporoto ya selemo sa 2003/2004

Centre for Development Support (CDS)

Raporoto ena e abelwa ho Sandile Ntshakala, moithuti wa kgale wa Master's student in Development Studies, ya timetseng ka ho ba lehlatsipa la bonokwane bo hlophisitsweng mo Swatseng.



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Contact Details

The Director
Centre for Development Support (IB 100)
University of the Free State
PO Box 339
Bloemfontein
9300

Republic of South Africa
Tel: +27- 051-401 3746
Fax: +27- 051-401 3424
email: olivierd.ekw@mail.uovs.ac.za
boteslj.ekw@mail.uovs.ac.za
Website: www.uovs.ac.za/cds

Reflection on five years' of research and development work

With this biennial report the CDS is celebrating its fifth year of existence. From the humble beginnings of two people (an acting temporary director and a research assistant/secretary) in 1999, the Centre now boasts a personnel contingent of nine full-time staff members and five research associates. During the past three years alone we produced more than 100 research outputs (reports, articles, policy papers, books and chapters in books). However, more significant has been the important role which the CDS has played in brokering development and policy research in the central regions of South Africa. In this process, much was achieved to disseminate and communicate research findings in the policy-making context of South Africa, specifically in the areas of service delivery and cost recovery, low-income housing, social impact assessments, youth and development and local economic development.

Multi-disciplinary Master's and Doctorate Programmes in Development Studies were also introduced. To date, 58 students, of whom 14 were international students, have graduated, predominantly from the adult learner sector. Four of the 24 MDS students who graduated in 2003 were international students. In 2004, ten of the 23 graduates were from outside South African borders. These alumni constitute a wonderful development support network which is already adding value to the business of the CDS.

Since 2002, the CDS has been host to the Economic Advisory Council of the Premier of the Free State and since 2004, of the International Institute for Development Ethics.

My sincere thanks to the researchers and research associates of the CDS and lecturers involved with the Development Studies Programme who have contributed to the achievements of the Centre. These outputs are the results of a scholarship of engagement and have been executed in the spirit of academic entrepreneurship. I also wish to thank all the funders and clients who trusted us to change their financial capital into social and human capital.

May we follow the advice of Ghandi that in the years to come the CDS and its people will be the change we seek in this world!

Enjoy the report!

Prof Lucius Botes

Director: Centre for Development Support

Besinning oor vyf jaar se navorsing en ontwikkelingswerk

Met hierdie tweejaarlike verslag vier die Sentrum vir Ontwikkelingsteun sy vyfde bestaansjaar. Van 'n beskeie begin in 1999 met twee persone ('n waarnemende tydelike direkteur en 'n navorsingsassistent/sekretaresse), spog die Sentrum nou met 'n personeelkontingent van nege voltijdse personeellede en vyf navorsingsgenote. Slegs gedurende die afgelope drie jaar is meer as 100 navorsingsuitsette (verslae, artikels, beleidsdokumente, boeke en hoofstukke in boeke) gelewer. Meer betekenisvol egter, is die belangrike bemiddelaarsrol wat die Sentrum vir Ontwikkelingsteun gespeel het ten opsigte van sowel ontwikkeling as beleidsnavorsing in die sentrale gebiede van Suid-Afrika. By wyse hiervan is veel vermoë om navorsingsbevindinge te dissemineer en te kommunikeer binne die beleidsmakende konteks van Suid-Afrika, veral op die terreine van dienslewering en kosteverhaling, laekostebehuising, sosiale impakstudie, jeug en ontwikkeling, en plaaslike ekonomiese ontwikkeling.

'n Multidissiplinêre magisterprogram (MDS) en 'n doktorsale program in Ontwikkelingstudie is ook ingestel. Tot op datum het 58 studente, waarvan 14 internasionale studente, gegradueer, oorwegend vanuit die volwasse leerdersektor. Vier van die 24 MDS-studente wat in 2003 gegradueer het, was internasionale studente. In 2004 was tien van die 23 gegradueerdes van buite die landsgrense. Hierdie alumni vorm 'n merkwaardige ontwikkelingsondersteuningsnetwerk wat reeds waarde toevoeg tot die werksaamhede van die Sentrum.



Sedert 2002 tree die Sentrum vir Ontwikkelingsteun op as gasheer vir die Ekonomiese Adviesraad van die Premier van die Vrystaat en sedert 2004 vir die Internasionale Instituut vir Ontwikkelingsetiek.

My opregte dank aan die navorsers en navorsingsgenote van die Sentrum en die dosente betrokke by die Program in Ontwikkelingstudie vir hul bydrae tot die prestasies van die Sentrum. Hierdie uitsette is die produkte van 'n betrokke wetenskapsbeoefening en is uitgevoer in die gees van akademiese entrepreneurskap. Graag bedank ek ook diegene wat ons finansiële ondersteun het, asook kliënte wat hul vertroue in ons gestel het om hul finansiële kapitaal in sosiale en menslike kapitaal te omskep.

Mag die Sentrum vir Ontwikkelingsteun en sy mense - in navolging van Ghandi se raad - in die toekoms dié verandering teweeg bring waarna ons in hierdie wêreld streef!

Geniet die verslag!

Prof Lucius Botes

Direteur: Sentrum vir Ontwikkelingsteun

Tshebelomorao dilemong tse hlano tsa mosebetsi wa dipatlisiso le wa hlaboloho

Ka raporoto ena, CDS e keteka selemo sa bohloko sa ho bateng. Ho tloha maqalong a ikoko-betsang a batho ba babedi (molaodi wa nakwana le mothusi wa dipatlisiso/mongodi) ka 1999, honajwale Sentara e nale basebeletsi ba robong ba sebetsang ka dinako tsohle le babatlisisi ba tshehetsang ba bahlano. Dilemong tse tharo tse fetileng re hlalositse ditlhaliso tsa dipatlisiso tse 100 (diraporoto, diarticle, dipampiri tsa boikemisetso/maano, dibuka, le dikgaolo dibukeng). Empa, se molemo ho fetisisa e bile karolo e bohlokwa e babetsweng ke CDS ka ho qala ka dipatlisiso tsa hlaboloho le boikemisetso/maano mo dibakeng tse mahare tsa Afrika Borwa. Ka tshebetso ena, ho fihletswe tse ngata ka ho lokolla le ho nehelana ka dintlha tsa dipatlisiso maemong a ho etsa ha maano mo Afrika Borwa, haholoholo mo dikarolong tsa ho nehela ka ditshebetso le ho kgutlelwa ha ditshenyehelo, matlo a theko e tlase, ananelo ya tshusumetso ya bophelo, batjha le hlaboloho le hlaboloho ya ekonomi ya lehae.

Ho ile ha hlaliswa Multi-disciplinary Master's (MDS) le Lenane la BoDoctorate mo Dithutong Tsa Hlaboloho. Ho fihlela hajwale, baithuti ba 58, ba kenyeletsang baithuti ba 14 ba matjhaba, ba falotse dithutong tsa bona, haholoholo ho tswa ho sektoro ya baithuti ba baholo. Baithuti ba banne ba MDS ho ba 24 ba falotseng dithutong ka 2003 e ne ele baithuti ba matjhaba. Ka 2004, baithuti ba leshome ho ba 23 ba falotseng dithutong ba ne ba tswa kantle ho moedi wa Afrika Borwa. Alumni ena e akaretsa sehlopha se makatsang sa tshehetso sa hlaboloho e seng e tlisitse molemo kgwebong ya CDS.

Ho tloha 2002, CDS e bile moetelwa ho Economic Advisory Council ya MoPremier wa Foreistata hape ho tloha 2004, e bile moetelwa wa International Institute for Development Ethics.

Diteboho tsaka tse totobetseng ho babatlisisi le babatlisisi ba tshehetsang ba CDS le DiLectura tse amehang Lenaneng la Dithuto tsa Hlaboloho, ba bileng le karolo ho atleheng ha Sentara. Dihlahiso tsena ke diphetho tsa dikamano tsa boithuti bo phetisitsweng ka moya wa kgwebo ya dithuto. Hape ke lakatsa ho leboha batshehetsi ba ditjhelete le bareki ba bileng le tshepo ho rona ho fetolela mohlodi wa ditjhelete tsa bone ho mohlodi wa bophelo le batho.

A re lateleng keletso ya Ghandi ya hore dilemong tse tlang, CDS le batho ba teng e tla ba phethoho e re ibatlang lefatsheng lena!

Thabela raporoto ena!

Prof Lucius Botes

Molaodi: Centre for Development Support

The Centre for Development Support

The Centre for Development Support (CDS) is a progressive research and development unit within the Faculty of Economic and Management Sciences at the University of the Free State with the broad aim of promoting sustainable human development in the broader South African society.

The CDS runs its activities largely in an entrepreneurial fashion and with external funds. It employs a small core of full-time staff and contracts expertise and services at the University or from outside on a programme and project basis.

In accordance with the policy of the University, personnel are recruited and appointed on merit, although we are convinced of, and thus sensitive to, the necessity of equity and diversity in the staff structure of the Centre. Currently, there are ten staff members in an academic research capacity, while four persons provide administrative and logistical support.

Vision and Mission of the Centre

Vision:

To be a leading research and training unit promoting sustainable human development

Mission:

Promoting sustainable human development through:

- conducting applied and policy-orientated research to inform, steer and facilitate development initiatives and programmes
- building capacity through training and development programmes
- having at its disposal a collection of reference, research and documentary material on aspects of development
- maintaining an information system and a database to facilitate socio-economic policy-making and planning
- rendering a consultative service on socio-economic development issues and initiatives to clients in the private and public sector, as well as NGOs and CBOs
- being part of a broad network of national and international development expertise.



Staff of the Centre- end of 2004



Director
Prof Lucius Botes



Research associate
Dr Doreen Atkinson



Research associate
Anja Benseler



**IIDE: Interim
Executive Officer**
Willem Ellis



Research associate
Mark Ingle



Student assistant
Julia Kambule



Researcher
Molefi Lenka



Researcher
Dr Lochner Marais



**PEAC: Executive
Officer**
Malinda Mafela



Research associate
Dr Zacheus Matebesi



Student assistant
Carla Moretti



Student assistant
Sibulele Nqabeni



PEAC: Secretary
Miriam Olifant



Course co-ordinator
Dorie Olivier



Research associate
Prof André Pelser



Researcher
Kholisa Sigenu



Researcher
Deidré van Rooyen
(née Grieshaber)



Researcher
Anita Venter

2003 and 2004 in retrospective

In this brief overview of 2003 and 2004, the key areas of research of the Centre for Development Support (CDS) which are highlighted include:

- *Municipal Cost Recovery*
- *Low-income housing*
- *Social Impact Assessments (SIA)*
- *Youth and Development*
- *Local Economic Development (LED)*

'n Terugblik 2003 en 2004

In hierdie kort oorsig van 2003 en 2004 val die soeklig op die sleutelnavorsingsareas van die Sentrum vir Ontwikkelingsteun wat onder meer die volgende insluit:

- *Munisipale kosteverhaling*
- *Laekostebehuising*
- *Sosiale impakstudie*
- *Jeug en ontwikkeling*
- *Plaaslike ekonomiese ontwikkeling*

Municipal Cost Recovery

In early 2002, Profs Lucius Botes (Director of the CDS) and André Pelser (Senior Research Associate) were requested by the national electricity supplier, Eskom (Division: Technological Services International), to assist the latter in developing and implementing a customer loyalty rewards programme, with the ultimate aim of increasing consumers' payment levels of electricity accounts. Up to that time, Lucius Botes and André Pelser had been involved in national surveys on the non-payment of services and other studies regarding **municipal cost recovery** for, inter alia, the National Housing Finance Corporation (NHFC) and the Built Environment Support Group (BESG). Eskom was of the opinion that their experience in this regard would add value to a programme of this nature. After two years of further research and several national workshops involving various stakeholders to clarify the technical aspects of the programme, the *Eskom Wired to Win Rewards Programme* was launched early in 2004. This is a rewards programme which will reward customers for paying their Eskom accounts, or for regularly buying Eskom prepaid vouchers. Rewards will take the form of cash prizes in lucky draws or by redeeming accumulated points for household durables, etc. The pilot programme has only been implemented in Eskom's North East Region, comprising the Pretoria, Khanyamazane, Witbank and Nelspruit areas. Depending on the success of the programme in this region, it will be rolled out at the national level. Profs. André Pelser and Lucius Botes will be responsible, amongst others, for monitoring changes in customer behaviour and perceptions for the duration of the pilot programme. To this end, three client surveys will be conducted, of which both a baseline survey to establish a customer profile, and a survey, where the pilot of registered and non-registered members have been interviewed, have already been completed.

Munisipale Kosteverhaling

Vroeg in 2002 is proff Lucius Botes (Direkteur van die Sentrum vir Ontwikkelingsteun) en André Pelser (Senior Navorsingsgenoot) deur die nasionale elektrisiteitsverskaffer, Eskom (Afdeling: Tegnologiese Dienste Internasionaal), versoek om laasgenoemde by te staan in die ontwikkeling en implementering van 'n getrouheidsbeloningsprogram vir kliënte met die uiteindelijke doel om die betalingsvlakke van elektrisiteitsrekeninge deur kliënte te verhoog. Tot op daardie stadium was Lucius Botes en André Pelser betrokke by nasionale opnames oor die nie-betaling van dienste en ander studies omtrent **munisipale kosteverhaling**, onder meer die Nasionale Behuisingsfinansieringskorporasie (NHFC) en die Built Environment Support Group (BESG). Eskom was van mening dat die navorsers se ervaring op hierdie gebied waarde sou toevoeg tot 'n program van hierdie aard. Na 'n verdere tydperk van twee



jaar waarin navorsing en verskeie nasionale werkwinkels plaasgevind het met verskillende belangegroepes ter opheldering van die tegniese aspekte van die program, is die *Eskom Wired to Win Rewards Programme* vroeg in 2004 geloods. Hierdie beloningsprogram sal kliënte beloon vir die betaling van hul Eskom-rekenings of vir die gereelde aankoop van Eskom-voorafbetalde koopprijs. Belonings neem die vorm aan van kontantprijse in gelukstrekkinge of om opgehoopde punte aan te wend vir huishoudelike goedere, ens. Die loodsprogram is slegs geïmplementeer in Eskom se Noord-oos streek, wat die gebiede Pretoria, Khanyamazane, Witbank en Nelspruit insluit. Afhangende van die sukses van die program in hierdie streek, sal dit nasionaal uitgebrei word. Proff. André Pelser en Lucius Botes sal onder meer verantwoordelik wees om vir die duur van die loodsprogram veranderinge in kliëntegedrag en persepsies te monitor. Met die oog hierop sal drie kliëntelopnames uitgevoer word, waarvan sowel 'n baseline opname om 'n kliënteprofiel saam te stel, as 'n opname waartydens onderhoude gevoer is met die loodsgroep van geregistreerde en neregistreerde lede reeds voltooi is.

Low-income housing

Another priority research area of the CDS is policy-related research in the **low-income housing** sector. During 2003, the emphasis fell on the following: two market research studies conducted on the size of the rental housing market and a housing need analysis conducted for Harmony Gold. The two studies on the market size of rental housing were conducted for the Sol Plaatje Housing Company in Kimberley and for the Social Housing Foundation in the Mangaung Local Municipality (with specific reference to Bloemfontein). CDS also established a housing research partnership with the Housing Directorates in the Free State/Northern Cape. The housing research partnership which has been developed consists of various departments at the University of the Free State and the Departments of Housing and Local Government in the Northern Cape and the Free State. It comprises 23 research topics (with various research questions). The Centre for Development Support subsequently obtained a R70 000 grant from the Faculty of Economic and Management Sciences to conduct research on the identified topics.

Lochner Marais completed his PhD on housing policy in the Free State. He assessed policy in terms of "who received what, where" in the Free State and found that the Free State provided the largest housing units in the country but with the lowest levels of infrastructure. Furthermore, housing projects tended to favour smaller urban areas and to some extent neglected the major urban areas of the province. The thesis also provides a framework for assessing the housing need in the Free State, as well as a framework for the spatial distribution of housing subsidies. Six academic articles related to this research have appeared in accredited academic journals. It is expected that continued monitoring and evaluation of policy will take place in the Free State and that an application will be made for funds from the National Research Foundation.

Lae-inkomstebehuising

'n Volgende prioriteitsnavorsingsgebied van die Sentrum vir Ontwikkelingsteun is beleidsverwante navorsing in die **lae-inkomstebehuisingsektor**. Gedurende 2003 is die klem op die volgende geplaas: twee marknavorsingstudies oor die grootte van die verhuuringsbehuisingmark en 'n behuisingsbehoefte-analise vir Harmony Gold. Die twee studies oor die markgrootte van verhuuringsbehuising is uitgevoer vir die Sol Plaatje Behuisingsmaatskappy in Kimberley en vir die Sosiale Behuisingstigting in die Mangaung Plaaslike Munisipaliteit (met spesifieke verwysing na Bloemfontein). Die Sentrum vir Ontwikkelingsteun het ook 'n behuisingsnavorsingsvennootskap met die Behuisingsdirektorat in die Vrystaat/Noord-Kaap daargestel. Die behuisingsnavorsingsvennootskap wat ontwikkel is, bestaan uit verskeie departemente aan die Universiteit van die Vrystaat en die Departemente van Behuising en Plaaslike Regering in die Noord-Kaap en die Vrystaat. Dit behels 23 navorsingsonderwerpe (met verskeie navorsingsvrae). Die Sentrum het 'n toekenning van R70 000 van die Fakulteit Ekonomiese en Bestuurswetenskappe ontvang om die navorsing oor die geïdentifiseerde onderwerpe te doen.

Lochner Marais het sy doktrale proefskrif oor behuisingsbeleid in die Vrystaat voltooi. Hy het beleid geëvalueer in terme van "wie, wat, waar ontvang het" in die Vrystaat en bevind dat die Vrystaat die grootste behuisingseenhede in die land voorsien, maar met die laagste vlakke van infrastruktuur. Hy het verder bevind dat behuisingsprojekte geneig was om voorkeur te gee aan kleiner stedelike gebiede en dat die hoof stedelike gebiede van die provinsie tot 'n mate verwaarloos is. Die proefskrif verskaf ook 'n raamwerk vir die berekening van die behuisingsbehoefte in die Vrystaat, asook 'n raamwerk vir die ruimtelike verspreiding van behuisingssubsidies. Ses akademiese artikels verbandhoudend met hierdie navorsing het in geakkrediteerde akademiese tydskrifte verskyn. Na verwagting sal voortgesette monitering en evaluering van beleid in die Vrystaat plaasvind en aansoek om befondsing by die Nasionale Navorsingstigting gedoen word.

Social Impact Assessments



Social Impact Assessment at Koffiefontein Mine. From left to right: Gavin Anderson (Assistant Environmental Officer, De Beers Mine in Koffiefontein), Anja Benseler (Associate researcher at CDS), Sylvie de Bruyn (Urban Dynamics), Prof. André Pelser (Associate researcher at CDS) and Dr. Lochner Marais (Researcher at CDS).

During 2004, CDS conducted a comprehensive **Social Impact Assessment (SIA)** for De Beers Consolidated Mines in Koffiefontein. This was pioneering research consultancy work and also the first of its kind in South Africa in the context of the new mining charter. As part of its application for a mining right, De Beers Koffiefontein Mine was required by law to prepare and submit an Environmental Management Programme (EMP) which includes *inter alia* an assessment and evaluation of the impact of the proposed mining operation. A multi-disciplinary research team conducted a SIA to inform said EMP and more specifically to effect the compilation of a Social and Labour Plan as stipulated by the Mineral and Petroleum Resources Development Act of 2002. The methodological approach for the SIA involved a wide range of stakeholders and information gathering techniques during the various stages of scoping, impact identification and assessment. The stakeholder participation process included public meetings, key-informant interviews, focus group sessions, an extensive social survey and a one-day participatory workshop with strategic informants. Community observation, site visits and scenario simulation were further employed to inform and validate the projection and assessment of impacts.

Sosiale Impakstudies

Gedurende 2004 het die Sentrum vir Ontwikkelingsteun 'n omvattende **Sosiale Impakstudie** vir De Beers Consolidated Mines in Koffiefontein uitgevoer. Hierdie was baanbrekersnavorsing in terme van konsultasiewerk en ook die eerste van sy soort in Suid-Afrika in die konteks van die nuwe mynoktrooi. As deel van sy aansoek om mynregte, is daar

van die De Beers Koffiefontein Myn verwag om volgens wet 'n omgewingsbestuursprogram voor te berei en voor te lê. Dit moes onder meer 'n waardering en evaluering van die impak van die voorgestelde mynbedrywighede insluit. 'n Multidissiplinêre navorsingspan het 'n Sosiale Impakstudie uitgevoer met die oog op toeligting van die gemelde omgewingsbestuursprogram en meer spesifiek om die samestelling van 'n sosiale en arbeidsplan teweeg te bring soos gestipuleer deur die Minerale en Petroleumhulpbronontwikkelingswet van 2002. Die metodologiese benadering vir die Sosiale Impakstudie het 'n wye verskeidenheid belangegroeppe en inligtingsinsamelingstegnieke behels tydens die onderskeie fases van bestekopname, impakidentifisering en -bepaling. Die proses van belangegroepdeelname het openbare vergaderings, onderhouds met sleutelinformante, fokusgroepsessies, 'n omvangryke sosiale opname en 'n eendag deelnemende werkwinkel met strategiese informante ingesluit. Gemeenskapsobservasie, terreinbesoeke en scenario-simulasie is verder aangewend om die projeksie en bepaling van die impak te informeer en te bekragtig.

Youth and Development

The CDS, led by Dr Lochner Marais, negotiated a three year **youth and development** research contract of R3 million. This is a true flagship research partnership, since eight different departments/units/centres from three different faculties are involved in research regarding:

- a youth profile for the Free State province
- the integration of youth-related issues into government-related programmes and structures
- successes and failures of HIV/AIDS and reproduction/prevention/care programmes
- annual enrolment figures - in different programmes - at all the tertiary institutions, and which reflect student's success in finding employment
- the appropriateness of the education and training of school leavers and individuals who complete tertiary education
- reasons for the failure and success of youth businesses
- the effectiveness and capacity needs of youth NGOs and developing guidelines to improve their functioning
- the reasons for youth crime, youth rehabilitation programmes and placement programmes.



Youth Commission project launch. From left to right: Ms. Degracia Ranoto (Director of the Youth Research Unit, Free State Youth Commission), Prof. Lucius Botes (Director of CDS), Dr. Kiepie Jaftha (Chief Director Community Service, University of the Free State) and Mr. Alec Moemi (Chief Executive Officer, Free State Youth Commission).

Jeug en ontwikkeling

Die Sentrum vir Ontwikkelingsteun, onder leiding van Dr Lochner Marais, het 'n navorsingskontrak van drie miljoen rand oor **jeug en ontwikkeling** beding. Hierdie is waarlik 'n vlagskip-navorsingsvennootskap omdat agt verskillende departemente/eenhede/sentrums van drie verskillende fakulteite betrokke is by navorsing oor:

- 'n jeugprofiel vir die Vrystaat-provinsie
- die integrasie van jeugverwante kwessies by staatsverwante programme en -strukture
- suksesse en mislukkings van MIV/VIGS en reproduisie-/voorkomings-/sorgprogramme
- jaarlikse inskrywingsyfers - in verskillende programme - by al die tersiêre instellings en wat dui op die sukses van studente om werk te bekom
- die toepaslikheid van die onderwys en opleiding van skoolverlaters en individue wat tersiêre onderwys voltooi
- redes vir die mislukking en sukses van jeugsakeondernemings
- die doeltreffendheid en kapasiteitsbehoefte van jeug-NRO's en die ontwikkeling van riglyne vir die verbetering van hul funksionering
- die redes vir jeugmisdaad en jeugrehabilitasieprogramme en plasingprogramme.

Local Economic Development



Prof. Lucius Botes (Director of CDS) with Mr. Mark Shuttleworth (second from the left) at the Africa Economic Summit in Durban, 11-13 June, 2003.

The CDS regards **Local Economic Development (LED)** as one of the key areas of research. During 2003, the Centre, in collaboration with the Human Sciences Research Council, McIntosh Xaba and Associates (MXA) and Rhodes University, investigated the state of local economic development in the Free State. This research was conducted for the Premier's Economic Advisory Council. The research consisted of a national policy overview, a literature review of key aspects in the Free State, as well as ten case studies. One published academic article and one book chapter, as well as one published report and two unpublished reports resulted from this research. The study revealed that LED has indeed become well established in both the country and the province, at least as a concept, an ideal, or something to work towards. However, a series of key blockages are impeding the widespread and successful implementation of LED at all levels. Whilst some noteworthy LED successes have been achieved across the country, there are key constraints related to shortages of funds, staff, skill and resources, particularly at local government level. Most of the research regarding LED was commissioned work for the Premier's Economic Advisory Council of the Free State. A study on the institutional capacity for LED was also completed as part of a broader study on LED in the Northern Cape.

Plaaslike ekonomiese ontwikkeling

Die Sentrum vir Ontwikkelingsteun beskou **plaaslike ekonomiese ontwikkeling** as een van die kernnavorsingsgebiede. Gedurende 2003 het die Sentrum, in samewerking met die Raad vir Geesteswetenskaplike Navorsing, McIntosh Xaba en Vennote (MXA) en die Rhodes Universiteit die stand van plaaslike ekonomiese ontwikkeling in die Vrystaat ondersoek. Hierdie navorsing is vir die Premier se Ekonomiese Adviesraad uitgevoer. Die navorsing het 'n nasionale beleidsoorsig, 'n literatuuroorsig van sleutelaspekte in die Vrystaat, asook tien gevallestudies behels. Een gepubliseerde akademiese artikel en een hoofstuk in 'n boek, asook een gepubliseerde verslag en twee ongepubliseerde verslae het uit hierdie navorsing voortgevloei. Hierdie studie het getoon dat plaaslike ekonomiese ontwikkeling inderdaad goed gevestig is in sowel die land as die provinsie - ten minste as 'n konsep, 'n ideaal of iets wat nastrewnswaardig is. Daar is egter 'n reeks kernhindernisse wat die algemene en suksesvolle implementering van plaaslike ekonomiese ontwikkeling op alle vlakke in die wêreld. Te midde van sekere noemenswaardige suksesse dwarsoor die land, bestaan daar steeds kritieke beperkinge wat in verband staan met tekorte ten opsigte van geld, personeel, vaardighede en hulpbronne, veral op die vlak van plaaslike regering. Die meerderheid navorsing ten opsigte van plaaslike ekonomiese ontwikkeling was opdragwerk vir die Premier se Ekonomiese Adviesraad van die Vrystaat. 'n Studie oor die institusionele vermoë ten opsigte van plaaslike ekonomiese ontwikkeling is ook voltooi as deel van 'n groter studie oor plaaslike ekonomiese ontwikkeling in die Noord-Kaap.

Short courses



Group participants at a series of poverty alleviation workshops for the Department of Social Development. Workshops were presented by the CDS, CHSR&D and MUCPP.

The Centre for Development Support also presents a variety of short courses. The main person responsible for these courses is Dr. Lochner Marais

Courses presented in 2003/2004

Integrated housing development and operational planning

Free State Local Government (5 courses presented)

Northern Cape Local Government (4 courses presented)

The focal point of this course was solving housing problems by conducting a needs assessment in local municipalities. This was done to determine housing priorities as well as future

housing need scenarios. This course educated trainee's to develop funding for housing development at the local municipal level and linked it with housing and settlement priorities over a three year period for a local municipality.

Introduction to LA21 and implications for local municipalities

Free State Local Government and Housing (1 course presented)

The Local Agenda 21 short course focused on the concepts of sustainability. This includes legislation and implication applicability to local municipalities and the implications thereof for sustainability. Participants were taught to assess the limitations of their municipality's IDP and suggested future changes in this respect.

New development framework

Free State Local Government (1 course presented)

Northern Cape Local Government (1 course presented)

The new development framework short course looked at main development-related policies in South Africa. Participants had to be able to apply development related legislation / policy to their working environment after completion of the new development framework course.

Introduction to managing the people's housing process

Free State Local Government and Housing (5 courses presented)

Northern Cape Local Government and Housing (3 courses presented)

This short course mainly concentrated on the management of the financial statements, housing process and quality control aspects of the People's Housing Process.

Project planning and implementation for development practitioners

Department of Social Development (1 course presented)

The project planning and implementation short course analysed the developmental factors influencing project planning. Development practitioners were taught how to develop a project planning matrix for a development project as well as a project operational plan for a development project.

Introduction to project management for housing practitioners

Northern Cape Local Government and Housing (3 courses presented)

The objective of this course was to compare the feasibility of different options in planning a housing project. Upon completion of the course, housing practitioners were to be able to plan for the cost implications of a housing project and be able to schedule a housing project.

Upon request the following courses can also be presented:

Facilitation of community -based planning: introductory course

This short course consists of participatory planning methodologies and participatory situation analyses. Participants should be able to develop a community vision and prioritised outcomes as well as develop a plan for each of the prioritised outcomes.

Managing development consultants

This course teaches participants to draft a term of reference for development consultants as well as the management of development consultants.

Introduction to interpreting developmental indicators

This course entails the interpretation of developmental indicators at different geographical levels. Trainees are taught the need for and use of developmental indicators.

Development planning

This course focuses on the history and need for development planning as well as the legal, administrative and institutional frameworks for planning. The learner should be able to apply methodologies and techniques of development planning after the course. In addition, monitoring and evaluation systems for development planning are taught.



Geographical information systems (GIS) for development practitioners

The focal point of this course is an understanding of GIS as well as of spatial data and spatial data modelling by means of GIS software within development planning context.

Housing needs analysis

In this short course the process of how to conduct a housing needs assessment at the local and the provincial level in order to determine housing priorities is taught. The learner should be able to compare housing needs with national housing programmes after the course.

Introduction to financial management for local economic development practitioners

The objective of this short course is to identify financial techniques to evaluate, formulate and monitor local economic development projects with economic growth potential.

Housing management and development for social housing

This course focuses on the development, facilitation and management of the institutional subsidy for rental housing.

Research projects completed during 2003 and 2004

NON-PAYMENT AND SERVICE DELIVERY

Implementation of a customer loyalty rewards programme for Eskom: pilot phase. Starting date: 2002, still continuing

Project manager:

Researchers working on project:

Funding:

Prof Lucius Botes (CDS)

Prof Lucius Botes (CDS)

André Pelser (CDS)

Ms Deidré van Rooyen (CDS)

Eskom Enterprises (TSI)

Background and aims

Municipalities and service providers in South Africa have long been grappling with the problem of non-payment of services such as electricity, water, and refuse removal. In an attempt to address this problem, Eskom Enterprises (Division: Technological Services International) in 2002 embarked on an incentive programme known as the Customer Loyalty Rewards Programme (CLRP) to compensate paying customers and to encourage non-paying customers to pay their electricity bills. In addition to cash prizes, Eskom clients with a good credit record can accumulate points which can be redeemed for a range of household durables. The CDS, together with The Rewards Company, were commissioned by Eskom to assist with the development of the CLRP and the implementation of the pilot phase.

Strategy and methodology

A socio-economic and demographic document analysis was conducted to generate relevant and applicable data in order to inform the implementation of an incentive programme. This was supplemented by a baseline survey amongst Eskom clients in the North East region (Pretoria, Witbank, Kanyamazane and Nelspruit) regarding their payment of electricity preferences and perceptions towards the implementation of a CLRP. Three surveys – referred to as Wave 1, 2 and 3 – were envisaged to monitor different issues and behavioural changes in the pilot phase of the CLRP. Two of these surveys have been completed.

Findings and recommendations

The vast majority of clients came out in favour of a rewards programme to encourage payment of accounts. Sufficient evidence emerged from the data to conclude that an improvement in service delivery, supported by a rewards programme, should trigger a positive change in payment behaviour. Consumers will in all likelihood be more inclined to partake in a rewards programme if the electricity services provided by Eskom meet their expectations. Early indications from the second wave survey were that the vast majority of clients who are already enrolled on the programme are satisfied with the programme, in the sense that more than 90% have indicated that they would encourage family or friends to register for the programme. However, a stronger awareness drive amongst clients who have not yet registered for the programme is necessary, especially amongst Eskom's billed customers.

Soweto income, expenditure and payment preferences study: reasons for non-payment of electricity in Soweto, 2003

Project manager:

Researchers working on project:

Funding:

Prof Lucius Botes (CDS)

Prof Lucius Botes (CDS)

André Pelsaer (CDS)

Ms Deidré van Rooyen (CDS)

Mandy McGee (Department of Sociology, UFS)

Eskom Enterprises (TSI)

Background and aims

The objectives of this research assignment were to provide an overview of the levels of income and expenditure of Eskom clients in Soweto; collate primary research data regarding the reasons for the non-payment of electricity services in Soweto; describe the payment patterns and preferences of Eskom clients regarding electricity; and identify possible solutions for the issue of non-payment of electricity services.

Strategy and methodology

The sampling commenced with an initial random sample of 5 000 clients from the Cordaptix client lists of Eskom, across the five different service areas/walk-in centre areas in Soweto. Filtration of the sampling frame for all institutional clients (i.e. commercial, schools, welfare centres, etc.) was the next phase in the sampling process. The result was that 3 600 conventional household clients remained, to constitute the final sampling frame. The sampling frame was divided into *good* paying and *poor* paying clients based on their payment histories.

Findings and recommendations

The outputs were the completion of a household study (baseline survey amongst 800 households and an extensive literature study) on non-payment for electricity in Soweto. A cost recovery and debtor management plan was designed and implemented based on the research for Eskom Central Region (Soweto).



The non-payment of mortgage loans and municipal services in Gauteng, 2003

Project manager:

Researchers working on project:

Funding:

Prof Lucius Botes (CDS)

Profs Lucius Botes (CDS)

André Pelser (CDS)

Ms Deidre van Rooyen (CDS)

Anita Venter (CDS)

Deutsche Gesellschaft für Technische

Zusammenarbeit (GTZ) through the National Housing Finance Corporation (NHFC)

Background and aims

The objectives of this research assignment were to collate primary research data regarding the reasons for non-payment of municipal services; to ascertain whether the reasons for non-payment of municipal services are related to the reasons for non-payment of mortgage loans; to identify possible solutions to the non-payment problem.

Strategy and methodology

The target population comprised clients of Tshwane Metropolitan Municipality (TMM) (Pretoria) who were in arrears with their payment of rates and services at the time of the sampling and clients of Servcon, a Gauteng-based Housing Finance Company, who were in arrears with their payment of mortgage loans (June 2003). Stratified random sampling was done to ensure a proper geographical spread and representation.

Findings and recommendations

Defaulters nationwide seem to have very similar perceptions, opinions and needs when it comes to municipal services and mortgage loan repayment as can be detected from similarities in profiles of surveys over the past three years. These similarities strengthen the reliability of the main findings emerging from the current study. The lessons learnt in this study fall into three categories, i.e. socio-economic impediments, educational needs and managerial options.

Municipal cost recovery in four South African Municipalities, 2003

Project manager:

Researchers working on project:

Funding:

Mr Robin Richards (CASE)

Mr Robin Richards (CASE)

Profs Richard Tomlinson (School of Public and Development Management, WITS)

Lucius Botes (CDS)

Mr Riaz Jogiat (BESG)

Built Environment Support Group (BESG)

Background and aims

In July 2003, the Community Agency for Social Enquiry (CASE) was commissioned by the Built Environment Support Group (BESG) to undertake research into municipal cost recovery within a pro-poor framework. The specific goals of the project were to collect information about the best practice experiences from municipalities which have been dealing effectively with cost recovery issues within a pro-poor framework and then to identify lessons and guidelines with a view to developing effective pro-poor policies relating to cost recovery issues (including indigent policy, free basic services policy, tariff setting, cross-subsidisation, accounts and payment procedures, debt collection and incentives for payment).

Strategy and methodology

Four case studies were initially chosen – two case studies representing large South African municipalities (e.g. Category A municipalities) and two case studies representing smaller municipalities (larger category B municipalities). The selected case studies were Buffalo City (incorporating East London), Cape Town, eThekweni (Durban) and Mangaung (Bloemfontein). In-depth interviews with a semi-structured questionnaire were conducted with municipal officials in charge of finance policy and those in senior positions in service departments.

Findings and recommendations

A shift towards a self-targeted approach in municipal cost recovery and indigent policies is apparent among municipalities. A self-targeted approach entails a municipality supplying access to free basic services (water and electricity), providing households that fall within a specified property-value range and consume less than a specified limit of the free basic or subsidised service. This approach also has the benefit that municipalities do not have to establish costly monitoring departments to ensure that households qualify and continue to qualify for indigent benefits.

HOUSING-RELATED RESEARCH



An assessment of the housing needs of mine workers in the mining areas of Harmony Gold, 2003

Project manager:	Dr Lochner Marais (CDS)
Researchers working on project:	Dr Lochner Marais (CDS) Ms Anita Venter (CDS) Mr Molefi Lenka (CDS)
Funding:	Harmony Gold

Background and aims

Nearly ten years after the demise of apartheid, migrant workers residing in single sex hostels are still largely predominant. The aim of the research was to determine the housing needs of mineworkers at Harmony Gold mines.

Strategy and methodology

The methodology entailed completing approximately 1200 questionnaires with mine workers at the four main shafts of Harmony Gold.

Findings and recommendations

The main findings of the research are:

- Mine workers in general are not satisfied with their current housing situation in the mining hostels.
- Those mineworkers who have left the compounds do not, however, necessarily find adequate housing.
- The lack of affordability will most probably result in the largest percentage of mine workers continuing to reside in mining hostels.
- The existing subsidy mechanisms contained in current legislation are inadequate to address the housing situation of mine workers.

Impact assessment of training programmes of the National Housing Finance Corporation, 2003

Project manager:

Dr Lochner Marais (CDS)

Researchers working on project:

Dr Lochner Marais (CDS)

Funding:

Deutsche Gesellschaft für Technische
Zusammenarbeit (GTZ)

Background and aims

GTZ funded a three-year capacity-building programme at the National Housing Finance Corporation (NHFC). The programme was aimed at increasing in-house personnel capacity, as well as assisting the Corporation with the development of appropriate systems. The aim of the research project was to evaluate this programme.

Strategy and methodology

The methodology involved in-depth interviews with the relevant persons at the NHFC, as well as the evaluation of the various programmes supported over three years.

Findings and recommendations

On the positive side, the programme made available large sums of money to ensure that appropriate systems are developed for the various units. Considering the fact that the NHFC is a fairly young organisation, this has been crucial. In terms of the downside, it was found that some system developments had not been institutionalised properly.



Mr. Moeketsi Lesako (left) and Ms. Dingiwe Ngophe (right), two of the fieldworkers at the CDS.

A needs analysis in respect of rental housing needs and affordability in the Mangaung Local Municipality, 2003

Project manager:

Dr Lochner Marais (CDS)

Researchers working on project:

Dr Lochner Marais (CDS)

Ms Anita Venter (CDS)

Funding:

Social Housing Foundation

Background and aims

Current state subsidy mechanisms make provision for financial support for developing rental housing. The aim of the research was to determine the need for and also the affordability levels of rental housing in the Mangaung Local Municipality.

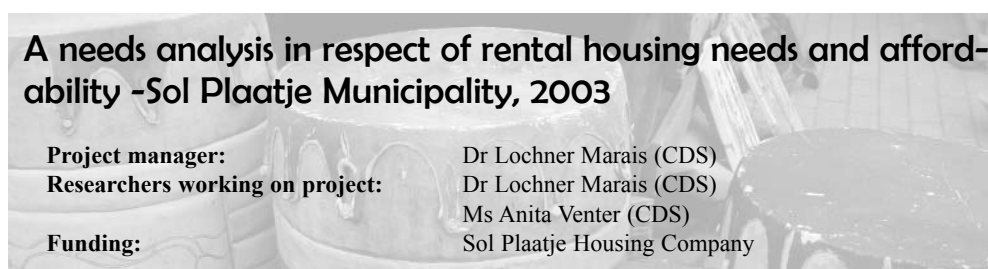
Strategy and methodology

Approximately 1200 questionnaires were completed in the Bloemfontein CBD, Mangaung and in Botshabelo/Thaba Nchu.

Findings and recommendations

The main findings of the research are:

- A sizeable need exists for rental housing, especially in the Bloemfontein CBD.
- A fairly large percentage of daily commuters between Bloemfontein and Botshabelo are interested in weekly accommodation in Bloemfontein.
- Social housing institutions will have to ensure that their credit control policies are well in place as affordability remains a major obstacle.



A needs analysis in respect of rental housing needs and affordability -Sol Plaatje Municipality, 2003

Project manager:	Dr Lochner Marais (CDS)
Researchers working on project:	Dr Lochner Marais (CDS)
	Ms Anita Venter (CDS)
Funding:	Sol Plaatje Housing Company

Background and aims

Current state subsidy mechanisms make provision for financial support for developing rental housing. The aim of the research was to determine the need for and also the affordability levels of rental housing in the Sol Plaatje Local Municipality.

Strategy and methodology

Approximately 500 questionnaires were completed in the Kimberley CBD, Galeshewe and Roodepan.

Findings and recommendations

The main findings of the research are:

- A pronounced need exists for rental housing in the Sol Plaatje Housing Company.
- Existing rental stock under control of the Sol Plaatje Local Municipality is being managed at a huge loss to the municipality.
- Social housing institutions will have to ensure that their credit control policies are well in place as affordability remains a major obstacle.

YOUTH-RELATED RESEARCH

A profile of perceptions and behaviour of youth in the Free State, 2004

Project manager:

Prof Lucius Botes (CDS)

Researchers working on project:

Profs Lucius Botes (CDS)

André Pelser (CDS)

Mr Sello More (FSYC)

Ms Deidré van Rooyen (CDS)

Funding:

Umsobomvu Youth Fund (UYF)

Free State Youth Commission (FSYC)

Background and aims

The aim of this survey was to conduct empirical research on youth and youth-related matters in the Free State, in order to provide a comprehensive review of living conditions, perceptions, aspirations, lifestyles and expectations of the youth.

Strategy and methodology

Data for this research were collected using both quantitative (social survey) and qualitative (exploratory workshops) methods. Various stakeholders were involved for the purpose of identifying and prioritising themes/dimensions to be included in the survey. Themes which were operationalised in the questionnaire include the areas of training and education; youth and civil society; youth and crime; high-risk behaviour; youth and reproductive health; youth and government institutions and programmes; as well as youth and economic participation (business/work). The sample comprised 384 white youths and 450 black youths, i.e. 834 respondents.

Findings and recommendations

The results show significant differences between the two population groups – especially in the area of risk behaviour – although there are also areas where the two groups are very much in agreement on certain issues. Several structural constraints and critical areas emerged from the study which impede attempts to improve the quality of life of the youth and in particular, their chances to find employment – especially in the case of the black youth. At the same time these constraints and critical areas offer the opportunity for intervention policies and programmes.

A large proportion of black youths of 20 years and older have not completed their secondary school training – a situation which seriously hampers their opportunities and choices in the labour market. Substantially more of the white youth compared with the black youth are capable of basic word processing on a computer. Teenage pregnancies are a major reason for young black girls not completing their school education. The burden of early motherhood aggravates their socio-economic position and thus further hinders their opportunities of improving their quality of life.

Although black and white youths are equally knowledgeable about the causes of HIV/AIDS there are huge discrepancies when it comes to the sexual behaviour of black and white youths. Black youths have more sexual partners, are more sexually active at an earlier age and engage in unsafe sexual practices to a greater extent compared with white youths. Proportionately, the sexual behavioural patterns of black youths are thus exposing them to a much higher risk of HIV/AIDS infection.

Black youths have more attempts at starting businesses and express more interest in starting their own business, but are also involved in a larger number of unsuccessful businesses than white youths. A need to empower the youth – and black youths in particular – with the necessary skills and knowledge which are required for successful entrepreneurial ventures, clearly exists.

Faith-based organisations appear to be an important channel to reach the youth in the Free State and to act as a platform for launching intervention programmes. Most of the youth who indicated that they belong to an organisation of some kind, belong to a religious organisation.

Youth profile of the Free State (1996 & 2001), 2004

Project manager:	Ms Deidré van Rooyen (CDS)
Researchers working on project:	Ms Deidré van Rooyen (CDS) Mr Sello More (FSYC)
Funding:	Umsobomvu Youth Fund (UYF) Free State Youth Commission (FSYC)

Background and aims

During the proposal stage of this research project in 2002, a scan was conducted of all youth-related data in the 1996 census data. Part of the proposal was to update the 1996 information with 2001 census data as soon as that became available. These data became available during February 2004 and this report attempts to compare the 1996 and 2001 data sets.

Strategy and methodology

Census data were recovered from the 1996 and 2001 data sets. Tabulations were calculated and graphs were depicted to illustrate the difference between South African and Free State youth in both 1996 and 2001.

Findings and recommendations

Although statistics were not always available for all the indicators the following main conclusions can be drawn from this assessment:

- The major inequalities between different population groups are probably the most important conclusion. African youths seem to be by far the most disadvantaged group compared with other population groups. However, in terms of educational achievement there has been a major overall increase in the Free State.
- A worrisome implication from the assessment is that there seems to be an increasing trend to form households under African female control. As suggested in the report, this could be a result of increasing migrant labour out of the province, HIV/AIDS, as well as increasing access to social grants. This last possibility needs to be investigated more thoroughly.
- The employability of most young people seems to be limited and the largest percentage of especially African youths is employed in elementary jobs.

In terms of key recommendations the following should be considered:

- Development of a comprehensive economic empowerment strategy for young people. However, this needs to be aligned with the Free State economic strategy.
- A youth training programme to be accommodated within the institutional framework of learnerships within established Sector Education and Training Authorities (SETAs).
- Coordinated internship programmes to address the lack of skills through the involvement of government, communities, parastatals, development finance institutions, NGOs and CBOs.



Annual youth research day. Ms. Beatrice Marshoff (Premier, Free State) and Mr. Teboho Sikisi (Chairperson, Free State Youth Commission).

Youth integration into the operations of the public service, 2004

Project manager:

Researchers working on project:

Funding:

Mr Ntobeko Buso (HSRC)

Messrs Molefi Lenka (CDS)

Lebogang Mogoera (FSYC)

Umsobomvu Youth Fund (UYF)

Free State Youth Commission (FSYC)

Background and aims

The aims of the research were to:

- Determine the current extent, and type of integration and inter-sectoral collaboration in the area of youth development at provincial and local government spheres in the Free State.
- Determine the constraints and opportunities for such integration and inter-sectoral collaboration of youth development policies and programmes within the current policy and administrative context.
- Develop strategies and operational principles to facilitate integrated youth development within and across these spheres in the province.

Strategy and methodology

The research involved in-depth interviews with youth development officers and Heads of Department in all provincial departments. In addition, five local municipalities' actions with regard to the youth were also assessed.

Findings and recommendations

The main findings of the research are:

- There is clearly a need for youth programmes to be more effectively integrated into departmental and municipal programmes and such programmes should conform with the above-mentioned principles which have been set up by the National Youth Commission and the Free State Youth Commission.

- Inadequate resources is one of the reasons why municipalities do not implement youth development programmes.
- Government departments do not share the costs for the joint programmes. This narrows the scope of integrating more youth issues. If the Departments were to share the costs on joint programmes, some funding would be saved to start new youth programmes.
- Over all, the study indicates that there is a lack of co-ordination between and across the Departments.

Evaluation of non-profit organisations in the Free State in the field of HIV/AIDS, 2004

Project manager:

Mr Shai Makgoba (HSRC)

Researchers working on project:

Messrs Shai Makgoba (HSRC)

Sello More (FSYC)

Molefi Lenka (CDS)

Funding:

Umsobomvu Youth Fund (UYF)

Free State Youth Commission (FSYC)

Background and aims

The overall aim of this study was to evaluate the role of non-profit organisations in the Free State in the field of HIV/AIDS, with specific emphasis on the youth as beneficiaries. The report outlines the circumstances and conditions in which Non Profit Organisations (NPOs) in the Free State Province operate and interact with two government departments, namely the Department of Social Development (DoSD) and the Department of Health (DoH).

Strategy and methodology

In-depth interviews were conducted with key officials in relevant government departments, governing bodies of the NPOs and beneficiaries of such programmes.

Findings and recommendations

The research findings indicate that Home-based Care (HBC) is the main service provided by the sampled organisations. HBC is a form of community care which encourages participation by people who are able to respond to the needs of their communities. HBC is viewed as an integral part of community-based care where the consumer can access services nearest home in a level of comfort and quality health care. However, service provision in this sector is constrained by a number of challenges, key of which is the lack of adequate funding and capacity constraints. Well-established organisations seem to have more sustainable programmes and relatively better access to funding opportunities.

Based on the research findings, a number of recommendations are made. Government departments are encouraged to embark on concerted campaigns to empower all stakeholders. Programmes targeting special groups need to be formulated in a language specific to the targeted groups. In addition, there should be clear policy guidelines on the future and long-term career prospects for home-based carers as an emerging sector of the labour market. The labour sector can lobby with government for performing career-pathing for the carers or by creating learnerships for them as they are mostly unemployed young people from disadvantaged backgrounds.

Demand and supply in post-school training in the Free State, 2004

Project manager:	Prof Daneel van Lill (Central University of Technology- CUT)
Researchers working on project:	Messrs Molefi Lenka (CDS) Lebogang Makgoera (FSYC)
Funding:	Umsobomvu Youth Fund (UYF) Free State Youth Commission (FSYC)

Background and aims

The demand for human resources in the Free State province is defined by its macro economic strategy. The supply of human resources is defined by the output of the Free State education and training system. The objective of this report was to determine whether demand and supply were matched. The study focused primarily on information available over the period 2000 to 2004. This included desk-top reviews of published documents and policy, research on Local Economic Development (LED) in the Free State, scholarly work on demand and supply dynamics in educational systems, as well as data obtained from the mass information systems of the National and Provincial Departments of Education.

Strategy and methodology

The research relied heavily on existing data of education outputs, as well as economic performance in the Free State. These figures were compared to determine whether the educational system is providing in the demand of the Free State economy.

Findings and recommendations

The following are the main findings:

- While training and education in business skills may be regarded as a LED accelerator, economic results may also be achieved by getting the right people on the economic bus, the wrong people off the bus and the right people in the right seats.
- Of concern is that the number of matriculants has declined by 21% over the period 2000 to 2003.
- In addition, 71% of the individuals in the secondary school system do not have a senior certificate with endorsement and consequently, little hope of employment.
- This poses a provincial threat and emphasises a key performance area of the provincial Further Education and Training (FET) sector which is not yet fully realised.
- Unfortunately, the number of people qualified within the Higher Education and Training (HET) band, exceeds the number of jobs by far. These individuals are not absorbed into the provincial economy and the educational system of the province has become a means of finding a job beyond the provincial borders.

Relevancy of education - views of job finders, 2004

Project manager:	Prof Coen Bester (Department of Industrial Psychology, UFS)
Researchers working on project:	Ms Estelle Boshof (Department of Industrial Psychology, UFS) Messrs Molefi Lenka (CDS) Lebogang Magoera (FSYC)
Funding:	Umsobomvu Youth Fund (UYF) Free State Youth Commission (FSYC)

Background and aims

Serious concerns are commonly noted around the relevancy of higher education. Against this background the paper assessed the views of the following groups:

- Newcomers to the labour market.
- The managers of newcomers to the labour market.
- The expectations of final year students and their perceptions on how relevant their education has been.
- The expectations of grade 12 learners and their perceptions on how relevant their education has been.

Strategy and methodology

The Delphi-method was used and more than 1500 responses from the various groups were received.

Findings and recommendations

The subsequent findings and recommendations are the most prominent against the background of a broad range of findings and recommendations which resulted from the study:

- Higher education institutions should expand their focus to provide for additional practical training to reinforce the integration of theory and practice.
- The fact that a substantial percentage of entrants indicated that they are not theoretically sufficiently equipped to do their jobs, implies that the current curricula and programmes of higher education institutions do not address important job-related needs and requirements.
- It is evident from the results that employers are also looking for selected general competencies from the graduates of higher education institutions rather than mere knowledge of the subject. Competencies which should also be addressed include the ability to work together in groups; group dynamics, interpersonal skills, independent thinking and decision-making; analytical and critical thinking; problem-solving ability; using common sense, and developing an internal locus of control. It seems essential that these competencies should be integrated into the existing subject-based studies.
- The reality of a lack of vacancies and job opportunities could partially be addressed by cultivating an entrepreneurial disposition, knowledge and skills, starting at school level and reinforcing this during tertiary education.
- Career counselling by well trained specialists in the field should be a priority in schools and should not be ignored or neglected.

Relevancy of education - views of unemployed, 2004

Project manager:

Dr Mabel Erasmus (Community Services Directorate, UFS)

Researchers working on project:

Messrs Willem Ellis (IIDE, CDS)
Joe Serekoane (Department of Anthropology, UFS)
Lebogang Magoera (FSYC)
Sello More (FSYC)

Funding:

Umsobomvu Youth Fund (UYF)
Free State Youth Commission (FSYC)

Background and aims

The objective of this study was to gain an understanding of how unemployed youth are struggling to find jobs, their experiences and the processes they follow in order to find a job, and how they cope with being unemployed. Key questions which were put to the participants were related to the following aspects:

- The extent of practical work experience.
- The length of the period of unemployment.
- The number of applications made.

- Perceived obstacles to finding employment.
- Their thoughts on whether they are sufficiently equipped, both theoretically and practically, for their intended careers.
- The perceived inadequacies in the education received.
- The government's responsibility, as well as individual responsibility, in finding jobs for unemployed graduates.

Strategy and methodology

The research is based on focus groups with unemployed blacks, whites and coloureds.

Findings and recommendations

The main trend which has emerged in the report is the respondents' general lack of faith in the institutions of higher learning with regard to proper preparation for employment, as well as in the prospective employers with regard to the prospects for employment. The participants seem to think that the education which they have received at institutions of higher learning did not prepare them adequately for subsequent employment. The employers usually tend to emphasise experience as the major prerequisite for employing graduates. This trend was more evident amongst the school leavers and graduates from the Further Education and Training institutions.

Also, the participants believe that nepotism is prevalent, both in the public and the private sectors. There is a notable perception that jobs are advertised as a mere formality, because the people who will be filling the posts have already been identified.

A review of youth diversion and reintegration initiatives in South Africa, 2004

Project managers:

Profs Lucius Botes (CDS)
Dingie van Rensburg (CHSR&D)

Researchers working on project:

Mr Francois Steyn (CHSR&D)
Ms Herma Foster (Department of Criminology, UFS)
Deidré van Rooyen (CDS)
Hlengiwe Hlope (CHSR&D)

Funding:

Open Society Foundation of South Africa

Background and aims

The Open Society Foundation of South Africa (OSF-SA) contracted the Centre for Health Systems Research & Development, the Centre for Development Support and the Department of Criminology (UFS), to undertake a review of selected innovations in the diversion and reintegration of at-risk youth in South Africa. Toward this end, OSF-SA purposively identified 13 organisations which render a total of 19 different programmes to young offenders. The ultimate aim of the review is to describe the individual strategies, activities and tools employed by each intervention in working with at-risk youth, as well as to articulate their programme theories in terms of local and international policies.

Strategy and methodology

An analysis of literature and policies was undertaken to determine what local and international directives demand in terms of service delivery to at-risk and offending youth. Data were gathered from the managers and service providers of the identified interventions, government departments, as well as from relevant stakeholders and the beneficiaries of intervention services. Information from secondary sources, such as project brochures, implementation plans, training manuals and routinely collected statistics was also consulted.

Findings and recommendations

The review highlighted the fact that international instruments are to varying extents based on the principles of restorative justice, which forms the main thrust behind diversion and rein-

tegration in South Africa. At the level of service delivery, five distinct approaches to intervention among at-risk youth were recorded, namely life skills training, mentoring, expressive programming, experiential learning and interventions which involve the community, the family and the victim. Although each approach is based on particular assumptions which result in distinct methods to tertiary crime prevention, they all focus on the inherent potential of at-risk youth to change their behaviour. Additionally, all approaches value healthy relationships with meaningful others and the strengthening of self-concepts.

On a theoretical level, the review found that only community-, family- and victim-involved programming aligns successfully with the principles of restorative justice. Other approaches to intervention among at-risk youth fail largely to meet the demands of accountability (including restitution and compensation) and reconciliation. However, the review noted that approaches are seldom applied in isolation and that diversion and reintegration programming in South Africa is increasingly becoming multi-modal in nature.

LOCAL ECONOMIC DEVELOPMENT AND FREE STATE-RELATED RESEARCH

International literature on growth coalitions as they pertain especially to Welkom and Bloemfontein, 2004

Project manager:

Prof Etienne Nel (Rhodes University)

Researchers working on project:

Prof Etienne Nel (Rhodes University)

Dr Lochner Marais (CDS)

Matthew Gibb (Rhodes University)

Funding:

Centre for Development and Enterprise (CDE)

Background and aims

Public-private-partnerships are one of the key ways of addressing development problems worldwide. This paper assesses the role of such partnerships to foster economic growth (growth coalitions). There is a specific emphasis in respect of its potential in Welkom and Bloemfontein.

Strategy and methodology

The methodology entailed a thorough evaluation of existing literature, as well as interviews with key business and public sector role players in Welkom and Bloemfontein.

Findings and recommendations

The main findings of the research are:

- Growth coalitions have been used fairly successfully worldwide to foster local economic growth.
- Local business dependency is one of the prerequisites for business to get involved in such coalitions. The lack of big business headquarters in Bloemfontein and Welkom is a deterrent to forming such coalitions.
- Business structure is weak and fragmented which also limits the formation of such partnerships.
- There is a marked degree of suspicion between the private and public sectors.

Manufacturing industry study for the Free State, 2004

Project manager:

Prof Etienne Nel (Rhodes University)

Researchers working on project:

Profs Etienne Nel (Rhodes University)

Chris Rogerson (WITS)

Dr Lochner Marais (CDS)

Funding:

Premier's Economic Advisory Council (PEAC)

Background and aims

The purpose of the project was to develop a profile of how the industrial base of industries has changed in the Free State over approximately the past 20 years. The current status quo in terms of the province's industrial make-up, as well as the key spatial and sectoral variations and trends were investigated. Furthermore, the study aimed to synthesise the policy, viewpoints and strategies of national, provincial and local government, relevant supporting agencies and key private sector and industrial role players regarding the opportunities and constraints which the sector faces and the nature and effectiveness of current policy.

Strategy and methodology

In order to complete the study the following methodology was used:

- 50 questionnaire interviews with manufacturing SMMEs.
- 30 interviews with large manufacturing industries.
- In-depth assessments of support mechanisms and policy approaches in the Free State.

Findings and recommendations

The following main findings should be noted from the research:

- The decline of the mining industry in the Free State Goldfields has impacted negatively on the manufacturing industry in the Free State.
- Changing global trade and globalisation have impacted negatively and will impact negatively on the textile industry in the Free State.
- Distance from Gauteng was frequently mentioned as a problem to manufacturers in the Free State.
- The lack of appropriate skills is a major need expressed by industrialists.
- There has been a considerable decline in large industries, but a growth in small, medium and micro enterprises. However, employment in manufacturing has been virtually stable over the past ten years.

Towards an environmental education programme for the Mangaung Local Municipality, 2004

Project manager:

Dr Lochner Marais (CDS)

Researchers working on project:

Dr Lochner Marais (CDS)

Messrs Molefi Lenka (CDS)

Mark Ingle (MXA and CDS)

Background and aims

According to Agenda 21 signed at the Rio Conference on Sustainable Development in 1992, all local governments should develop sustainability plans. These plans are called Local Agenda 21. The aim of this project was to develop a Local Agenda 21 plan for the Mangaung Local Municipality.

Strategy and methodology

The methodology consisted of:

- An in-depth assessment of the national and international literature pertaining to what other local governments have done.

- An assessment of the needs for a Local Agenda 21 in Mangaung.
- A workshop which assisted with the development of an action plan.

Findings and recommendations

The focus of the Mangaung Local Agenda 21 is on education and awareness programmes. Various in-house training programmes are suggested. At the same time schools and other educational organisations will be targeted to assist in ensuring a larger degree of local sustainability.

Evaluation of Local Economic Development (LED) in the Free State Province, 2003

Project manager:

Dr Lochner Marais (CDS)

Researchers working on project:

Prof Lucius Botes (CDS)

Mr Sempe Mosothoane (Sektor Development Consultants)

Funding:

Department for International Development (DFID) through the Free State Department of Local Government and Housing (DLGH)

Background and aims

The Department of Local and Provincial Government has funded various projects through municipalities in order to support economic development in those localities. The aim of the research project was to evaluate these projects.

Strategy and methodology

The methodology involved visiting the various projects and evaluating them by means of criteria provided by the Department of Provincial and Local Government.

Findings and recommendations

The main findings of the study are:

- Although the majority of the projects have had social benefits, a very small number of them have managed to reach financial viability from a business perspective.
- Typically, projects lacked a marketing plan. Quality control was also usually a problem.
- Projects seldom used business consultants and project managers.
- The methodology of deciding which projects to support also needed refinement.

Application for a new mining right for De Beers Consolidated Mines (Koffiefontein Mine): a social impact assessment, 2004

Project manager:

Prof André Pelsler (CDS)

Researchers working on project:

Prof André Pelsler (CDS)

Lucius Botes (CDS)

Dr Lochner Marais (CDS)

Ms Nola Redelinghuys (Sociology, UFS)

Anja Benseler (CDS)

Deidré van Rooyen (CDS)

Funding:

De Beers Consolidated Mines (Koffiefontein).

Background and aims

De Beers Koffiefontein Mine has to prepare an application to the Department of Minerals and Energy in terms of the Mineral and Petroleum Resources Development Act (Act 28 of 2002) to have their current mining licence – which expires in February 2006 – converted to a new mining right. This process requires the submission of an Environmental Management Programme, which entails, inter alia, the investigation, assessment and evaluation of the

impact of mining operations on the socio-economic conditions of any person who might be directly affected by the mining operation. The CDS was contracted to undertake a social impact assessment (SIA) to determine how future decisions or developments – such as mine closure - may affect the physical and socio-economic well-being of people subjected to such actions. As such, the purpose of the SIA was to inform Koffiefontein Mine of the anticipated socio-economic impacts which might result from the termination of mining operations at Koffiefontein in the future, and thus the impacts of the subsequent non-involvement of De Beers in the affected environment (Koffiefontein, Letsemeng Local Municipality and the Xhariep District Municipality).

Strategy and methodology

The methodological approach for the SIA involved a wide range of stakeholders and information gathering techniques during various stages of scoping, impact identification and assessment. The stakeholder participation process included public meetings, key-informant interviews, focus group sessions, an extensive social survey and a one-day participatory workshop with strategic informants. Community observation, site visits and scenario simulation were further employed to inform and validate the projection and assessment of impacts on the affected social environment.

Findings and recommendations

Upon mine closure, the Koffiefontein community will face a choice between adjusting to economic decline, or considering economic diversification. Economic diversification requires alternative local economic activities. However, meaningful economic diversification is difficult to achieve, and this will be even more difficult in a small and remote town such as Koffiefontein. The report recommends appropriate mitigation strategies for the anticipated impacts, and also provides a monitoring and evaluation plan which will allow the client to monitor whether selected mitigation strategies are followed. It is important that the suggested mitigation strategies be evaluated in terms of the social, economic and physical constraints of the affected environment.

The economic impact of the soccer and rugby internationals in Bloemfontein, 2004

Project manager:

Dr Lochner Marais (CDS)

Researchers working on project:

Dr Lochner Marais (CDS)

Mr Molefi Lenka (CDS)

Ms Anita Venter (CDS)

Funding:

Centre for Development Support

Background and aims

The aim of the research were to determine the economic impact of international soccer and rugby games played in Bloemfontein. The research focused on the soccer match between Bafana Bafana and the Cape Verdic Isle and the rugby match between the Springboks and Ireland.

Strategy and methodology

Approximately 402 interviews with soccer and 376 interviews with rugby supporters from outside Bloemfontein were conducted. The one page questionnaires contained information on the respondents age, gender and origin, the number of nights spend in Bloemfontein, their household expenditure in Bloemfontein and their rating on the quality of service.

Findings and recommendations

The main findings of the research are:

- When visiting Bloemfontein, soccer supporters spend R912 per household, whilst rugby supporters spent R1 807 per household.

- The survey indicated that the two international matches resulted in approximately R58 million been spent in Bloemfontein. Rugby supporters were accountable for the largest part (R48 787 205) spent.
- On average soccer and rugby supporters from outside Bloemfontein spent 1.4 and 1.9 nights in Bloemfontein.
- Soccer supporters rated their satisfaction with services higher as rugby supporters. The rugby supporters gave the services at hotels a 3.9 rating, whilst soccer supporters awarded 4.6 rating out of a possible five.

Local Economic Development in the Free State: An assessment of its current status, Research, 2003

Project manager:

Researchers working on project:

Funding:

Prof Ettiene Nel (Rhodes University)
Prof Ettiene Nel (Rhodes University)
Messrs Shai Makgoba (HSRC)
Mark Ingle (MXA and CDS)
Dr Lochner Marais (CDS)
Mr Daniel Pienaar (HSRC)
Prof Lucius Botes (CDS)
Premier's Economic Advisory Council (PEAC)

Background and aims

Local Economic Development became an important consideration for many municipalities since the transition to a democracy in 1994. The research assessed the level and success of Local Economic Development in the Free State.



Group participants at a community-based workshop presented by the CDS.

Strategy and methodology

The methodology involved the following:

- An assessment of six case studies.
- An assessment of the Free State Development plan and other relevant planning documents in the Free State.

Findings and recommendations

The research suggests that, if local role players and local government in particular are to make any real contributions to issues of poverty relief, economic growth and job creation, a radical rethink of the entire concept and application of LED in the province is an urgent

necessity. Failure to take this bold step may well aggravate local levels of poverty, unemployment and suffering.

The following recommendations are made:

- The need to establish a permanent provincial LED facilitation and support unit. A related need is to undertake realistic research and provide advisory support.
- The need to properly define what LED is and what its goals are.
- To align LED with provincial policy and business and market realities.
- The need for adequate and appropriate training of officials, adequate funding, and ensuring accountability.
- The active encouragement of local leaders, local level forums and partnerships, and close co-operation with beneficiaries.
- Establishing LED units and development agencies at the local level to drive the LED process
- The pursuit of viable, sustainable projects, whether they are led by local governments or non-state actors.
- To encourage economically viable projects which meet poverty and growth requirements and which can also encourage SMME development.
- Local Government must be businesslike in its approach. Development should be apolitical and accountable.
- To support learning centres, training and study tours, as well as monitoring and evaluation principles and processes.

Mangaung State of the Environment Report, 2003

Project manager:

Prof André Pelser (CDS)

Researchers:

Prof André Pelser (CDS)

Dr Lochner Marais (CDS)

Funding:

Mangaung Local Municipality (Environmental Management Unit)

Background and aims

A State of the Environment (SOE) report is used to monitor changes within the natural and socio-economic environments. Such a report is a gauge of the condition of the environment and intended to be used as basis for decision-making, both at the household and government level. As part of the multi-disciplinary Free State Environmental Consortium, the CDS was tasked to investigate and compile the section on the status of human well-being in the Mangaung Local Municipality (MLM). The primary aim of the SOE Report is to influence decision-making and guide areas of urgent intervention by the MLM.

Strategy and methodology

The 2003 Mangaung SOE report used an internationally accepted reporting framework to organise the information on seven environmental themes in a logical cause-and-effect format. Within the DPSIR-framework (Driving forces, Pressures, State, Impacts, Responses), various indicators were used to describe the pressures, state, impacts and responses concerning specific environmental issues in the MLM. Although the seven environmental themes (atmosphere and climate, water, land, biodiversity, waste management, human well-being, environmental management) are each discussed on its own and within its own context, they are in fact interrelated and influence each other. The Report will serve as a first measure of the sustainability of the MLM. With future SOE reporting, the same indicators will be used to track trends in environmental change and actual states.

Findings and recommendations

A number of different environmental change issues face Mangaung and the future measuring of these issues is vital, as it determines the extent of any problem areas and the subsequent response to it. The response to the current state of the Mangaung environment can take various forms, including policy and legislation, research and environmental education and

training. There are various international, national, provincial and local policy frameworks to inform the local response to environmental change in Mangaung. The SOE Report provides a list of such frameworks and responses for each of the seven environmental themes.

Evaluation of community-based planning in Mangaung Local Municipality, 2003

Project manager:	Prof Lucius Botes (CDS)
Researchers working on project:	Prof Lucius Botes (CDS) Dr Lochner Marais (CDS) Zacheus Mathebezi (CHSR&D)
Funding:	Department for International Development (DFID)

Background and aims

The Mangaung Local Municipality has embarked on a system of community-based planning. This planning system required all wards in the municipality to conduct community-based planning. In the process more than 10 000 people directly participated in the process. The aim of the project was to evaluate this community-based planning system.

Strategy and methodology

The methodology involved the following key elements:

- In-depth interviews with the various councillors.
- Interviews with a range of officials and trainers.
- Focus group meetings with selected ward committees.
- An assessment of budgets and funds spent by ward committees.

Findings and recommendations

The following main findings from the study are:

- Community-based planning has been institutionalised fairly well in the municipality.
- Community-based planning worked better in traditional black suburbs than in historically white suburbs.
- The methodology which focused on interests groups ensured that marginalised groups received a fair amount of funding.
- An area of concern is the ability of the municipality to translate these inputs from grassroots into the strategic planning process.

Organisational climate survey among staff members of the Department of Labour (Free State), 2003

Project managers:	Prof Andre Pelsler (CDS) Lucius Botes (CDS)
Researchers working on project:	Prof Andre Pelsler (CDS) Lucius Botes (CDS)
Funding:	Department of Labour – Free State Province

Background and aims

This study reports on the findings of an internal climate survey of work-related issues, needs, experiences, service delivery and perceptions among staff of the Department of Labour (Free State province).

Strategy and methodology

The target population for this study comprised staff members of the Department of Labour in the Free State province, more specifically staff at the eleven labour centres, as well as the provincial office. A structured, self-administered questionnaire was used to collect data by

means of purposive sampling, while personal interviews (using the same measuring instrument) were conducted with messengers and general workers in order to bridge any literacy problems which could hamper a self-administered completion of the questionnaire among this target group. Given the relatively small provincial staff complement of the Department (n=350), the entire population was accessed.

Findings and recommendations

Large disparities in terms of attitudes, job satisfaction and inter-collegial relationships can be detected between labour centres and the provincial office. Large proportions of staff - particularly at labour centres - are in need of skills development, and the challenge for management will be to prioritise these needs in terms of short, medium and long term training prerogatives. At least one third or more of all staff members show sentiments which are more often than not indicative of feelings of alienation, frustration, lack of motivation and/or dissatisfaction with the working environment. Staff members are strongly divided in their opinions on the management of the provincial Department. The fact that these opinions correlate with gender, age and qualifications of staff members, points at the danger of alienation between management, on the one hand, and some sectors of the staff on the other. Many of the reasons for dissatisfaction amongst employees could be ascribed to poor internal communication and lack of participatory management styles. Favouritism is also an important contributor towards high levels of dissatisfaction in the DoL.

OTHER

Demographic changes and trends in the membership structure of the Roman Catholic Congregation Oblates of Mary Immaculate, 2003

Project manager:

Researchers working on project:

Funding:

Prof André Pelser (CDS)

Profs André Pelser (CDS)

Lucius Botes (CDS)

Ms Deidré van Rooyen (CDS)

Anita Venter (CDS)

Dr Kobus Schoemann (Dutch Reformed Church)

Oblates of Mary Immaculate, Roman Catholic Church, Rome, Italy.

Background and aims

Over the past decade or more, the *Oblates of Mary Immaculate* (OMI) of the Roman Catholic Church have seen significant variations in the numbers and biographical composition of its Oblates. These variations have most visibly manifested in the form of demographic changes such as the total number of Oblates, altering age profiles of Oblates and shifting trends in regional and provincial proportions across the world. In March 2003, the CDS was commissioned by the OMI (Rome, Italy) to undertake a demographic analysis of the underlying dynamics in OMI's membership numbers, age/rank structure and activities. Included in this brief was a profile of *future* Oblate numbers and demographic trends – a prerequisite to guide and inform an understanding of the likely impact which demographic changes might have on OMI's current and future activities.

Strategy and methodology

In analysing the underlying dynamics in OMI's membership structure, a demographic analysis of the internal staff records of OMI for the period January 1994 to February 2003 was conducted. The total Oblate population at each regional level was projected to 2025 (with intermediate projections in 5-year intervals), using two recognised demographic modelling techniques, i.e. linear extrapolation and the cohort component method.



Profs. Lucius Botes and André Pelser at the Roman Catholic Congregation, Oblates of Mary Immaculate, in Rome, 2004.

Findings and recommendations

Statistical analyses and demographic projections of OMI census records show that the congregation's membership structure reflects a trend towards declining growth and numbers in some (more developed) countries and regions; secondly, a progressive ageing in respect of age structure, and, thirdly, a shift in the population balance between geographic regions. Of particular significance is the fact that these changes are projected to gain greater momentum in the future. It was recommended, amongst others, that in order to assess the impact of these changes on the sustainability of OMI work programmes, the implications of the projected demographic changes for OMI's future financial sustainability be determined by means of an actuarial assessment. These and other recommendations were presented to the OMI during a visit to Rome in January 2004.

Vodacom Cheetah Satisfaction Survey, 2003 & 2004 reports

Project manager:	Ms Deidré van Rooyen (CDS)
Researchers working on project:	Ms Deidré van Rooyen (CDS)
Funding:	Free State Rugby Union

Background and aims

The Free State Rugby Union wanted to ascertain whether the Cheetah Rugby players are satisfied with their management and different aspects of the Union. In 2003, the CDS (as an external researcher) was approached to investigate the problem areas within the Free State Rugby Union. The same strategy was followed in 2004 to investigate whether any changes had taken place.

Strategy and methodology

A questionnaire was developed to investigate the satisfaction of different aspects of the Free State Rugby Union, such as the management, coaches, marketing and training. In 2004, the same questionnaire was used to ascertain whether there were any improvements. Twenty six and twenty two Cheetah rugby players completed the questionnaires in both surveys in 2003 and 2004 respectively.

Findings and recommendations

In 2003, the Cheetah Rugby players seemed dissatisfied with the top management as well as with the players' involvement with the marketing aspects. Another problem area seemed to be the approachability of the medical team. The players also seemed to want more supervision and assistance with their training in the gymnasium.

In 2004, it seemed as if the players were a younger group and generally more satisfied with all the aspects of the union. There was a great deal of improvement in the fitness programme, but there is still room for improvement in the training in the gymnasium.

Khanya service delivery: Findings of client survey, 2003

Project manager:	Ms Deidré van Rooyen (CDS)
Researchers working on project:	Ms Deidré van Rooyen (CDS)
Funding:	Khanya

Background and aims

Khanya approached CDS for an independent client satisfaction survey. This fairly rapid client survey was intended to inform Khanya's strategic planning for 2003. The purpose of the survey was to: i) determine the levels of satisfaction with services rendered; ii) identify impediments or weak points experienced by clients and iii) suggest any changes and/or additions to current services.

Strategy and methodology

Data were collected amongst 28 clients over the period 6-9 January 2003. A combined data gathering method, comprising a telephone survey and email-attached questionnaire, was used. After two rounds of calling or emailing, 17 clients responded, seven could not be contacted and four did not respond to messages or emails left for them. The responses to the various questions were done in a qualitative way. Since the sample was too small to allow for an advanced statistical analysis of the data, all the answers were reflected.

Findings and recommendations

The overall profile of the findings reflects a very positive client perception of Khanya's services. There is definitely more positive than negative feedback. The main suggestion for improvement is that more experienced staff is needed. Another aspect for attention relates to the accessibility and technical quality of reports. Although a detailed and lengthy discussion certainly has merits in most cases, some clients would prefer a more concise overview and "to-the-point" analysis of main issues.

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Group photo of CDS staff at the end of 2003. From left to right: BACK- Molefi Lenka, Malinda Mafela, Lochner Marais. MIDDLE- Deidre van Rooyen, Sibulele Ngabeni, Anita Venter, Mirriam Oliphant. FRONT- Lucius Botes, Dorie Olivier.

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Botes, LJS and Pelser, AJ

2003. *Reasons for non-payment of mortgage loans and municipal services*. For Deutsche Gesellschaft für Technische Zusammenarbeit (GTZ) through the National Housing Finance Corporation, Johannesburg. Centre for Development Support, Bloemfontein.

Botes, LJS and Pelser, LJ

2003. *Service delivery by the Free State Department of Labour: Findings of a survey assessment*. For the Free State Department of Labour, Bloemfontein. Centre for Development Support, Bloemfontein.

Marais, L

2003. *An assessment of housing needs of mine workers at the mining areas of Harmony Gold*. For Harmony Gold, Welkom. Centre for Development Support, Bloemfontein.

Marais, L

2003. *An assessment of the Maluti-a-Phofung Integrated Development Plan*. For the Independent Development Trust, Bloemfontein. Centre for Development Support, Bloemfontein.

Marais, L

2003. *An impact assessment of training programmes of the National Housing Finance Corporation*. For Gesellschaft für Technische Zusammenarbeit (GTZ), Johannesburg. Centre for Development Support, Bloemfontein.

Marais, L

2003. *Needs analysis for rental housing needs and affordability in Kimberley, Sol Plaatjies Municipality*. For Social Housing Foundation, Johannesburg. Centre for Development Support, Bloemfontein.



Informal photo of some of the female staff members of the CDS. From left to right: Anita Venter, Kholisa Sigenu, Deidré van Rooyen, Dorie Olivier

Marais, L

2003. *Needs analysis for rental housing needs and affordability in Mangaung Local Municipality*. For Social Housing Foundation, Johannesburg. Centre for Development Support, Bloemfontein.

Marais, L and Botes, LJS

2003. *An evaluation of Community Based Planning in the Mangaung Local Municipality*. For Khanya, Bloemfontein and the United Kingdom (UK)-based Department for International Development (DFID), Pretoria. Centre for Development Support, Bloemfontein.

Pelser, AJ

2003. *Demographic changes and trends in the membership structure of the Roman Catholic Congregation 'Missionary Oblates of Mary Immaculate'*. For the Oblates of Mary Immaculate, Vatican Rome. Centre for Development Support, Bloemfontein.

Pelser, AJ and Marais, L

2003. *State of the Environment Report: Human well-being in the Mangaung Local Municipality*. For the Mangaung Local Municipality, Bloemfontein. Centre for Development Support, Bloemfontein.

Richards, R, Tomlinson, R, Botes, LJS and Jogi, R

2003. *Municipal cost recovery in four South African Municipalities*. For Built Environment Support Group (BESG), Durban. Community Agency for Social Enquiry (CASE), Braamfontein and Centre for Development Support, Bloemfontein.

Van Rooyen, D

2003. *Vodacom Cheetah Satisfaction Survey*. For the Vodacom Cheetah Rugby Company, Bloemfontein. Centre for Development Support, Bloemfontein.

Van Rooyen, D, Pelser, AJ and Botes, LJS

2003. *Client satisfaction survey report*. For Khanya, Bloemfontein. Centre for Development Support, Bloemfontein.

Presentations 2003-2004

Presentations at conferences, congresses and seminars abroad



Inaugural lecture delivered by Prof. Lucius Botes, 10 November 2004. From left to right: FRONT- Profs. Frederick Fourie (Rector and Vice-Chancellor, University of the Free State), Lucius Botes (Director of CDS), Dingie van Rensburg (Director: Centre for Health Systems Research and Development, University of the Free State). BACK- Prof. Tienie Crous (Dean: Faculty of Economic and Management Sciences, University of the Free State).

Pelser, AJ and Botes, LJS

2004. *Demographic changes and trends in the membership structure of the Roman Catholic congregation*. Oblates of Mary Immaculate, Roman Catholic Church- The Vatican in Rome, 15 January.

Botes, LJS

2003. *How to study culture and social change from a sociological perspective*. Graduate Symposium, University of Groningen in The Netherlands, 20 November.

Botes, LJS

2003. *Development and crime in South Africa*. Transformation of culture in the South African context conference. University of Groningen in The Netherlands, 21 November.

Presentations presented at conferences, workshops and seminars in South Africa

Botes, LJS

2004. *Beyond@ivory.tower - Research for development as an entrepreneurial engagement*. Inaugural lecture, University of the Free State. Bloemfontein, 10 November.

Botes, LJS and Pelser, AJ

2004. *Aspects pertaining to the implementation of a customer loyalty rewards programme for Eskom*. Eskom Technology Services International. Menlyn, Pretoria, 17 November.

Botes, LJS, Pelser, AJ and More, S

2004. *Presentation of Free State youth survey findings*. Free State Youth Commission. Bloemfontein, 23 February.

Botes, LJS, More, S, Van Rooyen, D, Mogoera, L, Mehlokhulu, T, van Lill, D, Bester, C, Boshof, E, Serekoane, J, Magoba, S, Maseme, N, Nogabe, L and Steyn, F

2004. *Various Youth Topics at the Annual Youth Research Day*. Free State Youth Commission. Bloemfontein, 24 November.

Ellis, W and Jaftha, K

2004. *Possible research projects for the IIIDE*. International Institute for Development Ethics, St Augustines. Johannesburg. 17 – 18 November.



Group Participants at a Community Policy Forum Workshop in QwaQwa, August 2003.

Marais, L

2004. *Local economic development in the Free State: Constraints, opportunities and guidelines*. Provincial Local Economic Development (LED) Summit. Bloemfontein, 20 March.

Marais, L

Doing research in partnership: Housing research at the CDS. National Housing Research Seminar. Pretoria, 23 – 24 March.

Marais, L

2004. *Strategic planning for the Housing Advisory Council of the Northern Cape*. Northern Cape Department of Housing. Bloemfontein, 27 July.

Marais, L and Venter, A

2004. *Hating the compound but ... Mineworker housing needs in a post-apartheid South Africa*. National Housing Research Seminar. Pretoria, 23 – 24 March.

Botes, LJS

2003. *Social investing in Africa: How can it reach its potential?* African Summit of the World Economic Forum. Durban, 11 June.

Botes, LJS

2003. *Development and crime: Reflections on the South African context*. Crime Prevention and Development Workshop of the Criminal Justice Initiative of the Open Society of South Africa. Stellenbosch, 26 – 27 June.

Lenka, M and Sigenu, K

2003. *Facilitation of policing community forums for Free State Safety and Security*. In Bloemfontein, 25-27 July and 1-3 August; Kroonstad, 8-10 August and 13-15 August; Qwaqwa, 22-24 August and 29-31 August.

Master's in Development studies

The **2003** student intake was exceptionally special because we were blessed with three Members of provincial Executive Councils (Housing and Local Government, Northern Cape; Housing and Local Government, North West and Economic Affairs, Environment and Tourism, Free State), as well as 44% (26 out of 59) students from other African countries, mostly Lesotho (11) and Zambia (8).

In 2004, 55 students were accepted - 36% of them from Southern African Countries: ten from Lesotho, four from Swaziland, two from Kenya, two from Zambia and one from Mozambique. There was also one student from as far a field as Eritrea.



Prof. Lucius Botes (Director of CDS) with Mr. Sefonea Shale (student of the Masters in Development programme, University of the Free State).

The following modules are included in the Master's in Development Studies (MDS) Programme:

- MDS 701 – Understanding Development/Underdevelopment & Poverty
- MDS 702 – Governance and Development
- MDS 703 – Development and the Natural Environment
- MDS 704 – Applied Development Research
- MDS 705 – Project Management for Development
- MDS 706 – Rural and Agrarian Development
- MDS 707 – Gender and Development
- MDS 708 – Tourism and Development
- MDS 709 – Entrepreneurship and Development
- MDS 710 – Urban Management Development I
- MDS 711 – Urban Management and Development II
- MDS 712 – Health and Development
- MDS 713 – HIV/AIDS and Development
- MDS 714 – Migration and Development

Programme Director: Lucius Botes

Programme Co-ordinator: Dorie Olivier

The website for the Programme is (<http://www.uovs.ac.za/cds>)

Completed Master's in Development Dissertations



Student intake of the Masters in Development Studies programme in 2003.

CLAASSEN, P. 2004. The Socio-economic impact of small-scale bio-technology: the case of Katutura Greenwell Matunga (Windhoek, Namibia). **With distinction*

Supervisor: Prof AJ Pelser

CUPHE, M. 2004. Community participation in Zwelihle: A case study.

Supervisor: Prof LJS Botes

HARTWIG, R. 2004. Farm Worker Housing in South Africa: An Evaluation of an Off-Farm Housing Project.

Supervisor: Dr L Marais

MOROLONG, K. 2004. HIV/AIDS knowledge, attitudes, beliefs and practices among students at the Lerotoli Polytechnic in Maseru.

Supervisor: Mr F Steyn

MOUTON, R. 2004. Rural Water Supply in Caprivi Region: An outcome evaluation. **With distinction*

Supervisor: Prof AJ Pelser



Prof. Lucius Botes and Dorie Olivier with the MDS graduates, September 2003. Graduates from left to right: BACK- Francis Kintu. MIDDLE: Edward Mafadza, Khume Kangala, Phillip Machaba, Lucas Rantso, Joseph Mokose. FRONT- Lucius Botes, Francinah Motlhoiwa, Dorie Olivier. Graduates not present: Thabiso Linda, Sam Ogolla, Angela Mphana.

MWANGI, J. 2004. Opportunities and constraints to viable commercial small scale farming in Africa: A case of Cassava in Mulanje District, Malawi.

Supervisor: Mr L Coetzee

PHEELOANE, P. 2004. Why are South African Development Policies unable to reach their targets: A policy analysis of key policy instruments, RDP and GEAR strategy. ^{*With distinction}

Supervisor: Mr IJ Moses

QUAN-BAFFOUR, K.P. 2004. Rural Tourism as a vehicle for social, economic and environmental regeneration at Bloemhof.

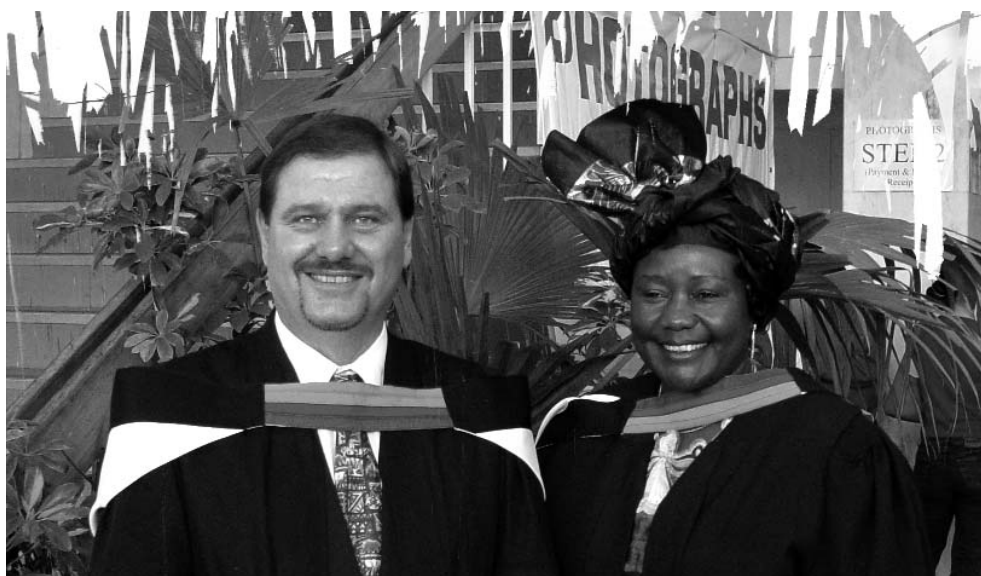
Supervisor: Dr HJ Bloemhoff

SAKOANE, M. 2004. The effects of agricultural chemicals on crop and the local natural environment.

Supervisor: Dr L van der Westhuizen

SIMFUKWE, W. 2004. HIV/AIDS and rural livelihoods: sustaining security for HIV/AIDS infected and affected rural households. ^{*With distinction}

Supervisor: Prof H van Schalkwyk



Riaan Jansen van Vuuren (Best MDS student, 2003) and Maria Mlotchwa (Student with best MDS dissertation in Project Management for Development, 2003).



Student intake of the Masters in Development Studies programme in 2004.

VAN STADEN, J. 2004. Promotion of Beaufort West as entry point or gateway to Western Cape: Strategies and proposals based on surveys of through traffic and local tourism orient-ed businesses.

Supervisor: Dr L Marais

ZULU, A. 2004. An explanatory study of the drinking culture in three Zambian Compounds.

Supervisor: Ms L Ackermann

JANSEN VAN VUREN, P.C. 2003. Understanding developmental local government case study of the Hibiscus Coast Municipality.

Supervisor: Dr L Marais

KANGALA, K.R. 2003. Towards participatory development communication: A case study of the Soshanguve multipurpose community centre.

Supervisor: Prof JC de Wet



MDS graduates, April 2004. From left to right: Randolph Mouton, Andile Mdletye, Meshack Hlalele, Ruth Sinakhomo, Nithabiseng Lemphane, Majorobela Sakoane, Nomntu Luvaca, Joseph Mwangi, Thabiso Mokotsolane, Lillian Kasi, Obed Mvula, Dugald Hammerslacht. Graduates not present: Wiseman Mqatu, Willys Simfukwe, Pinky Pheeloane, Dr. Kofi Poku Quan-Baffour, Jan-Willem van Staden.



From left to right: Ms. Dorie Olivier (MDS Programme Co-ordinator), Mr. Francis Kintu (Student with best MDS dissertation, 2004), Mr. Randolf Mouton (Best MDS student, 2004) and Prof. Lucius Botes (Director of CDS).

KINTU, F. 2003. The status of health care services in the local area of Taung. ^{*With distinction}
Supervisor: Ms E Janse van Rensburg-Bonthuizen

LINDA, T.T. 2003. A critical assessment of post-apartheid urban renewal: A case study of Alexandra Township.
Supervisor: Dr L Marais

MACHABA, R.P. 2003. A developmental study to investigate whether a formal education is a determinant of entrepreneurial success.
Supervisor: Prof K Lazenby

MAFADZA, E. 2003. The efficiency of the local municipality on indigent policy: The case of Makhado local municipality in Vhembe district of the Limpopo Province.
Supervisors: Profs JC Bekker & LJS Botes

MATHEBULA, B.H. 2003. An investigation into the educational needs of visually impaired people (VIP) in the Limpopo Province.
Supervisor: Mr F Steyn

OGOLLA, S. 2003. The causes of, and possible solutions to the post-high school dropout problem within the education system of Lesotho (A focus on the immediate post-high school dropouts of Rankakala region of Qacha's Nek district).
Supervisor: Prof J Strauss

RANTSO, L. 2003. Cross provision of Primary Health Care (PHC) in rural areas within specific referral to the Tokologo local area (Hertzogville, Dealesville, and Boshof) of Lejweleputswa health district.
Supervisor: Ms E Janse van Rensburg-Bonthuizen

SEBOLAO, R. 2003. The exploration of challenges facing black female entrepreneurs in Mangaung – Free State.
Supervisor: Prof K Lazenby

SIMELANE, N. 2003. An evaluation of Makhondvolwane irrigation project in Swaziland.
Supervisor: Prof K Oosthuizen

ZWANE, M.P. 2003. A developmental study into the participation of Mangaung High School girls in the game of cricket. ^{*With distinction}
Supervisor: Dr S Botes

The PEAC and IIDE

As mentioned, the Centre for Development Support has since 2002 been hosting the Premier's Economic Advisory Council (PEAC), and the International Institute for Development and Ethics (IIDE) since 2004. Here is a brief description of the two institutions' completed and current projects.

PEAC

The Free State Premier's Economic Advisory Council (PEAC) was established as an independent non-statutory body in September 2001 by the Premier of the Province, with a contract which expired in September 2004. The Secretariat, which is based at the Centre for Development Support, was established in October 2002, with the appointment of the Executive Officer and an Administrative Assistant. The founding terms of reference establish the mandate and responsibilities of the PEAC as advising the Provincial Government on all matters related to economic policy issues.

Objectives of the council

- To critically review the Free State Provincial Government's economic policies and development strategies, within the framework of National Trade and Economic Policy, and to advise accordingly.
- To critically analyse and review national and global economic trends, critically assess their impact on the economic position of the Free State and to advise accordingly.
- To identify and evaluate key economic issues, critically assess their impact on current and future plans and policies, and to advise accordingly.
- To critically review and advise on policies towards meaningful economic transformation.
- To critically review, evaluate and advise on innovative people-centred and community-based empowerment strategies.

The Council commissioned and utilised relevant economic policy analyses and research which provided a solid foundation towards the realisation of these objectives. The projects which the PEAC completed between 2003 and 2004 were:

Abrahams, L

2004. *The Free State in the 21st century – Critical linkages to the emerging knowledge economy*. Link Centre, University of the Witwatersrand.

Ehlers, DL, Wilson, MGC and Henry, G

2004. *An assessment of the mineral potential of the Free State Province*. Council for Geoscience, Pretoria.

McGill, JE, Phelane, E and Moseme, R

2004. *Small-scale mining potential of the Free State*. Miningtek/Council for Scientific and Industrial Research (CSIR), Pretoria.

Nel, E

2004. *Evaluation of Local Economic Development (LED) in the Free State Province. An Assessment of its current status*. Rhodes University, Human Sciences Research Council and the Centre for Development Support, Bloemfontein.

Nel, E, Rogerson, C and **Marais, L**

2004. *Manufacturing industry study for the Free State. Current trends, spatial and sectoral considerations and future prospects*. Rhodes University, Grahamstown, University of the Witwatersrand, Johannesburg, and the Centre for Development Support, Bloemfontein.

Reichardt, M

2004. *Proposals for the utilization of redundant mine infrastructure for the benefit of local communities*. Thabiso Mining Services, Johannesburg.





Dr. Lochner Marais at a social function of the Faculty of Economic and Management Sciences, University of the Free State.

Roefs, M, **Atkinson, D** and Makgoba, S

2004. *Evaluation of the process of compiling the Free State Development Plan (FSDP)*. Human Sciences Research Council, Bloemfontein.

Rogerson CM

2004. *Opportunities, obstacles and action steps for the development and strengthening of SMMEs in the Free State*. Department of Geography, University of the Witwatersrand.

Urban-Econ

2004. *Background information on the economy of the Free State*. Urban-Econ, Pretoria.

Viljoen, MF

2004. *Water Demand of the Free State Province 2005–2020*. Agricultural Economics, University of the Free State, Bloemfontein.

Visser, G and Kotze, N

2004. *Towards a Tourism Development Strategy for the Free State Province*. Department of Geography, University of the Free State, Bloemfontein.

Thomas, W

2004. *Accelerating Economic Growth and Development in the Free State: Framework for a responsive partnership approach towards sustainable Economic Development in the Free State Province*. Graduate School of Business, University of Stellenbosch, Stellenbosch.

IIDE

The International Institute for Development and Ethics (IIDE) currently operates under the stewardship of the Centre for Development Studies at the University of the Free State, but aims to become a fully independent (Non-profit) company in the near future. The idea for an International Institute for Development and Ethics (IIDE) was conceived by a group of scholars working and interested in the area of international co-operation and development. The IIDE is envisioned to become a leading and innovative scientific institute doing research, issuing publications, performing assessments and providing training. Its focus will be on the conceptual and normative aspects of developmental processes in Sub-Saharan

Africa. By its activities the IIDE aims to facilitate and stimulate beneficial changes to all layers and sectors of society. The IIDE will be independent and interdenominational, truly African and Christian, while maintaining strong contacts with the international church community, research networks, the business world, government agencies and the CSO-family. The overall purpose of IIDE will be concretised in practice-oriented scientific research which implies the strong interaction between theory and practice.

A number of IIDE projects are currently in various stages of implementation. Below is a concise list:

Paul Foundation Pilot Project (PF Project 1)

This project (as a pilot leading into PF project 2) aims to do an environmental scan of Transformation Initiatives driven by Christian Churches and Faith-based Organisations in Bloemfontein, Botshabelo and Thaba Nchu (Mangaung Local Municipality).

Paul Foundation Transformation Project (PF Project 2)

Transformation through Education and Economic Assistance: The project aims to obtain a better understanding of the current idea of 'transformation' and how it is used in practical policies in Africa; to make the concept of 'transformation' appropriate for practical projects on education and economic assistance (based on a biblical perspective) supported by the Paul Foundation in Africa.

International Master's Christian Studies of Science and Society (IMCSSS) Project

The project aims at establishing a South African link to the IMCSSS programme currently being offered at the *Vrije Universiteit*, Amsterdam, recruiting SA students and exposing them to this Dutch programme which aims to teach students how to develop their own ideas within their field of research or professional field from a Christian perspective by providing an in-depth knowledge of the Christian normative way of thinking, as basis for an alternative view which is relevant and challenging in respect of key contemporary issues, among which developmental issues.

South Africa Vrije Universiteit Strategic Alliances (SAVUSA) Book Project

The project aims at producing a book on a range of developmental issues, based on input from Southern academics and development practitioners. The book will also contain input from Dutch scholars and practitioners and will aim at facilitating dialogue on pertinent developmental issues between North and South.

Institute for Cultural Ethics (ICE) Information and Communication Technology & Sustainable Rural Development Project

The project aims to investigate various aspects of the influence of Information and Communication Technology in developing countries and its impact on Sustainable Rural Development.



Main partners and funders of research and development projects of the CDS

We at the Centre for Development Support express our appreciation to all our main research partners and funders during 2003 and 2004. You have contributed towards creating a more sustainable and humane Free State and South Africa.

Hoofvennote en befonders van navorsings- en ontwikkelingsprojekte van die Sentrum vir Ontwikkelingsteun

Ons by die Sentrum vir Ontwikkelingsteun betuig hiermee ons waardering aan al ons hoof navorsingsvennote en befonders gedurende 2003 en 2004. U het bygedra tot die skep van 'n meer volhoubre en medemenslike Vrystaat en Suid-Afrika.

Bahwebisani ba baholo le batshehetshi ba baholo ba ditjhelete diprojekeng tsa dipatlisiso le tsa hlaboloho tsa CDS

Rona mo Centre for Development Support re hlalisa diteboho tsa rona ho bahwebisani bohle ba baholo ba dipatlisiso le batshehetsi bohle ba baholo ba ditjhelete selemong sa 2003 le 2004. Le bile le kabelo ho bopeng ha Foreistata le Afrika Borwa e tiisitseng le e kgathallang.

Main research partners of Development Projects

Hoof navorsingsvennote van Ontwikkelingsprojekte

Bahwebisani ba baholo le batshehetshi ba baholo ba ditjhelete ba diprojeke

Built Environment Support Group (BESG)
Central University of Technology (CUT)
Centre for Health Systems Research and Development (CHSR&D)
Community Agency for Social Enquiry (CASE)
Free State Youth Commission (FSYC)
Human Sciences Research Council (HSRC)
International Institute for Development Ethics (IIDE)
Monash University, Australia
Mangaung University Community Partnership Program (MUCPP)
McIntosh Xaba and Associates (MXA)
Rhodes University
Sektor Development Consultants
University of Johannesburg
University of the Free State- Community Service Directorate
University of the Free State- Department of Anthropology
University of the Free State- Department of Criminology
University of the Free State- Department of Industrial Psychology
University of the Free State- Department of Sociology
University of the Witwatersrand (WITS)

Funders of research and development projects

Befonders van navorsings- en ontwikkelingsprojekte

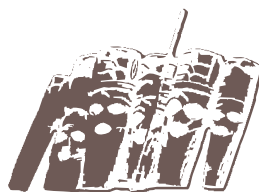
Batshehetshi ba ditjhelete diprojekeng tsa dipatlisiso le tsa hlaboloho

Built Environment Support Group (BESG)
Centre for Development and Enterprise (CDE)
De Beers Consolidated Mines
Department for International Development (DFID)
Deutsche Gesellschaft für Technische Zusammenarbeit (GTZ)
Eskom Enterprises (TSI)
Free State Province- Department of Labour
Free State Province- Department of Local Government and Housing
Free State Rugby Union
Free State Youth Commission (FSYC)
Harmony Gold
Khanya - Managing Rural Change
Mangaung Local Municipality (Environmental Management Unit)
National Housing Finance Corporation (NHFC)
Oblates of Mary Immaculate, Roman Catholic Church, Rome
Open Society Foundation of South Africa
Premier's Economic Advisory Council (PEAC)
Social Housing Foundation
Sol Plaatje Housing Company
Umsobomvu Youth Fund (UYF)



List of Abbreviations

AIDS	Acquired Immune Deficiency Syndrome
BESG	Built Environment Support Group
CASE	Community Agency for Social Enquiry
CBD	Central Business District
CDS	Centre for Development Support
CHSR&D	Centre for Health Systems Research and Development
CLRP	Customer Loyalty Rewards Programme
CSIR	Council for Scientific and Industrial Research
CUT	Central University of Technology
DFID	Department for International Development
DoH	Department of Health
DoL	Department of Labour
DoSD	Department of Social Development
EMP	Environmental Management Programme
FET	Further Education and Training
FSYC	Free State Youth Commission
GTZ	Deutsche Gesellschaft für Technische Zusammenarbeit
HBC	Home-based Care
HET	Higher Education and Training
HIV	Human Immunodeficiency Virus
HSRC	Human Sciences Research Council
IDT	Independent Development Trust
IIDE	International Institute for Development Ethics
LED	Local Economic Development
MLM	Mangaung Local Municipality
MUCPP	Mangaung University Community Partnership Program
MXA	McIntosh Xaba and Associates
NGO	Non-governmental Organisation
NHFC	National Housing Finance Corporation
NPO	Non-profit Organisation
OMI	Oblates of Mary Immaculate
OSF-SA	Open Society Foundation of South Africa
PEAC	Premier's Economic Advisory Council
SIA	Social Impact Assessment
SMME	Small, Medium and Micro Enterprises
SOE	State of the Environment
TMM	Tshwane Metropolitan Municipality
TSI	Technological Services International
UFS	University of the Free State
UK	United Kingdom
UYF	Umsobomvu Youth Fund
WITS	Witwatersrand University



Biennial Report 2003/2004



Centre for Development Support (CDS)

www.uovs.ac.za/cds