

**THE EXPERIENCE OF MOVING FROM AN INFORMAL SETTLEMENT TO A  
SECURE STABLE HOME**

by

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I declare that **THE EXPERIENCE OF MOVING FROM AN INFORMAL SETTLEMENT TO A SECURE STABLE HOME** is my own work and that all the sources that I have used or quoted have been indicated and acknowledged by means of complete references.

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SIGNATURE

(Ms)

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DATE

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## **ABSTRACT**

This study explored the perceptions of beneficiaries of the Reconstruction and Development Programme (RDP) with regard to the role that RDP houses play socially, psychologically, and physically in the lives of occupants after moving from an informal settlement into RDP houses. Given that the said housing programme targets disadvantaged people, it was important to understand their own perceptions of these houses. The study also explored the perceptions of government officials in regard to their experiences relating to RDP houses. A case study approach was adopted and Bronfenbrenner's ecological theory of human development was used as the theoretical framework to guide this study. Data were collected through semi-structured interviews with two groups of participants. First, Group A comprised three RDP participants who lived in an informal settlement before relocation to their RDP houses. Second, Group B comprised three participants from the national, provincial and local offices of the governmental human settlements departments respectively. Data were analysed and four main themes as well as the subthemes emerged from the analysis. The four main themes are the bolstered sense of psychological well-being; access to basic services, amenities, and benefits of an improved infrastructure; pride of ownership; and ownership as a form of personal economic development or empowerment.

Findings suggested that the participants reflected expressions of joy, a sense of permanence, a feeling of being home, hope for the future, and an absence of worry. These meanings and interpretation of home ownership reflect how the participants identify with their RDP houses and how pleased they are to own a house. Basic services enhance their overall quality of life in relation to their psychological, physical and social well-being. Interestingly, access to socio-economic services and amenities such as connected water and electricity inside

the houses, the availability of schools and clinics, transport services, and a habitable environment, were found to play an important role in the lives of the participants. However, factors which hamper the success of RDP housing and compound the hopelessness of living in an informal settlement as well as the problems that RDP home owners encounter, which restrain their pride of ownership are: ambivalence over restrictions or limitations imposed by building regulations, the size of the houses, the poor quality construction, and envy at improvements made to subsequent RDP houses.

In conclusion, the findings add to a greater theoretical understanding of the factors contributing to human development and the factors that impede the effectiveness of the housing programme. These factors draw attention to a number of important issues regarding RDP housing, which may assist housing practitioners, and in particular, policy developers, in developing policy that may be more useful in meeting the needs of the people. This could enhance the existing housing programme as well as alert the housing practitioners to existing shortcomings and offer them the opportunity to become acquainted therewith. These factors that impede RDP ownership suggest a need for the government and other relevant stakeholders to engage in the issues that prevent the successful implementation of the housing programme thereby maximising the effectiveness of the housing programme, primarily in order to strive to improve the lives of previously disadvantaged people.

**KEYWORDS**

Beneficiaries, RDP, informal settlements, house, home, homelessness

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## **LIST OF ABBREVIATIONS**

**RDP:** Reconstruction Development Programme

**NDoHS:** National Department of Human Settlements

**CRSA:** Constitution of the Republic of South Africa

**DHS:** Department of Human Settlements

**NGO:** Non Governmental Organisation

**EIA:** Environmental Impact Assessment

**ISUP:** Informal Settlements Upgrading Programme

**NHBRC:** National Home Builder Registration Council

**DME:** Department of Minerals and Energy



## **CHAPTER 1**

### **INTRODUCTION**

The current study is influenced by an escalation of housing demands, which highlights the continuous increase of informal settlements countrywide while significant housing interventions are already in place. This chapter introduces the study by furnishing the background and research problem. The research questions that the investigation intends to address are defined, the aims and objectives of the study are presented, and the key concepts employed throughout the study are also defined. The chapter concludes with an outline of the topics covered in this report.

### **BACKGROUND**

According to the National Department of Housing White Paper (NDHWP; 1995), housing the South African nation is one of the greatest challenges facing the government of national unity. The extent of the challenge stems from the enormous size of the housing backlog and the desperation and impatience of the homeless. Prior to 1994, most people did not have access to houses and most families were living in shacks, shoddy squatter settlements, or backyard rooms, which stripped away the dignity of the individuals. In 1996, the Constitution of the Republic of South African (CRSA; No.8, Section 26, 1996) was drafted; it stipulated that everyone has the right to have access to a housing allowance, and government must take reasonable legislative and other measures, within its available resources, to achieve this improvement. In response to this stipulation of the CRSA, the National Department of Housing Act (NDHA; 1997) was established to guide the National Department of Human Settlements (NDoHS) in its provision of

affordable houses, and to determine which method would best address the housing needs of the nation.

## **RESEARCH PROBLEM**

Towards defining the research problem, the NDHWP (1995) revealed that approximately 1.5 million urban informal housing units exist in South Africa. It was estimated that hostels comprised 5.2 % of all households, while the informal settlements comprised approximately 13.5 % of all households. In 1995, approximately 1.06 million previously disadvantaged people lived in informal or squatter housing nationwide. These living conditions are contradictory to the required attributes stated in the CRSA. As housing became a key challenge for South Africa, the government argued that the most effective solution to address this was to establish several intervention programmes in order to create a better living environment for disadvantaged communities. This form of housing allowance remains the prevalent means by which disadvantaged households access shelter in South Africa at present. One of the interventions that the NDoHS has to provide for sustainable human settlement is incremental housing intervention through the Informal Settlements Upgrading Programme (ISUP), which intends to improve the lives of the 100 million slum dwellers by 2020 (National Housing Code, NHC; 2009). The main objective of this programme is to secure tenure, which aims to ensure that residents have residential rights; health and security, which aim to promote the development of a healthy and secure living environment; and empowerment, which aims to address the social and economic exclusion of people by focusing on community development, the promotion of social and economic integration, and addressing the broader social needs of communities (NHC, 2009).

Owing to the high level of unemployment and relatively low average wages, a significant number of South Africans cannot independently provide for their own housing needs (Knight, 2001). These households are defined as those with no income, and those who earn an average of R3 500 per month or less. In 1996, it was estimated that of all the families living in South Africa, 80 % fell into this category (NHC, 2000). The recent rapid increase in the number of land invasions or informal settlements is a further indication of these pressing housing problems (Knight, 2001).

In line with the discussion above, the researcher further observed that owing to unemployment and poverty most people are forced to relocate to urban areas such as Gauteng Province for employment in order to improve their living conditions.

This, on the other hand, does not necessarily secure employment for all of them. Some of them do not have relatives in Gauteng where they can stay while they are still seeking employment, so they opt to live in an informal settlement free of charge because they cannot afford to pay rent. What makes the matter more worrisome is that informal settlements lack proper amenities such as the provision of water, sanitation, and waste removal. The places are mostly overcrowded and untidy; there are insufficient public spaces such as playgrounds where children can play, which in itself may at a later stage lead to a negative effect on the residents. In my opinion, government is providing housing in accordance with the Reconstruction and Development Programme (RDP) in order to improve the living conditions of informal settlement residents and ensure that they live in decent habitable places.

However, despite government's efforts to create better living conditions through housing grants, the number of people migrating to Gauteng Province and residing informally continues to grow; poor people persist in squatting illegally in risky places. Statistics indicate that millions of

people live in shanties and squatter camps (Knight, 2001). These statistics further raise questions as to whether interventions are effective in reducing the illegal squatting of people from lower socio-economic backgrounds. It could be argued that these interventions fail to be implemented on time or that people who received houses allow other relatives to occupy their shacks after they have moved. On this basis, the study aims to investigate how moving from an informal settlement to a secure stable home influences the lives of people. This aim was achieved by conducting one-on-one interviews with people in the Garankuwa Township of the City of Tshwane who moved from an informal settlement. Conversational interviews were also conducted with three government officials from the national, provincial and local offices of the NDoHS, who work on human settlement programmes covering aspects relating to sustainable human settlements.

## **RESEARCH QUESTIONS THAT THE INVESTIGATION INTENDS TO ADDRESS**

The research questions addressed during the study are:

How does owning an RDP house influence the lives of people?

How does moving from an informal settlement to an RDP house influence lives of people?

## **RESEARCH AIM AND OBJECTIVES**

### **The objectives of the study**

The researcher seeks to investigate the role that moving into a RDP house may play in the lives of occupants (socially, psychologically, and physically) after moving from an informal settlement. In addition, she intends to explore how RDP recipients perceive their houses. She also attempts to describe the experiences of the occupants before and after receiving their RDP

houses. The research findings may assist government in improving the current programme and sustaining the useful aspects of the programme. The findings may also be useful in identifying the existing challenges, if any, and putting necessary measures into place. This, in turn, may be useful in informing government policy in order to ensure that the needs of the people are being met. The study may further allow the NDoHS to explore different ways of providing for basic human needs, which may also offer an opportunity to evaluate how this human right could be balanced within the call for individuals to adopt responsibility for meeting their own basic and housing needs. It may also guide the review of the housing policy for better future implementation processes.

## **DEFINITIONS OF TERMS**

**Informal settlement or squatter camp:** A place where people stay informally without any legal ownership of the particular area.

**RDP:** Reconstruction and Development Programme, which emanates from the Constitution of the Republic of South Africa.

**Applicant or occupant or beneficiary:** An individual who owns an RDP house or a public house.

**Secure stable home:** This term refers to property ownership regarding an individual who has been given a legal title deed for the first time that they occupy their own house.

**Housing:** Defined as a variety of processes through which habitable, stable, and sustainable public and private residential environments are created for viable households and communities. This definition also recognises the importance of the environment within which a house is situated, as the house satisfies the needs and requirements of the occupants (NDHWP,

1995). Government strives to establish viable, socially, and economically integrated communities that are situated in areas which allow for easy access to economic opportunities as well as health, education, public transport, and social amenities within which all South Africans can have a progressive base.

**NDoHS:** National Department of Human Settlements, a government department responsible for providing the previously disadvantaged people with RDP houses.

## **CHAPTER DELINEATION**

The study comprises five chapters.

Chapter 1 introduces the study objectives and research problem.

Chapter 2 deals with the literature review.

Chapter 3 includes the research methods employed to address the research problem.

Chapter 4 involves the research findings and a discussion of the findings of the research study.

Chapter 5 furnishes the contribution, implications, limitations, recommendations, and conclusion of the study.

## **CHAPTER 2 LITERATURE REVIEW AND THEORETICAL PERSPECTIVE**

This chapter presents key ideas that are examined in detail through a review of the relevant literature. The theoretical framework as a guiding tool for the study is also discussed.

### **INFORMAL SETTLEMENTS, HOMELESSNESS, AND HOUSING:**

#### **BRONFENBRENNER'S ECOLOGICAL PERSPECTIVE**

##### **Theoretical perspective on housing and development**

Bronfenbrenner's ecology of human development is central to this study, which aims to explore how RDP recipients perceive or experience their houses. Such information could assist in understanding their experiences from the perspective of the ecology of human development theory. Bronfenbrenner explores the interrelationships between human beings, their surroundings, and their interactions with regard to different ecological levels, in an effort to understand the subtle influences that these levels have on the individual. Specifically, Bronfenbrenner's ecological theory of human development and the role that transition to a new house may play in the lives of the occupants are explored in this chapter.

Bronfenbrenner's ecological theory was considered innovative, because it explains individual behaviour in relation to a number of different systems rather than focusing on a single setting. This theory takes into account the aspects of the environment beyond the immediate situation surrounding the subject (Bronfenbrenner, 1994). Bronfenbrenner's theory consists of six ecological models of human development, namely, individual, microsystem (family), mesosystem (environment), exosystem (culture), macrosystem (social support), and chronosystem. These are socially organised subsystems that serve to support and guide human

growth. According to Saegert et al. (2003), in order to understand human behaviour, physical health, and social environment fully, one must first understand the ecological theory that connects individuals, households, buildings, and communities. Saegert et al. (2003) further explain that an ecological systems model takes into account an individual's behavioural pattern in relation to their culture; the socioeconomic situation in terms of their housing needs, ownership, settlement patterns, and quality; the implications for both physical health and psychological well-being; and the interaction of physical and psychological health after transition. This model thus explores the interrelationships among human beings, their surroundings, and interactions within and between the different ecological levels. An ecological perspective presents a broad range of viewpoints regarding the association between humanity and the environment (Shaw, 2008).

### **Housing Challenges in South Africa**

The low-income settlements continue to develop in urban areas despite the provision of social and economic amenities (NHC, 2009). The manner in which the establishment of informal settlements has grown in South Africa has constituted a source of concern for the South African government (Baker, Billhardt, Glass, Rollins & Warren, 2010; Huchzermeyer & Kamar, 2006). As a means to address these housing issues, the South African government has established legislative guidelines, policies, and programme frameworks through which informal settlement dwellers could be housed formally, and the development of an integrated human settlement could be facilitated. The housing subsidy is not about housing alone; it is also about the dignity and humanity of South African citizens. The said subsidy is also provided in order to ensure that people have convenient access to urban amenities, including places of employment.



Government has recognised the harsh conditions in which the poor live in informal settlements and the struggles they face in order to make a living. Therefore, government has instituted the development of the urban housing projects as one of the essential needs of people (Rashid, 2009).

### **The extent of informal settlements in South Africa**

South African statistics on informal settlements indicate that approximately 21.5 % of households live in informal dwellings in Gauteng Province, which means that this province has higher percentages of households living in informal dwellings compared to the other provinces (Department of Statistics South Africa, 2007). Free State has approximately (13.2 %) of households living in informal dwellings; Western Cape (17 %), North West (18.8 %), and Limpopo recorded the lowest percentage (3.8 %) of households living in informal dwellings, followed by Eastern Cape (7.4 %), KwaZulu-Natal (7.2 %), North West (18.8 %), Northern Cape (8.5 %), and Mpumalanga (9.9 %). In contrast, the number of households living in informal dwellings was reported to be dormant in the following provinces: Limpopo, Mpumalanga, KwaZulu-Natal and Eastern Cape. According to these statistics, approximately 18.9% of all South African households live in RDP houses. Of those, some were reported to have various concerns regarding the quality of their houses, indicating that the walls were poorly constructed with inferior materials and the roofs were not properly constructed (Department of Statistics South Africa, 2007).

As mentioned earlier, informal settlements continue to exist in South Africa despite government efforts to provide RDP houses. However, informal settlements are not peculiar to South Africa; they are increasingly the norm in many developing countries where the need for

urban housing for the poor cannot be matched with the delivery of any kind of formal housing (Huchzermeyer & Kamar, 2006).

According to the global statistics, approximately 1 billion people live in informal settlements. For instance, in sub-Saharan Africa, approximately 73 % of people live in informal settlements (Wekesa, Steyn & Otieno, 2011). In Kenya, Nairobi is considered to house Africa's largest informal settlement where the majority of the urban poor live (Mutisya & Yarime, 2011; Wekesa et al., 2011). In addition, 71 %, which represents more than half of Kenya's population, resides in informal settlements; this trend is likely to increase during the next 30 years (Mutisya & Yarime, 2011). Cairo is another African country where the growth of informal settlements is escalating and millions of poor urban dwellers are estimated to reside in informal settlements (Wekesa et al., 2011).

## **MOTIVATION FOR RESIDING IN INFORMAL SETTLEMENTS**

### **Free accommodation: affordability, unemployment, and job opportunities**

Millions of poor people invade land in urban areas and establish informal settlements as a means to establish themselves (Wekesa et al., 2011). Even though informal settlements are regarded as unlawful occupation of land where dwellings are constructed of corrugated iron sheets and cardboard, and often have no official address, some consider it to be the only affordable option to provide an immediate solution to their housing needs (Huchzermeyer & Kamar, 2006). The informal settlements are over-crowded, but people are forced to live there because of poverty and unemployment. Some consider it a practical solution for most developing countries (Wekesa et al., 2011). This phenomenon is also regarded as economically viable as residents cannot independently afford to build or buy their own houses or to access

formal suitable shelter through proper channels for various reasons such as low wages or unemployment. The existence of informal settlements demonstrates the poverty and poor living conditions in which people live, and which necessitates multiple interventions from various governmental sectors in order to provide easy access to essential social services. The informal settlement conditions predispose residents to life-threatening diseases, which could have a harmful effect on individuals later in their lives (Mutisya & Yarime, 2011).

Huchzermeyer and Kamar (2006) argue that the slow delivery of housing subsidies contributes to the development of informal settlements in urban areas. People in informal settlements stem from various backgrounds. For instance, Mutisya and Yarime (2011) state that informal settlement residents generally hail from various rural areas; they are unemployed and move to the cities in search of employment. Consequently, informal residential areas are established close to the city centre where it is convenient for travelling purposes. Rashid (2009) also asserts that the rapid increase of city residents is stimulated by the immigration of the rural poor to the cities because of the alleged probability of finding employment in the industrialised segment, and being pressed by inadequate opportunities in rural areas. On arrival, most have insufficient money for proper housing, and as a result, they turn to informal settlements.

## **THE PROBLEM OF ILLEGAL SQUATTING**

### **Health and safety**

Wekesa et al. (2011) maintain that the increase in informal settlements in most developing countries has created a major concern owing to the negative impact they exert on the quality of life of the residents. Informal settlements are characterised by poor housing designs, poor settlement layouts, overcrowding, inadequate basic services such as sanitation systems, clean

water supply, electricity, refuse removal services, poor access roads, and inadequate transportation facilities (Fien et al., 2011; Huchzermeyer & Kamar, 2006; Kellett & Moore, 2003; Misselhorn, 2010a). Informal settlements also have limited access to proper education and healthcare services; in fact, people residing in informal settlements often face increased serious health and safety problems. Furthermore, during the rainy season informal settlements experience regular flooding (Rashid, 2009).

Rashid (2009) found that informal settlement dwellers experience social and economic exclusion as well as psychological effects, which support poverty, and social barring and its impact on the lives of the urban poor. In a study conducted by Hardoy, Cairncros and Satterthwaite (1990), many of the case studies highlight that those living in poor and vulnerable conditions face greater serious health problems than those living in better conditions. For instance, the findings from these case studies indicate that the children from poor housing and living conditions are more vulnerable to diseases. They may suffer from respiratory problems or from diseases associated with insufficient water or sanitation. Further, the studies indicate that people who do not own houses may be looked down upon by their counterparts who do own homes.

## **SOUTH AFRICAN GOVERNMENTAL DEPARTMENTS DEALING WITH THE INFORMAL SETTLEMENTS**

### **The role of the National Department of Human Settlements**

Ten years since the introduction of the housing programmes in 1994, a comprehensive study on the outcomes of these programmes was undertaken, and consequently, the focus was shifted to improving the quality of housing, and housing environments (NHC, 2009). The NHC

(2009) also sets new housing standards in order to improve privacy, and sustainability, by providing better development and a range of socio-economic facilities within housing projects. It also focuses on the ISUP, which aims to improve the lives of previously disadvantaged people. In order to support the implementation of this plan, all spheres of government and housing support institutions have been extensively restructured; the NHC (2000) has therefore been substantially revised (NHC, 2009).

Huchzermeyer (2004) explains that according to the NDoHS the political focus was to eradicate informal settlements; this focus has since been changed to the upgrading of informal settlements. However, the NDoHS has in terms of Part 3 of the NHC (2009) since introduced the ISUP with the intention to improve the lives of informal settlement dwellers by 2020. The ISUP deals with procedures for the in situ upgrading of informal settlements, it further promotes the development of healthy and secure living environments, and the empowerment of informal settlement dwellers through building free houses which constitute part of the RDP. These free houses are known as RDPs by South African citizens. Therefore, the ISUP is one of the main programmes which seeks to improve the livelihood of millions of underprivileged citizens by providing them with a safe residence and access to essential services (NHC, 2009). The programme also funds municipalities in order to execute the plans for the upgrading of informal settlements within their jurisdiction. The municipalities are funded from the provincial and national budget so as to expedite housing delivery. Nonetheless, the ISUP regards relocation and resettlement of people as the last option, that is, relocation should only be considered when a threat exists in the areas where the settlements are located.

### **The role of the Provincial and Local Departments**

The municipalities identify informal settlements within their areas of jurisdiction for improvement purposes. An application requesting funding for the upgrading of the informal settlement is then submitted to the provincial and national departments together with a drafted business plan. The province subsequently approves the application, based on the criteria, and releases funds to the municipalities. Thereafter, community members are requested to apply for RDP houses and the municipality approves houses for qualifying beneficiaries.

Municipalities identify land and verify who owns the land, that is, whether it belongs to the municipality or to the Department of Public Works. If the identified land is owned by the municipality, they inform the province about the proposed development and draw up a business plan requesting funding from the province and explaining how the latter will be utilised.

The province then funds the project based on the business plan and the number of people who qualify for assistance. Thereafter, the municipality completes the town planning process, which includes Geo-tech studies and an Environmental Impact Assessment (EIA). Project funding may include funds to facilitate community participation and empowerment, while the municipality performs the role of developer. The provincial departments will assist a particular municipality if the municipality lacks the capability to manage the project (NHC, 2009).

The Member of Executive Council (MEC) for Local Government and Housing in Gauteng Province states that human settlement houses provide shelter to communities as well as various economic and social opportunities to improve their quality of life (Department of Local Government and Housing, 2009). The MEC further provides a view of the local responsibility included in its plans, which would include the vulnerable members of the communities, for example, the disabled. These individuals still face extreme levels of social exclusion, poverty,

and discrimination, therefore the department should ensure that they develop a beneficial environment for them as well in terms of housing, roads, and public transport, health, and access to public facilities.

### **The role of the other stakeholders**

The human settlement or housing projects are undertaken on the basis of a partnership of cooperative governance between the relevant municipality, the provincial department, the national departments, the Department of Social Development (in respect of households headed by minors), and the Department of Home Affairs (in respect of establishing the residence status of immigrants), as well as the community members and Non Governmental Organisations (NGOs) (Department of Local Government and Housing, 2009).

## **REASONS FOR PROVIDING RDP HOUSES TO INFORMAL SETTLERS**

### **Programme intent for the low-income earner “families” in informal settlements**

As mentioned above, NDoHS programme provides free houses to South African citizens in order to better their lives while it also provides other social benefits. The informal settlement upgrading was developed in 2004 with an initiative to improve the lives of all South African citizens who live in informal settlements, and also to ensure that their living conditions are improved through access to clean water, proper sanitation, electricity, and well constructed roads (Baker et al., 2010; Huchzermeyer & Kamar, 2006). Furthermore, the upgrading initiative attempts to facilitate human development by improving the quality of life of all citizens by providing the necessary services (Mehlomakulu & Marais, 1999).

The housing plan, which has since become a priority for government, is viewed as part of its social responsibility to ensure that both low-income earners who earn R0 - R3 500 and the unemployed receive housing subsidies. This form of housing remains the prevalent means by which disadvantaged households access shelter in South Africa at present and it is understood to afford residents a better life (NHC, 2009; Hardoy et al., 1990; Rashid, 2009).

## **THE ROLE OF THE HOME IN A STABLE SOCIETY**

### **Home**

Feldman (1990) defines home as a place in which the personal meaning of home becomes tied to the individual's conception of self. Gutting, Perkins and Thorns (1996, as cited in Winstanley, Thorns and Perkins, 2002 ) explain that the experiences derived from living in a house, home, neighbourhood, city, and region are significant elements where the people and the family units in essence assemble their sense of identity through social and place-specific interrelationships. Peled and Muzicant (2008) describe a home as a place that represents stability; it allows an individual to think and dream about organising relations with other people, places and time. Therefore, "the home constitutes a safe place from which to steer ourselves towards securing a place in the world" (p. 434).

### **Neighbourhood**

Galster (2001) identifies a number of features which differentiate between various neighbourhoods and which play an important role in the lives of residents. These features are characterised as residential and non-residential buildings in terms of their size, the materials used in the buildings, and so forth; the demographic composition of the residents such as age, race,



class, and family status; the environmental characteristics such as the presence of water, trees, and the extent of pollution; the social interactive aspects; and the sentimental traits such as identification with the place, the historical significance of buildings, and so forth. The major incorporating aspect of all these features is space (Lewicka, 2010). Neighbourhood is regarded as an attachment goal. Other studies use the term “my street”, and “surrounding area to a house” as a means to draw a distinction between an individual’s neighbourhood and their local municipality (Lewicka, 2010).

### **Theoretical concepts of homelessness and home**

In order to achieve the aim of the study, namely to understand the transition from informal settlements to RDP houses, the concepts of “homelessness” and “home” must be defined, as these concepts are central to an individual’s experience of this transition. It should be noted that the meaning of home and homelessness are both contrary and yet somehow connected. However, there is value in providing discrete definitions for these terms from different perspectives, as these two concepts are often used simultaneously, which may be somewhat confusing.

Eyrich-Garg, O’Leary and Cottler (2008) define homelessness as living without a stable place of residence. These authors expand upon this definition, stating that it includes people sleeping on the streets, in cars, abandoned buildings, tunnels, bus stations, and parks.

Kellett and Moore (2003) argue that the relationship between homelessness and the experience of home go hand-in-hand, because in the developing world the aim of building a house is to create a home. By providing a home to people, especially those who are considered to be homeless or living in informal settlements, they will as a result no longer be considered

homeless. The aforesaid authors state that homelessness is encountered in various settings such as streets and informal settlements, where homeless households create their own places in which to live as a means to meet their needs for shelter. The said authors conclude that in the developing countries, the definition for homelessness is thus a complex one that is difficult to define as it changes continuously between places. For these authors, homelessness is further defined by what is deemed to be culturally, economically, and politically unacceptable. It is therefore not possible to explain homelessness without viewing it as an unacceptable form of housing such as squatting, residing in roofless abodes, and so forth.

Blid and Gerdner (2006) define homelessness as an excessive form of societal segregation because of the living conditions in which homeless people find themselves. This makes them feel sidelined or alienated from society. Homeless people are an underprivileged group with significant basic needs, and according to previous research, these people would prefer to be housed formally. Thus, housing could provide some kind of support and care in order to achieve social integration.

Definitions of homelessness are thus seen to vary in terms of the qualities of the homes in question, as well as the surroundings they provide. For example, some people may not consider dwellings such as hostels to be homes, while others may well do so owing to various reasons such as a high level of dependency or the individuals having become attached to the dwelling because they have resided there for a lengthy period (Kellett & Moore, 2003). While the core focus of this study falls on the transition from an informal settlement to an RDP house, it is important to bear in mind the debate on the relationship between home and homelessness that exists in the literature.

### **Meaning of ownership**

People who do not own houses may be looked down upon (Rashid, 2009). In their study, Kellett and Moore (2003) found that most participants value ownership and consider it a better option than living in an insecure place either through renting, squatting or staying with relatives. Furthermore, owning a house endows one with a sense of stability and security as well as an opportunity to possess a valuable asset that can be inherited by the future generation. Thus, to hold authority over a piece of land with a house on it, makes a point that one possesses something valuable in society. Owning a house is therefore symbolic and significant. Kellett and Moore (2003) further reiterate that possessing a house offers an individual freedom, autonomy, and opportunities. In their findings they conclude that “informal settlements provide much more than shelter, and the construction of home is fundamental to the changing identity and position of informal residents” (p. 138). Blid and Gerdner (2006) state that housing is considered to constitute a means to deal with mental health or substance abuse problems. Blid and Gerdner (2006) further assert that housing is viewed as a support model which serves as a positive influence on homeless people. This was confirmed in a study where one of the control groups demonstrated an improvement in handling substance abuse after a year of receiving a house as opposed to other groups without a stable home.

### **Transition from informal settlement to a house: fundamental concepts that connect people to a house**

Transition means the procedure of changing from one situation to another (Oxford Dictionary of Current English, 2006). Misselhorn (2010a) states that the delivery of low-income housing undoubtedly plays an important role in addressing the challenges posed by informal

settlements mainly through providing improved housing. Such an approach offers a range of important advantages, including its ability to deliver a range of tangible developmental benefits at a relatively low financial cost more timeously and improve quality of life. Importantly, it can also contribute significantly to national and international development goals.

## **FACTORS THAT PLAY A ROLE IN HOMEMAKING IN ORDER TO IMPROVE HUMAN DEVELOPMENT**

### **Social and psychological factors**

Regarding homemaking, Lewicka (2010) argues that social factors are generally more essential for attachment when compared to physical factors and that this disparity specifically refers to home attachment more so than neighbourhood attachment. Although, Brown, Brown and Perkins (2003) found no evidence to support distinguishing between affection for a home and affection for a neighbourhood, a number of studies nonetheless state that social ties were noted as being one of the most important features of place affection and sense of security. Sense of security is a positive predictor of place attachment. Research has indicated that once a location is perceived to be dangerous and unapproachable, it is viewed as a high risk area and thus may be avoided (Lewicka, 2010).

Fichter and Quadflieg (2006) acknowledge that the relocation of homeless people to a new home was found to be highly significant and it increases the emotional stability of people. Those who consumed high levels of alcohol were reported to have decreased their alcohol consumption after three years of moving to their new houses (Fichter & Quadflieg, 2006). The intention of the government to provide people with permanent houses is not to merely provide them with a

house to meet their housing needs, but also, as supported by research, to play an important role in improving the lives and psychological well-being of people, which would allow them to feel a sense of security and a sense of self (Fichter & Quadflieg, 2006).

### **Significance of home ownership**

Home ownership exerts a significant effect on the owners thereof. “Significant” refers to being essential or large enough to have an effect (Oxford Dictionary of Current English, 2006).

Home is an extremely wealthy concept which represents various thoughts such as comfort, identity, and protection (Tipple & Speak, 2005). In addition, home implies “shelter, heart, privacy, roots, abode, warmth, paradise, love, secure environment, emotional, relaxation, happiness, and stability” (Tipple & Speak, 2005, p. 338). Consequently, home is a place where a person is able to create important social relationships with others by engaging them in his or her personal space. It is a place where a human being is able to classify objects as being their possessions, and where they can exert control in various forms such as to whom to allow access into their space. In line with these sentiments, the NDoHS has provided houses where people belong, and where their sense of identity can flourish. This differs in essence from the concept of homelessness, where individuals may experience a sense of social exclusion, stress, depression, insecurity, and indifference (Tipple & Speak, 2005).

Benjamin and Stea (1995) define home as a place where you feel comfortable, defined by family and friendships, where one finds laughter and contentment. The authors also emphasise the role of various physical attributes such as the presence of water, trees, parks, and socio-economic activities in creating a positive evaluation of an environment, which appear related to home. Dupuis and Thorn (1998) hold the view that the home is an environment in which the

daily tasks of human existence are carried out, which allows for a sense of control, which is often misplaced in other areas, to develop. It also serves as a protected base around which identity can be created. Psycho-socio-cultural relationships exist between residents and features of the dwelling. The aforesaid constitute residential interactions with certain important basic physical aspects of the house.

### **Individual identity, self-worth, the place, and the social context**

Kellett and Moore (2003) point out that an individual's identity, the place in which he or she resides, and his or her social context all contribute to the importance of owning a house. The said authors further note that separating the concepts of homelessness, as denoting exclusion, and home, as denoting inclusion, is not helpful in that homelessness is a dilemma to which access to a home is the solution. According to the authors, a home is able to endow an individual with a sense of confidence.

In her study, Bratt (2002) states that the responsibility of owning a house is to ensure that a house is secure as well as maintained in a decent condition. Based on her discussion, she defines a house as being important in terms of the manner in which it relates to its dweller, and provides him or her with a satisfactory living space that avoids overcrowding. It offers a chance for people to generate a sense of self and empowerment. Moreover, it has to be affordable in order to provide the individual with a sense of stability and protection. A house endows an individual or a family with a sense of security, confidentiality, control, and emotional and physical well-being. Furthermore, a house is regarded as being a supporting tool for economic safety, which plays an important role in an individual's life, while also creating opportunities for people. Bratt identifies the notion that a house can influence a family's sense of well-being in a number of

ways. First, its good value offers the family a sense of protection and quality of life. Further, it can also affect a family's well-being by the manner in which it connects with its dwellers and by giving them a focal point to which they are drawn. Lastly, the location of the house is important as it provides individuals in the family with a sense of purpose and community by providing residents with access to jobs, schools, and other services. Individuals, thus, cannot function properly without a shelter (Bratt, 2002).

### **Psychosocial well-being**

According to Kearns, Hiscock, Ellaway and Macintyre (2000) a team of Scottish researchers revealed that owning a house develops psycho-social traits such as self-sufficiency and reputation in human beings, which play an important role in the lives of the home owners. Another study found that children who lived in supported housing exhibited improved patterns of behaviour, while their counterparts continued to display negative behaviours (Bratt, 2002). Psychosomatic effects are more common in a number of homeless children, who are also more likely to exhibit signs of a low sense of worth and higher levels of behavioural difficulties (Downer, 1998). In his study, Kozol (1988, as cited in Bratt, 2002) notes that insufficient housing may contribute to dysfunctional families. Psychosomatic symptoms are therefore more common in homeless children compared to their counterparts (Downer, 1998). Dunn and Hayden (2000) aver that those who are proud of their house and who believe that it is a reflection of who they are tend to enjoy a better physical disposition. Based on people's living environment, a shelter can award its tenants with a better sense of self-worth. Dunn and Hayden (2000) found that signs of anxiety, despair, behavioural instability such as a bad temper, and

destructive behaviour are more apparent in children who live in poor housing conditions than in properly housed children.

In addition to the above discussion, Krieger, Donna and Higgins (2002) argue that there are different situations connected with poor housing conditions, that is, psychological and health problems; therefore, these authors conclude that a house is “an important determinant of health” (p. 758). Further, characteristics of unacceptable shelter such as a shortage of water for human consumption; ineffective waste disposal, which could lead to various illnesses and pests; and insufficient hygienic places in which to store groceries; have all been identified as playing a role in the spread of transmittable diseases.

It is possible that inadequate nutrition in underprivileged families may be reduced in terms of the threat it poses to their health by providing housing assistance to such families, as this will allow them to have some cash to contribute towards affording a more balanced nutritious diet (Meyers et al., 1995). Marcus (1995, p. 12) notes that “throughout our lives, whether we are conscious of it or not, our home and its contents are very potent statements about who we are in particular [as] they represent symbols of our ego-selves”.

Bratt (2002) states that in a study conducted for the US Department of Health and Human Services to investigate the relationship between housing, feelings, and the behaviour of individuals and families, it was concluded that housing affects the awareness of one’s personality, alleviates nervous tension, and ultimately contributes to good health in an individual.

Srinivasan, Liam, O’Fallon and Dearth (2003) argue that a growing body of evidence has emerged that suggests that physical and mental health problems such as anxiety, depression, attention deficit disorder, substance abuse, and aggressive behaviour are all related to the built environment, and specifically to poor urban development, and insufficient shelter. For example,



if residents do not have a home, it is highly possible that they may be living under significant physical and mental stress. Dilapidated housing structures, leaking pipes, peeling paint or cracks and holes in the ceiling may all be stressors that negatively impact upon the human immune system. Housing disrepair among the poor exposes them disproportionately to social, health, and economic risks. These authors state that research on sustainable communities suggests that diligent planning is required in order to create an environment that is conducive to the mental health and physical well-being of individuals as well as the well-being of the natural environment. These studies argue that health benefits exist when people come into contact with the natural environment.

Srinivasan et al. (2003) confirm the earlier findings by Krierger et al. (2002), asserting that substandard housing could also adversely affect multiple dimensions of health. There is evidence that poor housing conditions contribute to increased exposure to biological, chemical, and physical vulnerability, which directly affect physiological stressors and biochemical processes. In addition, concerns about substandard housing and fear of homelessness are psychosocial stressors that can lead to mental health problems. The families who moved from high poverty stricken areas to a better area were reported to have improved their physical and mental welfare and sense of security (McCarthy, 2008). Children were reported to have improved their educational levels, their behavioural problems decreased, and even their mental health was better (McCarthy, 2008).

The provision of decent RDP houses is regarded as a means to economic independence (Newman & Harkness, 2002). The authors further indicate that RDP housing reduces financial strain on parents, thereby relieving stress, hopelessness, and other symptoms of psychological distress, with possible positive results for their children.

### **Sense of place, sense of community, and community attachment**

Jorgensen and Stendman (2001) define sense of place (SOP) as an association between an individual and their spatial setting. They also suggest that a place has a core function which places emphasis on human emotions and relationships. Similarly, Canter (1991) proposes that place signifies the joining together of emotions, cognition, and actions arranged around individual society. He further states that place could be conceptualised as an incorporated system that undertakes the development and understanding of the relations.

### **Human development and ownership status**

Developmental theories embrace the fact that the early security of the home and strong family bonds provide a young person with the strength to grow and the courage to explore his or her outer world. When early stability and safety are violated, “a person is more vulnerable to cognitive disorganisation, victimisation; they encounter problems in achieving a stable inner and outer life” (Ridgway, Simpson, Wittman & Wheeler, 1994, p. 412). Schmitz, Wagner and Menke (1995) determined that children who are homeless are more likely to suffer from emotional insecurity, and to experience behavioural difficulties as well as delayed cognitive development.

Bratt (2002) emphasises that residential stability contributes positively to the future of children. The social impact of housing improvement, including improvements in social outcomes such as awareness of protection, and increased social and community involvement, was reported in certain studies. Improvements have been reported in terms of both the physical and mental health of an individual (Bratt, 2002). Home ownership is an indisputable encouraging forecaster of place attachment (Thomson, Peticrew & Morrison, 2001).

## **Place attachment**

Attachment to place is regarded as the emotional bond that individuals develop with their houses or the feeling that people develop towards their houses, which contribute to defining the place identity and place attachment of a person (Lewicka, 2010). The most essential element of place attachment is neighbourhood, physical amenities, and social networks. These elements relate to connections by means of determining one's needs or determining how the environments meet one's needs. People develop emotional bonds with their residential areas; therefore, place attachments are created when an individual's home and identity are linked together, as this is the essential mechanism that creates the emotional bond (Winstanley et al., 2002). Lewicka (2010) found that the attachment that people experience in relation to their houses differs in terms of their residential conditions.

In view of these personal bonds which people form with their residential areas, and from a person-environment congruence perspective of the place attachment model, a greater level of attachment is experienced in a home setting that allows for easy regulation of privacy. This model of place attachment entails an "expectation of stability, feeling of positive effect, greater knowledge of the locale, and behaviours that serve to maintain or enhance the locale" (Shumaker & Tylar, 1983, p. 237).

Hernandez, Hidalgo, Salazar-Laplace and Hess (2007) maintain that people prefer to remain comfortable and safe in the place where they have established affective bonds, which is a type of attachment referred to as "place attachment". However, "place identity" is defined as a part of personal identity, a process by which, through interaction with places, people describe themselves in terms of belonging to a specific place. This work presents two studies in which place attachment is compared to place identity using samples differentiated according to

birthplace and length of residence. The results of the first study revealed differences between intensity of attachment and identity, depending on place of origin, and the place assessed. The second study found that identity and attachment tend to coincide in neighbourhoods, while people from other places award higher scores for attachment than for identity. Results from the two studies suggest that place attachment develops before place identity (Hernandez et al., 2007).

### **CONCERNS REGARDING HOUSING PRODUCTS**

Although RDP houses are well received by the recipients, and are able to meet their basic needs such as running water, sanitation, access to neighbouring schools, the provision of easy access to transport and health facilities, and the sense of satisfaction in holding the title deed to their own houses, the RDP houses are not exempt from criticism. Previous studies have indicated that there were concerns regarding the size, design, and quality of the houses (Fien et al., 2011).

As far as the quality of houses is concerned, in a study conducted by Mehlomakulu and Marais (1999), the participants alleged that the quality of RDP houses is poor and they often exhibit visible cracks in the walls owing to the inferior materials used in their construction. However, the research states that while participants expressed these criticisms, they still appeared to appreciate their RDP houses, because they believed that they were better off in their own houses, however flawed they may be, than they were when they were living in an informal settlement. These houses are thus fulfilling the objective of providing better accommodation, and ownership, which ultimately leads to safety and security (Mehlomakulu & Marais, 1999).

Not only is a house required to shelter its occupants from external threats and possible dangerous natural conditions, but developmental theories also claim that the early security of the

home and the family bonds offer a young person the strength to grow and the courage to explore the world. Newman and Harkness (2002) also emphasise the significant contribution of residential stability as a key neighbourhood factor, which also contributes to the positive effects of home ownership on children.

It is evident that there are various underlying issues regarding state-provided houses and home ownership which appear to be a chosen policy objective of the government. This study therefore aims to investigate the beneficiaries' experiences of moving from an informal settlement to a secure stable home. Since these houses are intended for the general public, it is imperative to obtain their views regarding these houses and the process of moving from an informal settlement to a secure stable home, and to determine the benefits or problems associated with this kind of housing, so that interventions or improvements can be made if necessary. The recognition of housing as a key priority component of the NDoHS under the new democratic government order should enable successful sustainable housing on an ongoing basis.

The housing backlog resulted in overcrowding, squatter settlements, and an increased influx of people into urban areas. Socially and politically, the housing backlog causes a disturbance to those who live around informal settlements resulting in insecurity and frustrations because of their settings, which could also contribute significantly to the high levels of criminality and instability in many communities of South Africa.

Regarding their understanding of housing in their study, Fien et al. (2011) point out that insufficient funding, poor strategy, poor governance, and a lack of sensitivity towards the aspirations of the residents, housing projects are essentially dysfunctional. Insufficient funds have caused companies to build numerous houses at low cost, resulting in reduced quality and faulty workmanship, which was seldom rectified. Low-priced fittings, and poorly installed

plumbing and electricity fixtures are evidence of this, and the funding allocated to the projects is insufficient to repair and maintain these houses over a sustained period.

Fien et al. (2011) suggest that a favourable residential zone is a good characteristic of a settlement pattern, in terms of location, availability of services, and infrastructure. However, the size of the house remains a concern. A further concern has been noted with regard to the difficulties experienced in allocating a specific type of house to community members with specific needs, for example, the disabled who may need ramps instead of stairs, and so forth.

Fien et al. (2011) state that a lack of living space in public houses is one of the obvious disadvantages that often leads to overcrowding. Overcrowding in the context of public housing implies inadequate space. For instance, sleeping areas and bedrooms are too small for the number of occupants within a family. The authors further argue that the challenge of accommodating family members in inadequate and tiny bedrooms is often aggravated by both the expected and unexpected arrival of guests. This may serve to fuel any existing emotional tensions emanating from overcrowding. Occupants have also revealed that too much noise, and in some cases, too much drinking, may disturb or make it difficult for school children to cope with their learning.

Fien et al. (2011) assert that people hold different ideas about the ideal size for a house and the required number of bedrooms. Some residents indicated a preference for three bedrooms, so that one could be utilised as a study which could offer the children a chance to study at night and also dampen the noise that may emanate from the living rooms, especially while visitors are present. Other dwellers argued that the extra bedrooms could accommodate extended family members as well as visitors. Other concerns raised were the location of the toilet, which is situated too close to the kitchen and the living room, which could cause some discomfort in the

presence of overcrowding when someone tries to enter the toilet, especially when there are visitors. However, an external toilet could be a problem because using external facilities at night was considered unsafe (Fien et al., 2011).

## **COLLABORATION WITH OTHER GOVERNMENT DEPARTMENTS**

Some of the social factors and concerns fall beyond the capability of the NDoHS and are therefore dealt with by other governmental departments such as the Departments of Rural Development and Land Reform, Department of Mineral and Energy , Department of Water Affairs, Department of Transport, Department of Education, Department of Health, Department of Home Affairs, and also certain NGOs, including the National Home Builder Registration Council (NHBRC), in order to provide sustainable human settlements for the benefit of all South Africa citizens. The researcher has noticed that a delivery gap exists between the service delivery of the different governmental departments when implementing housing projects and various associated programmes as a result of poor co-operation in most governmental departments, which slows down the service delivery. Intergovernmental coordinating committee forums should be instituted to ensure that all departments support each other when implementing projects. All stakeholders must meet before the commencement of each project and clarify their roles in order to ensure that each role player is included in the plans. The current situation does not display any evidence of such co-operation. This lack of co-operation will certainly produce undesirable results, which could possibly lead to protests because people are dissatisfied with the services provided to them. However, if all the departments and the various NGOs work together they might yield a positive result; consequently, all the members of society could be satisfied.

As mentioned above, the post-apartheid South African government introduced a system of supplying free houses to disadvantaged citizens in order to ensure that they have shelter as a basic right. Although these houses are well received and mostly appreciated by the recipients, they are not exempt from criticism.

It is evident from the above mentioned literature studies that there are various underlying issues regarding housing and home ownership. It is further evident that policy plans could be advantageous to residents, as a strong place attachment is related to both psychological well-being and physical health; hence the aim of this to investigate the beneficiaries' experiences of moving from an informal settlement to a secure stable home. Since these houses are intended for the general public, it is imperative to obtain their views regarding the houses and the process of moving from an informal settlement to a secure stable home in order to determine the benefits or problems associated with this kind of housing initiative, so that interventions or improvements can be made, if necessary, in order to facilitate human development.

## **THEORETICAL FRAMEWORK OF THE STUDY**

### **Bronfenbrenner's model and factors influencing human development**

Bronfenbrenner (1994) argues that individuals must consider the ecological system in which growth occurs in order to gain a better understanding of human development. These systems operate in a circular method. The ecological theory serves as a lens through which the study is viewed because the ecological model provides a framework for how the different factors interact with each other. This model seeks "change in both the physical and social environment, at various levels" (Saegert et al., 2003, p. 1471). Ecology refers to the behaviour, the physical, social environment and health dynamics that connect individuals, households, buildings, and



communities. It takes into account the nested structure of the environmental structure, in which different systems influence each other (Saegert et al., 2003).

An ecological structure is a systems model, which explains an individual's behavioural pattern in relation to a variety of systems in which he or she exists. This formulation concerns the interrelationships that exist between human beings, their surroundings, and their interactions, both within, and between, the different ecological levels.

Bronfenbrenner (1994) states that “ecological surroundings are a set of nested structures and within it is like a set which moves from the innermost to the outside” (p. 37). The *individual level* constitutes a set of expressions, feelings, responses, and experiences. The *microsystem* comprises a pattern of activities, social roles, and interpersonal relations experienced by the developing person in a given face-to-face setting with particular physical, social, and symbolic features that invite, permit or inhibit engagement in sustained progressively more complex interactions with the immediate environment, for example, settings such as family unit, school, peer group, and work place. It is within this immediate environment that the *microsystem* proximal processes operate in order to produce and sustain development, but as mentioned above, their power to do so depends upon the content and structure of the microsystem. The *mesosystem* consists of the connections and processes which take place between two or more surroundings wherein the developing person functions such as the relations between home, school, and workplace. The *exosystem* comprises the association and processes which take place between two or more settings. At this juncture, an event occurs that indirectly influences the development within the immediate setting in which the developing person lives; for example, a child who forms a relation between the school and the neighbourhood. The *macrosystem* refers to an overarching pattern of micro-, meso-, and exosystem characteristics of a given culture or

subculture, with a particular reference to the belief system. This also includes bodies of knowledge, material resources, behaviour, standards of living, opportunity structures, vulnerability and life course alternatives that are embedded in each of these broader systems. The *chronosystem* limits the expansion of the surroundings into a third dimension. It includes change or stability over time not only in the characteristics of the person, but also in the environment in which that person lives such as changes over the life course of the family structure, socio-economic status, employment, place of residence; or the degree of busyness, hecticness, and capacity in everyday life.

This model anticipates that in its application, there are significant issues to consider with regard to housing, environment, and any other important factors; for instance, characteristics of, and the interaction among residents, the housing units, the buildings, and neighbourhoods, as well as housing owners, policies, and institutions that provide or regulate housing and health, so as to understand their contributions to the population, and health development. This theory further suggests that “environmental factors interact with psychosocial [factors] at various levels and produce different patterns of well-being” (Saegert et al., 2003, p. 1471).

## **CONCLUSION**

It is evident in the above discussion that there are various underlying issues regarding housing and home ownership. Even though the government is providing houses to citizens, informal settlements continue to flourish, especially in Gauteng Province when compared to other provinces. However, it is important to discover whether the needs of the beneficiaries, as noted in certain literature studies, are being met. The researcher believes that the findings of this

study may provide a deeper understanding of the housing initiatives to the existing literature by examining some of the aspects that are inherent to this field.

### **CHAPTER 3 RESEARCH METHOD**

This chapter commences with an outline of the research process employed to gather and analyse data in order to address the research question. The standard research design, methods, recruitment procedure, data collection, and data analysis are discussed. The measures taken to ensure trustworthiness and other ethical issues are also considered. These aspects, which are applied throughout this study, have played an important role in understanding the issue being studied.

#### **RESEARCH METHOD: QUALITATIVE DESIGN**

The design of this study is qualitative and exploratory in nature. The researcher planned to conduct the research in the participants' natural settings (i.e., in their residential area) in order to address the research question optimally.

Denzin and Lincoln (2005) state that a qualitative research paradigm allows for the researcher to engage with the participants in their natural setting in an effort to make sense of or interpret phenomena in terms of the meaning people bring to them. Primarily, qualitative research seeks to interpret community experiences and produce a better understanding of the social factors which play a role in their specific social environments (Denzin & Lincoln, 1998). Conducting the research in such a setting allows the researcher to delve deeper into the themes being discussed. Qualitative research thus develops and broadens the power of ordinary language and expression, allowing the researcher to gain a better, more in-depth understanding of the social world in which we live (Terre Blanche & Durrheim, 2002).

For the purposes of this study, the researcher relied upon the perspectives offered by the participants in the interviews so as to gain insight into the research question.

Since the primary objective of this study is to seek and interpret the experiences of the three selected households and participant government officials regarding RDP houses in order to produce a rich understanding of this phenomenon, the use of a qualitative method allowed the researcher to study the experiences and perspectives of the RDP beneficiaries regarding public housing and how RDP houses have impacted their lives. It has also helped the researcher to gain a deeper understanding of the views of each individual participant with regard to the RDP houses.

Denzin and Lincoln (2005) confirm that in a qualitative study the researcher is the main instrument responsible for the collection of a data set by collating data gained from a variety of different sources such as interviews, observations, and documentations. During the interview process, the participants also play an important role in providing the relevant information, thus allowing the researcher to obtain a large body of information regarding the issue being studied. The researcher offers the participant a platform to voice his or her views, which encourages participants to share their unique experiences freely. Moreover, participants also assist the researcher in exploring and identifying the various viewpoints attached to the issue. Denzin and Lincoln (2005) also support this view by highlighting that exploratory research may in fact assist the researcher during the investigation by affording him or her the opportunity to hear the voices of the participants first hand, which in turns facilitates his or her ability to generate an in-depth understanding of the experiences of the RDP beneficiaries as well as their perspectives regarding public housing, and their perceptions of their transition from an informal settlement to an RDP house as it unfolds in a real world situation.

In qualitative research, researchers employ various interrelated approaches in order to understand the phenomenon being studied. Such approaches include phenomenology, ethnography, grounded theory, the narrative approach, and the case study approach (Creswell, 2009). The use of one of these approaches guides the researcher to view the world in a different way, and gain a broad theoretical idea about the subject. To some extent, this provides room for a researcher to identify various viewpoints drawn from the experiences of the participants, and to produce a more diverse and elaborate understanding of the issue. For the purposes of this study, the case study approach was employed.

### **RESEARCH APPROACH: CASE STUDY AND ITS FUNCTIONS**

This study utilised a case study approach to determine factors that influence the RDP beneficiaries after transition. A case study refers to both the process and the consequence of an inquiry (Stake, 2005). The uniqueness of a case study, which is referred to as “an empirical inquiry about the contemporary phenomenon (e.g., a ‘case’), [is] set within its real world environment especially when the boundaries between phenomenon and context are not clearly evident” (Yin, 2012, p. 4). Among other features, a case study considers investigating both the context and multifaceted conditions concerning the case(s) under investigation, which are both important in order to fully understand the case(s). Primarily, case study research goes beyond studying isolated variables. It favours the collection of data in natural settings and emphasises studying the phenomenon within its real world context. The benefit of a case study is that it produces a good case report because of various data sources used as evidence, which is one of the aims of this study (Yin, 2012). Stake (1995, as indicated in Denzin and Lincoln, 2005) also discussed the case study approach, indicating that it is bound by time, activities, and the detailed

information that had been collected by the researcher using a multiple data collection procedure over a sustained period.

A case study is regarded as producing information beyond the exploratory functions (Yin, 2012). According to Yin, a selected case study must be related to a regular or daily event; therefore, there must be an influential structure for the chosen case in order to ensure that the study contributes to current research literature. In this manner, a particular case must be selected in respect of its daily events which have not been connected with extraordinary successful results. Cresswell (2009), on the other hand, believes that the case study design is a strategy of inquiry in which the researcher explores a programme, event, activity, process, or individuals.

Stake (1995, as indicated in Denzin and Lincoln, 2005) distinguishes between the types of case study research which can be considered such as being intrinsic, of instrumental interest, and collective cases. He defines an *intrinsic case study* as one which is undertaken with the purpose of gaining a better understanding of a specific case, its uniqueness, and its relevance to the area of research. In contrast, an *instrumental case study* connotes that the study offers an insight into a broad issue or draws a generalisation. In this sense, the case is of secondary interest; it plays a supportive role and makes it possible to understand the study. Its focus is to scrutinise contexts and activities in order to help pursue the external interest. Finally, the *collective case study* is employed when there is less interest in a particular field of research. These case studies are often incorporated into a broader methodology in order to gain some in-depth perspectives on the phenomenon being researched.

In addition to the above, Yin (2012) notes that the case study approach could include either *single or multiple cases*. According to Yin, the case is either *single* or *multiple* in order to keep it “*holistic* or an *embedded* sub-cases within holistic case designs” (p. 7). This results in a total of

four case study designs. In this sense, for example, the case might be about the implementation of a particular policy in an organisation, which is regarded as being at a holistic level, or at an embedded level, the study might include data collected about a group of people employed within that organisation. Yin (2012) further suggests that “if the study is limited to [a] single organisation, this would mean an embedded, single case study, but if there are two or more organisations this would be regarded as [an] embedded, multiple case study” (p. 7).

Research using case study approaches may disclose the uniqueness and commonalities in the experiences of the participants regarding their RDP houses (Stark & Torrance, as cited in Somekh & Lewin, 2005). The multiple methods of data sources that a researcher of a case study employs in order to explore and interrogate its research area, may result in producing a rich data description representing the participants’ views thereof (Stark & Torrance, as cited in Somekh & Lewin, 2005). By combining the “tell-it-like-it-is” approach from the perspective of the participants with regards to relevant policies, the complex realities of execution, and the unintentional results of policy in action, the research findings can generate a new societal strategy which thus enlightens readers’ understanding of the study. Because the researcher needs to understand what is significant regarding the case within its own world and develop what is perceived to be the case’s own matter, context, interpretation, and thick description, it was considered that the intrinsic case and multiple case studies are the most suitable design for this study.

The researcher employed various types of data collection methods in order to address the research question. First, semi-structured in-depth interviews (discussed in detail in the section referring to the data collection procedure; see Appendices B.1 and B.2) were conducted with the beneficiaries of RDP houses who had moved from informal settlements; this was achieved by



using a few descriptive cases of three beneficiaries in the Garankuwa Township, Gauteng Province. As suggested by Hesse-Biber and Leavy (2004), this method allowed the researcher to elicit responses from participants, and enabled them to express their views regarding the usefulness of moving from an informal settlement to an RDP house.

Second, as an employee of the NDoHS, the researcher was able to use information obtained during conversational interviews with three government officials (see Appendix C) from the national, provincial and district offices respectively, who work on human settlement programmes or projects in Tshwane District Municipality, Gauteng Province. This information was used as background information for this study in order to cover certain aspects of the ecological theory. This approach supports the notion of using multiple methods of data collection in order to produce rich data (Stark & Torrance, as cited in Lewin & Somekh, 2005).

The case study approach allows the researcher to use various sources of data in order to gather and produce the desired information, which renders it possible for him or her to maximise the accuracy and trustworthiness of the results (Yin, 2012).

Therefore, the case study research design has been selected as the preferred design for this study, because it focuses on developing an in-depth analysis of a few cases.

During the analysis of the case data, the use of theory can also help to organise the initial data analysis strategies (Stark & Torrance, as cited in Lewin & Somekh, 2005). The researcher's interview transcripts are analysed individually by means of an organised, qualitative analysis.

## **PARTICIPANTS**

The participants represent three households who are RDP beneficiaries and reside in Garankuwa Township, as well as three government officials. The RDP participants were aged

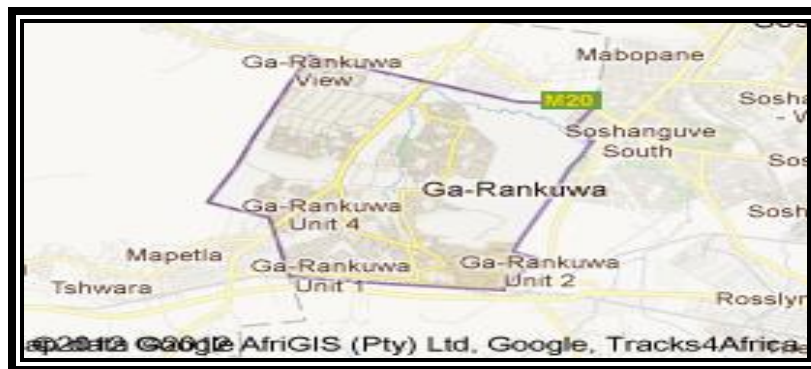
between 30 and 60 years. They were the legal owners of their houses. The three government participants, who were involved with the informal settlement programme, were employed at the national, provincial, and district government offices in Gauteng Province and were aged between 30 and 61 years. The researcher selected the government participants for conversational interviews because of her connection with the NDoHS and as she believed that the conversations with them contributed valuable information to the focus of the study.

### **THE ROLE OF THE RESEARCHER**

The researcher is employed by the NDoHS which is responsible for monitoring and evaluating the programmes and projects implemented by the provincial government and municipalities on a quarterly basis. During the time of the present study, the researcher assessed the performance of all the provinces regarding their policy implementation, programmes, and projects. This task was completed by conducting site inspections for the collection of data, analysis and interpretation thereof, and subsequently compiling detailed reports regarding the findings, challenges, lessons learned, and recommendations to address the problem areas.

### **THE RESEARCH ENVIRONMENT**

Below are a map and a picture of the township where the study was conducted.



**Figure 1:** Map of Garankuwa downloaded from: [http:// www.maps.google.co.za](http://www.maps.google.co.za)



**Figure 2:** Photograph of informal settlement surroundings. Retrieved from: <http://www.google.co.za/search.informalsettlements>

## SURROUNDINGS

The study was conducted where the RDP housing settlement is situated, that is, in the Garankuwa Township in the Tshwane District Municipality. The township comprises many RDP housing units which were constructed a few years ago (according to the participants, they are less than eight years old). The township is located approximately 30 kilometres away from the Pretoria city centre. While some residents do not make any alterations to their houses, there

are others who can afford to do so. Most residents in this area speak North-Sotho or South-Sotho. The area is mostly characterised by high levels of unemployment and poverty.

The specific residential area where the study was conducted is mostly a low-income settlement, and most people residing there are employed as messengers, security workers, construction workers, and domestic workers. According to the RDP participants, a small percentage of the residents run small businesses such as tuck-shops. However, some residents are unemployed. The average income of those interviewed is less than R1 500.00 per month. People from this settlement have access to public transport, that is, taxis, because the settlement is located fairly close to the main road (Mamatshiliso Nhlapo, interview with RDP participants, 2012; observation by the researcher). According to the RDP participants, the RDP houses were constructed by a contractor who was appointed by the municipality for the period 2000 to 2004. The participants further indicated that these houses are approximately 40 m<sup>2</sup> in size, which is the standard size of the housing, according to the housing regulations (NHC, 2009). The houses consist of an undivided open plan room and a bathroom with a toilet and basin. Services such as sanitation, water, and electricity are supplied, and the houses are situated close to neighbouring schools, clinics, a police station, and other recreational facilities. The participants also indicated that the Department of Minerals and Energy (DME) has recently installed a solar geyser system in order to generate solar energy for water heating purposes. This technology benefits the community not only in terms of the economy, but also in terms of the ecology. Within the township, the roads are gravel, but the main road next to the township is tarred.

## **SELECTION OF PARTICIPANTS**

Participants in this study were divided into two groups. Group A consisted of the participants who moved from an informal settlement to an RDP house and Group B comprised the government officials who worked on RDP initiatives. All the participants are discussed below.

The RDP participants were selected to participate in the study based on the sound judgement of the researcher. She used her own astuteness to discern who could furnish relevant information so as to achieve the objectives of the study (Schwandt, 1997). RDP participants were selected based on the following criteria: (a) they had to be either a mother or a father in a family – a single female or male-headed family was also considered; (b) they had to be South Africans, employed or unemployed; (c) they had to be residents of Garankuwa Township; (d) they must have occupied their RDP house for more than six months and had to be the legal (registered) owners of the house named in the title deed; and (e) they must have resided in an informal settlement prior to relocating to an RDP house. A recruiter who also lives in Garankuwa was engaged to assist with the recruitment of the RDP participants.

Being employed by the NDoHS made it easy for the researcher to identify government officials as participants for the conversational interviews, because some of them were her colleagues and she knew those who were involved in the informal settlement programmes within all three spheres of government (national, provincial, and ditrict). Using personal judgment to select research participants is an ideal technique, as stated by Welma and Kruger (1999, as cited in Groenewald, 2004). Babbie (1995) also supports this view, noting that this selection technique is appropriate when the researcher is searching for individuals who have specific experiences relating to the issue of interest. This criterion also enabled the researcher to obtain valuable information from people who had experienced the phenomenon under study.

The selection process commenced in July 2011 following the approval by the Ethics Committee of the Department of Psychology, University of South Africa to go ahead as there were no critical ethical issues foreseen for this study. The researcher began by contacting her acquaintance, who had contacts in Garankuwa, and in fact had come from an informal settlement herself before owning her own RDP house. She was selected as a recruiter for the other RDP participants.

### **Selection of RDP participants**

A meeting was arranged telephonically with the recruiter who was requested to make arrangements with five recipients of RDP houses to participate in the study, according to the criteria discussed above.

On the day of the meeting, the recruiter who showed the researcher around Garankuwa so that she could familiarise herself with the area and meet the potential RDP participants. Five identified recipients were available for the meeting. After introductions had been made, the researcher explained the nature of her work and the scope of the research study, and thereafter informed the potential participants of their role and rights in terms of the ethical requirements regarding their confidentiality as research participants. They were subsequently asked to complete a screening questionnaire (see Appendix E). Of the five recipients who had been recruited, only three met the inclusion criteria. Those who did not meet the criteria were thanked for their willingness to participate in the study and were released from the discussion. The consultative meeting between the researcher and the three selected participants then commenced, and lasted for approximately two hours.

During this meeting, the researcher explained her profession in order to enhance the integrity of all those involved. The purpose of the study was also discussed and the RDP participants were allowed to ask questions or raise any concerns that they may have had. The RDP participants indicated that they were wondering why the researcher had opted to focus on Garankuwa rather than another township. One of the questions raised was whether they as participants were going to benefit personally from the study. However, the researcher indicated that the study would not benefit them financially but hopefully it would benefit future generations and it may also assist the government policy developers to enhance their policies in the future. The researcher indicated that since they as participants have already benefited by receiving RDP houses, the findings from this study may help future RDP recipients to receive improved houses. In this manner, the RDP participants effectively contributed to helping the government to improve on their housing initiative, and to know whether people appreciate the government efforts.

General issues were subsequently discussed, without conducting an actual interview, as a means to build rapport and trust as well as social interaction between the researcher and the RDP participants. At the end of the meeting, the participants were informed about the interview date which had been scheduled to take place a week later on 20<sup>th</sup> August 2011.

### **Selection of government officials as participants**

It was not difficult to recruit government officials as participants since the researcher was employed by the NDoHS where one of the potential government official participants is based. The researcher went to the participant's office during lunch time and held a consultative conversation with the participant where a date was arranged to conduct the official research

interview. With regard to the other two government official participants who worked at the provincial and district offices respectively, the researcher called their respective offices in order to arrange a meeting for the conversational interviews. Both participants agreed telephonically to participate in the study and scheduled a date for the meeting. Subsequently, the researcher met with them at their offices, where the purpose of the study was discussed. All of the government officials were working directly on the informal settlement programmes at the time.

Yin (1994, 2012) supports the use of multiple sources for data collection in a case study. The inclusion of different types of participants in the current study increased the researcher's confidence in the consistency of her findings.

### **Introducing Group A: RDP participants**

The selected RDP participants stemmed from three different households. The participants were between 30 and 60 years of age. The first participant was a widow from a female-headed family, and was 57 years old. The second participant was a 32-year-old single mother (never married), also from a female-headed family, and the third participant was a 42-year-old father (never married) from a male-headed family. Each participant represented their households. All of these participants had benefited from RDP subsidies, had occupied their RDP houses for more than five years, and were the legal (registered) owners of these houses.

### **Introducing Group B: Government officials**

The remaining three participants stemmed from the various government departments, namely the national, provincial, and district offices of the DHS in Gauteng Province. The national participant official is a black South African male who was younger than 30 years of age.



He worked for the NDoHS in a middle management position. The second provincial participant is also a black South African male; he was 39 years of age. He had four years of middle management experience in housing. The last participant is also a black South African male and was 61 years of age. He worked at management level at a district office in Tshwane Municipality. He was a director in housing and had worked for the municipality for the past 34 years. The data collection procedures are outlined below.

### **DATA COLLECTION PROCEDURE**

In order to obtain the rich data required for this study and make sense of the participants' feelings, experiences, and social situation, three participants representing three different RDP beneficiaries and three government officials were interviewed using a semi-structured in-depth interview schedule (Terre Blanche & Durrheim, 2002). In a similar vein, Terre Blanche and Durrheim (2002) state that the use of a semi-structured interview is an appropriate data collection method when the researcher is desirous of understanding the feelings and experiences of the participants, and prepares guiding questions for his or her interview in advance, in this case regarding the experience of moving from an informal settlement to a secure stable home.

In this study, in-depth interviews were conducted because they allowed the researcher to have control over the interview questions and further allowed for a more flexible discussion with the participants in order to obtain historical information as suggested by Creswell (2009). Hesse-Biber and Leavy (2004) define in-depth interviews as a means to listen intently in an attempt to extract information from the participants. Terre Blanche and Durrheim (2002) assert that during an in-depth interview the researcher should ask open ended questions with the aim to explore, follow-up, ask to hear more about the issue, and avoid leading questions. This was applied as the

researcher wished to discover more about the experiences of the participants regarding their move from an informal settlement to a secure stable home.

Before the interviews were conducted, an interview schedule (Appendices B.1 and B.2) was prepared for data collection. This schedule comprised a series of guiding questions; however, it should be noted that where necessary, the researcher did digress from this schedule in order to facilitate the discussion. As suggested by Hesse-Biber and Leavy (2004) an interview guide and schedule begins with a sampling plan, mapping of information and ethical consideration. This guiding interview schedule comprises open ended questions and probes are used during the interview to enrich viewpoints. Primarily, the researcher spent a few minutes asking the first standard questions, which covered the participant's biographical, preparatory information, such as that of family, occupation and religion. Followed by the main clearly defined open ended questions in an attempt to extract information regarding the feelings and the experiences of relocating from an informal settlement to a secure stable home.

The researcher compiled and translated all the interview questions from English to Sesotho in order to aid participants in their understanding of the questions and enable them to express themselves better using their own language (Huberman & Miles, 1994, as cited in Creswell, 1999). Huberman and Miles (1994, as cited in Creswell 1999) believe that this assists the researcher to acquire rich and detailed information. Huberman and Miles (1994, as cited in Creswell 1999) suggest four components for an interview structure, namely the "setting", where the research takes place; the "actors", those who are interviewed; the "events", what interviewees do during the interview; and the "process", which involves the nature of the events undertaken by the actors within the setting and those that are important during the interview.

The data collection process commenced towards the end of August 2011 and ended during the last week of April 2012. The researcher conducted only one interview per day. Sometimes the interviews were rescheduled owing to prior commitments that the participants may have had. Hesse-Biber and Leavy (2004) suggest that a good quality interview is slow and takes on a progressive flow.

Prior to the interviewing process, a consent form (Appendices D.1 – D.4) was distributed and discussed with the participants in order to ensure that they understood their rights before agreeing to participate in the study (Macklin, 1999). All RDP participants and officials were informed that their participation was voluntary and they would thus be allowed to withdraw from the research at any time if they wanted to do so. However, all the participants were happy to participate in the study.

Prior to the interview, all the participants were questioned about their language preference, and all the RDP participants stated that they would prefer to converse in either Northern Sotho or Southern Sotho. The researcher encouraged them to use the language with which they felt most comfortable in order to express themselves freely, and as a result the interviews were conducted in Sesotho.

Each interview lasted approximately 20 to 60 minutes because people found it difficult to concentrate for a longer period than that, as suggested by Terre Blanche and Durrheim (2002). This variance in time was primarily due to questions being raised by the applicants about the study, which prolonged the discussion. Burgess-Limerick and Burgess-Limerick (1998) claim that by answering the questions openly and discussing the nature of the research, the researcher enhances the rapport between himself or herself and the participants, which in turn strengthens the research process and helps him or her gain a better understanding of the situation.

The interviews with the three individual participants were conducted in their respective homes. These interviews were tape recorded while the researcher drafted notes. The tape recordings were transcribed and translated into English for reporting purposes. Creswell (2009) supports the use of tape recorded interviews, noting that it allows the researcher to remember what was discussed during the interviews, which strengthens the accuracy of the findings.

The *conversational interviews* were conducted with three government officials. These interviews were carried out in English, which the participants had indicated as their language preference. Burgess-Limerick and Burgess-Limerick (1998) argue that the use of conversational interviews is a powerful means to gain access to an individual's interpretations of their personal experiences, for instance, their social world. Conversational interviews embrace the social aspects of the research interview and challenge the conventional construction of the interview as a setting for data gathering by a researcher. Instead, the researcher and the participants are viewed as partners, and collaborators or co-constructors of knowledge (Burgess-Limerick & Burgess-Limerick, 1998). The researcher is an active and reflexive learner, listening to stories, reconstructing them, elaborating and censoring parts of the content where necessary, and conveying them to others (Burgess-Limerick & Burgess-Limerick, 1998). This method helps the researcher to gather additional information from the government officials responsible for the implementation of informal settlement programmes in all three spheres of government, which are the national, provincial and district offices of the DHS. Furthermore, it helps the researcher to gain substantial information by determining the factors which play an important role in ensuring the quality of life of RDP beneficiaries. This interviewing method also enhances the trustworthiness of the results and is supported by Mouton (2001), and Yin (1994, 2012), who recommend the use of multiple sources of data collection in case study research.

At the conclusion of the interviews all the participants, that is, the RDP individual participants and the government officials, were informed about the possibility of member checking as well as follow-up interviews should the need arise. This was carried out in order to ensure the trustworthiness and accuracy of the research results. The participants were subsequently offered the opportunity to pose any questions to the researcher.

## **DATA PREPARATION AND CONTENT ANALYSIS**

To understand the experiences of the participants, an interpretation of the data was provided by applying code or framework analysis (Creswell, 2009; Saldana, 2009; Srivastava & Thomson 2009). These methods are applied to and are necessary for data analysis and interpretation in qualitative research using semi-structured interviews.

Primarily, Cresswell (2009) called the first step organising and preparation; this process involved transcribing recorded interviews, as well as sorting and arranging field notes. Srivastava and Thomson (2009) refer to the first step as familiarisation which implies that the researcher “immerses” himself or herself in the data by reading through and reviewing the transcribed interviews. Key ideas and recurrent themes are noted and jotted down. As a result, in her data analysis, the researcher read the written text several times so as to make sense of them and she also translated the recorded interviews into English. All the interviews were transcribed verbatim, thus the process of transcribing each recorded interview took approximately six to nine hours. In total, all the transcriptions were completed within four months. To ensure the correctness of all the texts, the scripts were read once more for accuracy and to ensure that the researcher understood the actual words of the participants. This process took a long time and was completed within three months after each interview had been conducted. Reading the

material repeatedly assisted the researcher in gaining a better understanding of the interviews. Furthermore, the researcher appointed an independent service provider for data analysis so as to interpret and co-code the data. This process lasted approximately three weeks.

To construct a thematic framework, the researcher allowed the data to dictate the emergent themes, issues, and concepts. Thereafter, by using the notes taken during the familiarisation stage, the researcher was able to develop a framework comprising the key issues, concepts, and themes expressed by the participants. Subsequently, she returned to the data and tested the preliminary organising framework so as to obtain a general sense of the information and reflect on its overall meaning. Thereafter, she read the data once more to gain a sense of, and to reveal, its meaning in order to understand the general views of the participants and their impressions of the overall depth of the information. Subsequently, she categorised the collected data by identifying the interesting comments derived from the transcripts when attempting to uncover themes. Finally, the researcher determined certain patterns by paying attention to what the participants had stated and the commonalities in their speech relating to their transition from an informal settlement to their RDP houses. Creswell (2009) agrees with the aforementioned authors that data analysis is performed according to codes, categories, patterns, and themes.

Therefore, during the coding process, Creswell considered the Tech (1990) detailed coding process, which provides a useful analysis process comprising eight steps: (a) to obtain a sense of the whole by reading through the transcriptions carefully and jot down ideas as they come to mind; (b) the researcher selected one interview transcript, the most interesting one, and read through it in order to gain the fundamental meaning; (c) she wrote her thoughts in the margin. When she had completed this task for all the participants, she made a list of all the topics and clustered similar topics together; (d) these topics were subsequently sorted into columns,

arranged according to major topics, unique topics; she returned to her data with this list; (e) she subsequently abbreviated the topics as codes and wrote each code next to the appropriate segments of the text; (f) this preliminary coding of organising schemes was tried in order to determine whether new categories and codes would emerge. The most descriptive wording for each topic was found and the researcher then sorted the topics into categories. (g) She looked for ways to reduce the list of categories by grouping the topics that relate to each other. Thereafter, (h) final decisions were made with regards to the abbreviation for each category and the codes were alphabetised. Subsequently, the data materials were assembled into one place, according to where they belonged in each category, and a preliminary analysis was performed. The researcher subsequently identified portions or sections of the data corresponding to a particular theme and marked those. Where necessary, she re-read the data and identified common ideas that the participants had communicated, and thereafter the existing data were re-coded. The identified portions or sections of the data corresponding to a particular theme were marked. Here she used the coding process to generate a description of the setting or people as well as categories or themes for analysis. The description involves detailed information about people, places or events in a setting. This type of analysis is useful in designing detailed descriptions for case studies.

Creswell (2009) claims that coding is used to generate small numbers of themes or categories, perhaps five to seven, for a research study. Themes should be supported by diverse quotes and specific evidence (*in vivo*). They are analysed for each individual case and across different cases in a case study. Themes and patterns are established in order to present data in an organised manner. Information is extracted, that is specific pieces of marked data are lifted from

their original context and placed on a chart (table format), consisting of the themes and categories compiled during the development of the thematic framework phase.

In this study, the process of analysis of the key themes or characteristics of the data as presented in the chart, commenced by defining the key concepts, describing the nature of the phenomena, finding associations, and providing explanations. Relevant themes emerging from the interview transcripts were identified through the coding process. Coding assisted in the cross-examination of the data in order to ensure that the respondents had been understood correctly during the interviews. The emergent themes represent descriptive information from each participant's transcript. These themes were combined into a larger theme and subsequently used for the purposes of compiling a dissertation, which also involves the voices of the participants (*in vivo*), and an interpretation of the research problem.

The final step involved the interpretation of the data in order to connect themes and translate them into a meaningful dissertation. The findings of the themes which emanated from the analysed and interpreted data are explained, discussed, and illustrated by the voices of the participants (*in vivo*) in detail in Chapter 4.

## **MEASURES TO ENSURE TRUSTWORTHINESS OF DATA**

Trustworthiness in this study was achieved by applying Cuba's five strategies Model of Trustworthiness, which consists of credibility, transferability, dependability, confirmability, and authenticity (Tobin & Begley, 2004). This was applied as a measure to ensure consistency, trustworthiness, data quality, and to safeguard what the participants had communicated during their interviews in order to present an accurate reflection of their views.



***Credibility:*** This deals with the concern of whether an explanation is credible. Credibility was established in various ways such as member checks, peer debriefing, extended commitment, and constant inspection (Tobin & Begley, 2004).

Furthermore, member checking was ensured through conducting a follow-up interview with participants and offering them an opportunity to comment on the findings. The researcher employed the co-coder to recode her data to ensure the accuracy and credibility of the research findings.

Triangulating the source of data or using peer or external audit account strategies serves to confirm the accuracy of the findings of the study and is a means of validating the accuracy of the accounts (Creswell, 2009). During field work, a longer period was spent on the site as the researcher felt that this would help her gain an in-depth understanding of this study, which would ultimately increase the trustworthiness of the report.

***Transferability:*** Refers to the generalisation of the research investigation. In a naturalistic study, this only concerns a case-to-case transfer. Qualitative inquirers need to recognise that the similarity is considerably different in qualitative investigation, as there is no single right or true interpretation in the naturalistic paradigm (Tobin & Begley, 2004). Donmoyer (1990) argues that rejection of usual viewpoints of generalisation is necessary, as naturalistic investigations of human beings have personal meanings, which are essential.

***Dependability:*** This was achieved by assessing the consistency of the research process and documentation, and ensuring that the results are traceable and noticeable (Tobin & Begley, 2004). Creswell (2009) states that various rigorous approaches are recommended to ensure that the findings of a study are correct by making sure that the mistakes are correct through rechecking the transcripts after transcription. In this study, the data was constantly compared

with the codes developed by the researcher, the co-coder and the researcher's hand-written notes in order to ensure that there is no uncertainty about the codes. Codes that were established from the transcripts were compared with the notes compiled by the member checks so as to determine whether the results had been derived correctly.

***Conformability:*** This was dealt with during the data analysis which was not supported by the inquirer's opinion, but clearly resulted from the recorded data. The imperfections were also addressed by introducing authenticity as a fifth criterion.

***Authenticity:*** This was illustrated by analysing and identifying unique themes or characteristics during the investigation in order to understand the phenomenon being studied. To determine whether the results are precise the researcher employed member reviews by presenting the final report or established themes to participants in order to verify the findings.

In addition to the above, the following measures, recommended by Creswell (2009), were also applied in order to ensure that the findings of this study are correct; the researcher made sure that the mistakes were corrected by rechecking the transcripts during the transcription process. These procedures thus serve as evidence that the results are consistent.

## **ETHICAL CONSIDERATIONS**

Ethical considerations constitute an essential principle of the research process which should be taken seriously when dealing with research participants. The notion of the informed consent is fundamental to the Nuremberg Code. This code stipulates the basic aspects that are necessary when working with research participants such as informed consent, voluntary participation, and the participants' right to withdraw from the study, beneficence of the research to the participants or society or other researchers, confidentiality, and protection of the

participants from any physical, emotional or social harm (Hesse-Biber & Leavy, 2004; Macklin, 1999; Terre Blanche & Durrheim, 2002). These ethical procedures were employed throughout the research data collection process.

Therefore, before the commencement of data collection, this study was approved by the Ethics Committee of the Department of Psychology, University of South Africa. During the interview process, a consent form together with the translated copies (Appendices D.1 – D.4) were distributed and discussed with the participants in order to ensure that they understood their rights before agreeing to participate in the study. Each participant had to sign the consent form in order to confirm their agreement to participate in the study. The consent form was subsequently translated into the the participant's language of preference. Two consent forms were signed by the participants, and one copy was presented to the participant as his or her reference for future purposes. Their signatures served as a reminder to participants to report data honestly. Prior to the interviews, the data collection process and the objective of the study were explained to the participants.

All the participants were informed that the interviews would be tape recorded and that they would have to sign a consent form in duplicate prior to their interviews, thus allowing for them to be tape recorded. They were informed that the tapes and the transcripts would be safely stored during the research process. The participants were also informed of their right to privacy, and that their participation was voluntary. Therefore, if they wished to withdraw from the study, they would have the right to do so at any stage and that this act would not place them at risk.

The participants were ensured of their confidentiality, and informed that pseudonyms would be used for reporting purposes. They were reminded of their rights regarding their participation as mentioned before. The raw data that contained the personal details of the

participants were safely protected and the participant's names have not been used in the research findings (Terre Blanche & Durrheim, 1999). The prevention of psychological and physical harm to the participants was also taken into consideration. The participants were informed about the benefit of this study; that it may benefit policymaking by enhancing or maintaining the existing housing policy. Since the participants stem from a township, their individuality was respected by conducting the interviews in each participant's home language to honour them and allow them the opportunity to express themselves in the language in which they felt most comfortable.

Information (prior to the interviews) and debriefing (post-interviews) sessions were conducted in order to allow the participants an opportunity to raise any concerns that they may have had, make comments, or ask questions if necessary

## **CONCLUSION**

In this chapter, the key elements of the research methods that were employed to address the research question were discussed such as the sampling procedure, data collection, and data analysis. Thereafter, the trustworthiness of the data and the ethical issues in this study were also discussed. These processes played an important role in ensuring that the trustworthiness of the research findings is ensured.

## **CHAPTER 4 RESEARCH FINDINGS**

This chapter presents the data that were collected during the individual interviews, an interpretation and analysis thereof, as well as the researcher's findings. Recorded interviews were transcribed and analysed using in vivo coding (themes are supported by specific evidence) in order to offer the reader a consoled

ated view of the findings (Creswell, 2009; Saldana, 2009). Transcribed data were analysed using descriptive codes, coded list, and quotes to generate key concepts or themes. The detailed themes, which emerged during the analysis, are discussed and the participants' demographics are also presented.

### **DATA ANALYSIS AND INTERPRETATION**

Semi-structured interviews were conducted to collect the data. For the purposes of this study the researcher interviewed two groups of participants. The first group of semi-structured interviews were conducted with RDP beneficiaries who originally resided in the Skirlek informal settlement. The second group of semi-structured interviews were conducted with officials from each of the national, provincial and local government who were involved in RDP housing initiatives. Similar questions were posed to both groups; however, in certain cases questions were guided by the responses of the participants, but remained in line with the objectives of this study. The responses of the semi-structured interviews were discussed with the participants immediately.

## **DATA INTERPRETATION**

The individual interviews were conducted in Southern Sotho and the recordings were transcribed verbatim and subsequently translated into English. Once the researcher had completed this lengthy process, she read each transcript a number of times in order to gain a richer understanding of the data. This process also involved examining and comparing each participant's interviews. These various perspectives were used to generate codes. For this purpose, the researcher organised the information with similar meanings into a specific column with the aim of establishing a classification of thoughts or concepts. Thereafter, she studied a single transcribed interview text in order to comprehend it fully, and subsequently compared it with the others in order to uncover the commonalities across the interviews. Thereafter, she divided the data into smaller components in order to discover the significance of these components. To manage this process, she created a table for each interview transcript in order to classify and highlight the common ideas drawn from each interview. Each paragraph from each interview was highlighted with a different colour for the purpose of categorising the information, and for the researcher to identify certain types of information, classified by specific colours. If the same colour appeared in all the participants' transcripts, the researcher knew that those participants shared similar ideas.

Thereafter, she searched for connections between the emerging themes. She labelled the themes that were characterised in each section of the text and classified the related text according to that relationship. Emergent themes include, for instance a list of all shared information that emanated from all the individual interview transcripts.

The data were then transformed into psychological meanings. The themes were inductively and deductively derived in that the researcher applied her theoretical framework to

guide her in identifying the relevant themes. This process was followed by the writing up process, whereby themes were translated into a narrative, supported by the individual participant's own words as well as the literature review.

The researcher appointed another research consultant to code the transcribed data in order to enhance the trustworthiness of the identified themes. The research consultant identified her own themes, categories, and evidence of categories. The researcher and consultant met for a consensus discussion regarding their findings and a consensus regarding most of the themes was reached, as the themes identified were similar for both researchers.

## **THE PROFILES OF THE PARTICIPANTS**

Two different groups of participants were interviewed for this study. As mentioned earlier, the first group constituted the recipients of the RDP houses who moved from an informal settlement. The second group comprised government officials who implemented the human settlement programmes. The profiles of the participants are discussed in detail below.

### **Group A: Profiles of the RDP participants**

The participants who were interviewed lived in the informal settlement called Skirlek prior to their occupancy of their RDP houses provided to them by government. For the purposes of this study, pseudonyms were accorded to them in order to protect the identities of the research participants, comprising two females and a male. A detailed profile of each participant is furnished below.

### *Participant One*

The name of the first interviewee is Sofia, who was 57 years old. Sofia is a black South African female and her home language is Northern Sotho. She divorced after many years of marriage owing to personal problems. No children were born from the marriage.

She originally stems from the rural areas near Pietersburg in Limpopo Province where she owns a site with a mud house on it. She resided in this house before relocating to Garankuwa, a Tshwane Township in Gauteng Province. She decided to move to Tshwane (Pretoria) in search of employment because Pietersburg is mostly rural and there is a high level of unemployment, particularly in the deep rural areas of Limpopo Province. Upon her arrival, she stayed with her former husband in Garankuwa Zone 5 and rented a backyard shack. However, things did not work out the way she had anticipated they would; she could not afford the rent and had to return to Limpopo Province.

During her stay back home she tried to make every effort so survive, but it was not easy for her. As a result, she decided to return to Tshwane (Pretoria). This time, she did not want to rent because she did not have any income. She decided to squat in the informal settlement called Skirlek while seeking employment. She had resided in Skirlek informal settlement for a period of 12 years or more when she decided to apply for an RDP house, which, fortunately, was approved. She received her RDP house in 2001. Since then she has lived without fear in a well-established environment.

#### Source of income

Sofia relies on a disability grant from the Department of Social Development, which she referred to as a pension from government. She is living on her own in her house.



***Participant Two***

The name of the second interviewed participant is Mpho, who was 32 years old. Mpho, whose home language is Northern Sotho, is a single black South African female. She completed grade 11 at school. She lived in Garankuwa View and rented a shack before relocating to Skirlek informal settlement. She decided to squat after realising she could not afford to rent any longer. She lived in Skirlek informal settlement for four to five years, before applying for an RDP house. She has two young children; both are boys who attend a primary school. She has occupied her house since 2001 where she has been living for approximately 11 years.

Source of income

Even though she was unemployed, she ran her own tuck shop in her yard, as a means to earn extra cash in order to make a living. She also receives a social grant for each of her children.

***Participant Three***

The name of the third interviewed participant is Pitso, a black South African male, who was 42 years old. He was not yet married but lived in a stable relationship with a partner. He provided a home for his little brother who was still at school. He stems from Limpopo Province and came to Tshwane in Gauteng Province in search of employment.

Pitso also came from Skirlek informal settlement, where he lived for approximately three years. He applied for an RDP house, which was later approved. He took occupation of his house in 2001 and has lived there for approximately 11 years.

### Source of income

Pitso was self-employed and performed contractual work. He builds and renovates houses and was planning to register a Closed Corporation to start his own small business on a small scale.

### **Group B: Profiles of the government participants**

The government research participants comprised three males. These participants, drawn from national, provincial, and district government offices, were all employed at management level within their respective departments as mentioned in Chapter 3. Similar to Group A, as a means to protect the names of the participants, their identity, their confidentiality, and anonymity, pseudonyms are used in the study. A detailed profile of each participant is furnished below.

#### ***Government Participant One***

The first official to be interviewed was Tefo, a black South African male, who was younger than 30 years of age; his home language is Zulu. Tefo worked for the NDoHS in a management position. He had worked for this organisation for seven years. He was responsible for supporting the provinces and municipalities, and other relevant stakeholders, in promoting the upgrading of informal settlements. He initially became involved in working with informal settlements in 2007.

***Government Participant Two***

The second official, Jabu, a black South African male whose home language is also Zulu, was 39 years old. He had worked for the provincial NDoHS for the past four years. He was also employed at middle management level. Jabu holds a postgraduate degree in engineering and continues to further his studies.

***Government Participant Three***

The third official is Kgotso, also a black South African male aged 61, whose home language is Tswana. He worked at management level in the NDoHS of the District Tshwane Municipality. He was a director in housing resource management, the title of which was changed to Informal Settlement Manager; his designation was changed again to Director of Housing. He has worked for the municipal council for the past 34 years in various departments such as the Sport and Recreation Department, and Bantu Affairs Administration, which was changed to the central Transvaal Administration Board in Mamelodi. The Mamelodi city council subsequently became the Pretoria City Council, the name of which also changed to City of Tshwane; now they have merged with Nokeng tsa Taemane and the Kungwini Local Municipality as Motsweding District Municipality; they all fall under Tshwane District Municipality. Kgotso has worked on housing issues in the NDoHS for the past 25 years. He holds two masters degrees, that is, in Business Administration as well as in Local Government and Administration. He is planning to retire soon and wishes to offer the youth a chance to work and gain experience.

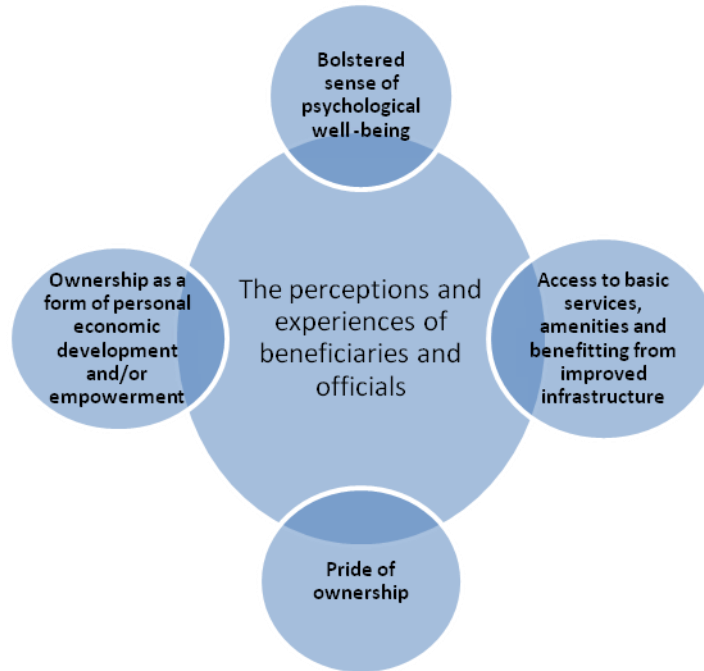
## **RESEARCH FINDINGS: DISCUSSION OF THE PERCEPTIONS AND EXPERIENCES OF THE BENEFICIARIES AND OFFICIALS**

- Group A: RDP participants' descriptions of their perceptions and experiences
- Group B: Government participants' descriptions of their perceptions and experiences

### **Common inspection of both groups regarding their perceptions and experiences**

The coding process was guided by the following research questions: How does owning an RDP house influence people's lives? This question was posed to the recipients of RDP houses as well as to the government officials. The answers were given from the perspective of these multiple stakeholders. The coding methods explained earlier in this chapter enabled the researcher to identify the main themes and subthemes.

The RDP recipients and the government officials were also asked questions relating to the transition from an informal settlement to a secure stable (RDP) house. Four main themes and subthemes were reflected in the participants' expressions, which emerged from the data analysis. The main themes that emanated from the interviews were: (a) a bolstered sense of psychological well-being; (b) access to basic services and amenities, and benefits of an improved infrastructure; (c) pride of tenure or ownership; and (d) ownership as a form of personal economic development or empowerment or both. These themes are visually represented in the diagram (Figure.3) and discussed below.



**Figure 3:** Diagram of the perceptions and experiences of beneficiaries and officials from which the four identified themes emanated and are connected

These main themes and their subthemes are supported by the extracts drawn from the interview transcripts. They are visually represented as diagrams, which are discussed below.

### ***Bolstered sense of psychological well-being***

In order to ensure that an RDP house enhances the life of the beneficiary, it is imperative to understand how RDP owners and officials perceive the ownership. The first theme represents the bolstered sense of psychological well-being which is important when owning an RDP house; this emerged from the transcripts. The participants reflected expressions of joy and happiness; a sense of pride in ownership and independence; a sense of permanence, feeling at home, and safety and security; hope for the future; and an absence of worry. These meanings and their

interpretation of housing ownership reflect how the participants recognise their RDP houses.

The participants indicated that they were pleased to own a house and expressed their feelings in their own words. Hence, a number of subthemes emerged from the interviews; these are discussed below.

The RDP recipients stated that relocating to a well-established township was the best thing that had ever happened to them, considering that they had previously lived in an overcrowded, messy and odourous area with no water. They were proud to be the recipients of houses with running water. For example, two of the participants asserted that:

*Pitso: This house.....it has changed my life because uh...most of the things I can do and I can do for myself. For instance, like now, as you can see, I was watching the game and when it's finished I am able to sit and relax in my house. I ...I have electricity and water uhh...water is around I do not have to push a wheelbarrow to fetch water, it is here in my yard.*

*Mpho: Hmmm...My life has changed but not much ... it has changed a little because now at least we are close to schools; our kids are able to go to school. We have water supply, electricity, even though there are times when there is no water, but its fine because where I was in informal settlement I was staying on a mountain and there were rock, and you see here at least we have roads; we can go anywhere and walk nicely. It is nice here...we have access to water, electricity; there is no such a thing called struggling and the rubbish smell is no longer there. Its very nice..*

Mpho: *The clinic is close by...ja.....so and the parks are available. Kids are able to play even though they are bit far from us, but they are here. You see life here is easy, better than there (informal settlements).*

The following subthemes, namely an emotional sense of joy and happiness; a sense of pride in ownership and independence; a sense of permanence; feeling at home; safety and security; hope for the future; and an absence of worry, emanated from the discussions. These are depicted and discussed in Figure 4.



**Figure 4:** The diagram depicts theme one – bolstered sense of psychological well-being and its subthemes

The first two subthemes represent the participants’ sense of joy and the significance they attach to owning an RDP house; this was evident throughout the transcripts. These meanings and their interpretation of housing ownership reflect how the participants identify with their houses.

The RDP participants indicated that they were pleased to own a house; however, when asked how owning a house changed their lives they often paused. Some of the respondents experienced difficulties in expressing their opinions. However, a number of subthemes emerged from the interviews as discussed below.

#### Emotional sense of joy and happiness

During the interviews, the RDP participants expressed happiness and a sense of joy at being the recipients of an RDP house and being able to move away from an informal settlement. Even though the houses are small, the participants indicated that they were satisfied with owning a decent house as opposed to the shack in which they had lived previously in the informal settlement. When the participants were invited to share their feelings upon receiving the key to their houses, this is what they had to say:

*Pitso: jo... I was very excited.*

*Mpho: I was so happy, joo!*

*Sophia: I was happy compared to where I was staying.*

All the participants expressed sincere joy about being the owner of a house – they even seemed full of themselves. Their delight highlights the importance of owning a house. With specific reference to the psychological impact of home ownership on the RDP participants, it was recognised that the participants are proud to own a house. Their excitement about this ownership is reflected in the extract below.

*Pitso: I am so happy the problems are no longer there, even though it's small it is better than nothing. For me I am happy.*



*Sophia: I see the life here is better because when it's raining I have peace. I close my house door and sit in my house. Even if it is not a big house it's better than staying in a flood area.*

#### Sense of pride in ownership and independence

The RDP participants also pointed out that owning a house has assisted them and their loved ones in various ways; they are able to do whatever they want in their own yard. They also indicated that they are satisfied with their ownership of a decent RDP house. This is demonstrated in the extracts below.

*Pitso: Most of the things I can do and I can do them for myself.*

*Mpho: I like the fact that I have my house because having a house and my own yard...jo...*

*Kgotso: ...they can say this is my property...*

*Pitso: You see to stay in your house it's better than staying in a shack, a house it's better, at least even though it's small but it is comfortable than uhmm... a shack...I feel at home.*

#### Sense of permanence, feeling at home, and safety and security

The RDP participants are proud to own their title deeds, which they can use as security at any time, as opposed to a shack in an informal settlement. Both groups of participants emphasised the importance of owning an RDP house.

*Pitso: I feel at home.*

*Sofia: I have peace, I close and sit in my house.*

Mpho: *Here I have my postal address.*

Pitso: *There at Skirlek (informal settlement), there was no way that you will say you have your own stand. There was no order it was mixed compared to here. Here I have my own title deed even when someone come and say whatever I take out my own title deed and say this is mine my yard start here end there as compared to Skirlek.*

Kgotso: *You can see that people were in need of a least an accommodation, where they can say this is my property and start building in those properties and they are happy when they receive their houses and when they are in the possession of a title deed, I mean they can go and knock in any financial institution for a loan to improve that house and use it as security.*

#### Hope for the future

According to both groups of participants, owning an RDP house is encouraging in that the knowledge that they are valued builds their self-esteem. The participants highlighted that RDP houses provide support for people who are needy. This assists them to live in a habitable environment which plays a role in improving their standard of living. The following extracts capture the words of optimism uttered by the participating groups.

Pitso: *I could see that my life is going on because I am now staying in my own house.*

Mpho: *Even though school is far, here kids able to able to go to school.*

Kgotso: *This house in an asset their kids have a place they call home.*

The above extracts demonstrate that a house can be regarded as a positive feature or an asset, which offers hope to the children of the recipients a better future.

#### Absence of worry

According to the group of participants, owning an RDP house encourages people because it provides a better life. The extract below indicates how participants responded when questioned about the role that the RDP plays in their lives.

Pitso: *I can relax nicely.*

Mpho: *...there is no such thing of struggling.*

Mpho: *Life here is nice and simple.*

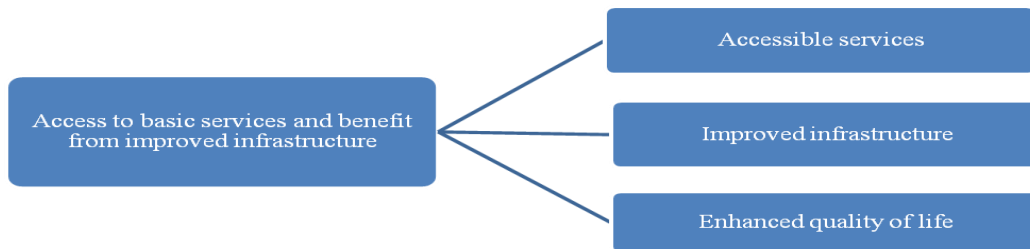
In conclusion, the findings of this theme indicate owning a house plays an important role in their lives because it provides them with the basic needs that they had wished for in the past, for instance safety and security, access to running water, and an inside toilet connected to a sewer system. They did not have access to most of these services during their stay in the informal settlement.

Pitso: *I was happy when they handed over the key... considering that I was from an informal settlement mokhukhu (shack) to a brick house so...I was very happy when I received my house key; I did not believe.*

It is evident in the manner in which they expressed their appreciation for these subsidised houses that the recipients were happy to own their houses. For them it echoes optimism about life. This is important to facilitate a functional family structure, which in turn is important for the well-being of the whole family.

***Access to basic services and amenities and benefits of an improved infrastructure***

This theme refers to enhancing the overall quality of life of the participants, that is, their psychological, physical, and social well-being. Interestingly, when the participants were requested to converse about RDP houses, they mentioned that access to socio-economic activities plays an important role in their lives; they no longer have to travel long distances to retrieve water as they now have running water in their homes. They now have access to electricity, as well as schools, clinics, and transport, which are all located in the immediate vicinity. The following subthemes; accessible service, improved infrastructure and enhanced quality of life emanating from the discussions are depicted in Figure 5 and discussed below.



**Figure 5:** Theme Two: access to basic services and amenities, and benefits of an improved infrastructure and its subthemes

Accessible services

With regard to accessibility to services, the three RDP participants asserted that life was easy in their RDP houses. So much has changed in their lives since their relocation that they sometimes find it difficult to believe that they live in a house which has all the basic human necessities in or around them. The participants added that the water connections and solar

geysers made their lives much easier. Mpho, in particular, mentioned that she was very happy about the solar geyser system which the DME provided. The money she saves on electricity can now be used for school fees and other necessities for her family. The extracts below illustrate the responses of the participants to the question of RDP housing assistance. They all believe that receiving basic services promotes well-being and the first requirement is an improved infrastructure. The following extracts capture the most responses relating to services from both the groups of participants.

*Pitso: Toilets and electricity is here.*

*Mpho: Now at least we were close to schools and clinics.*

*Mpho: We have water supply, electricity.*

*Sofia: The more important thing is the basic services.*

*Mpho: The parks are available, the kids are able to play .*

*Kgotso: They have easy access to water, electricity, tarred roads.*

### Improved infrastructure

The RDP participants claim that their relocation has helped them in an indefinable manner when compared to the place where they had lived previously. They are proud to have received their houses. They are happy for the improved infrastructure such as tarred roads, transport, and the availability of other facilities. For example, the participants assert that:

*Mpho: We have a road, we can go anywhere and walk nicely.*

*Pitso: Transport it was not easy to get in Skirlek and against for instance if you have children who goes to school it was a problem for them to go to school.*

*Pitso: As you can see, I was watching the game and when it's finished I am able to sit and relax in my house. I have an electricity and water uhh...water is around I do not have to push a wheelbarrow to fetch it is here in my yard.*

Interestingly, when the participants were requested to report on how the RDP initiative improved or influenced their lives, their first responses were that not much had changed. It was only when they were probed further that they were able to mention that:

*Mpho: Hmm...My life has changed but not much ... it has changed a little because now at least we are close to schools our kids are able to go to school. We have water supply, electricity, even though there are time when there is no water but its fine because where I was in informal settlement I was staying on a mountain and there were rock, and you see here at least we have road we can go anywhere and walk nicely. It is nice here...we have access to water , electricity there is no such a thing called struggling and the rubbish smell is no longer there its very nice.*

*Mpho: The clinic is close by...ja.....so and the parks are available kids are able to play even though they are bit far from us but they are here. You see life here is easy, better than there (informal settlements).*

*Sophia: Since these geysers were installed I am now able to get hot water without worrying about the electricity, the department has helped me exceedingly. This geyser is very hot I even use the water when preparing pap (porridge).*

The RDP recipients do not have to travel long distances to retrieve water because it is on tap in their households. Furthermore, they have electricity as well as schools, clinics, and transport services, which are located within the vicinity of their homes. One participant claimed

that the solar geyser system she had received allowed her to spend the savings on school fees and other necessities.

### Enhanced quality of life

Enhanced quality of life is linked to psychological, physical, and social well-being. According to both groups of participants, the RDP housing initiative assists people in owning a stable home. The participants also highlighted the significance of owning one's own house. With specific reference to the psychological impact of ownership, most participants are proud to own a house and exude excitement. The extracts further indicate that receiving a site together with a well-built house offers hope to these needy citizens. That is, instead of spending money on construction costs, the participants are now able to take care of other necessities with their extra cash. This is indicated in the extracts below.

*Pitso: When I have company I rest nicely with them outside my house without being concerned about anything.*

*Mpho: So here life is better than there.*

*Kgotso: to improve the life of these people.*

*Sofia: You are improving their lives.*

*Jabu: This house is a way of improving community life.*

*Pitso: This house.....it has changed my life because uh...most of the thing I can do and I can do them for myself. For instance, like now, as you can see I was watching the game and when it's finished I am able to sit and relax in my house.*

*Pitso: I am so happy the problems are no longer there; even though it's small it is better than nothing. For me I am happy.*

*Sophia: I see the life here is better because when it's raining I have peace I close my house door and sit in my house. Even if it is not a big house it's better that staying in a flood area.*

*Pitso: I feel good, I feel happy. And I am happy the government has help me a lot....a lot...even though they are small but we have a place to sleep you see.*

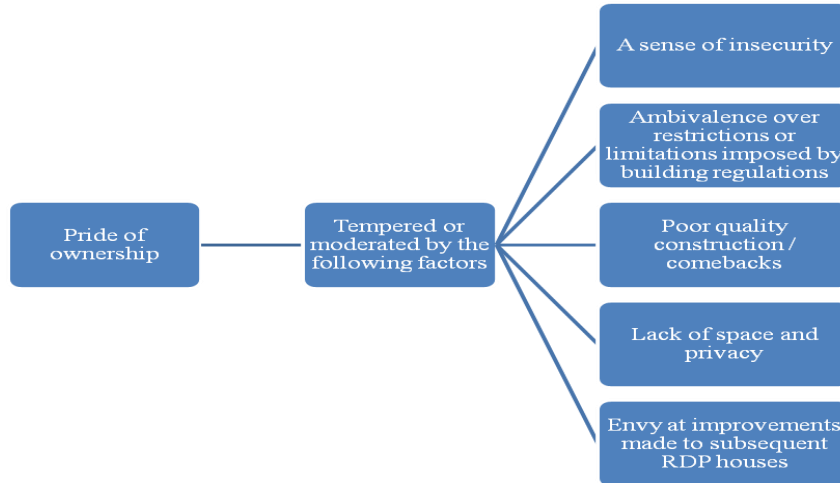
*Jabu and Tefo: Positive aspect is that owning a house is good, for their (RDP owners) family this also improves their life.*

It is evident that the government housing initiatives offer considerable assistance to the disadvantaged. The RDP participants are satisfied; this was evident in their interview responses. They seemed proud and confident when talking about the infrastructure available to them in the vicinity of their homes.

### ***Pride of ownership***

All of the RDP participants reported that the meaning and interpretation of housing ownership reflect how they as beneficiaries identify with their houses. The participants further mentioned the factors that impeded the success of RDP housing and the elements that composed feelings of hopelessness with regards to living in an informal settlement as well as the problems they encountered as RDP home owners. The following subthemes that temper or moderate pride of ownership are: ambivalence over restriction or limitations imposed by building regulations, poor quality construction or comebacks, lack of space and privacy, and envy at improvements made to subsequent RDP houses. These subthemes are depicted in Figure 6 and are discussed below.





**Figure 6:** Theme Three: Pride of ownership, which is restricted by the identified subthemes

#### Factors that hampered pride of ownership

##### *A sense of insecurity*

The following extracts capture the uncertainty that the participants experienced while living in an informal settlement which they continue to experience in their RDP homes. These challenges tempered their pride of ownership. Some of the limitations such as building regulations, poor quality construction, lack of space or privacy, and envy at improvements made to subsequent RDP houses, were regarded as government shortcomings by the beneficiaries. The uncertainties are indicated in the extracts below.

*Pitso: In informal settlements...it's a temporary occupation, anytime you can be evicted.*

*Sofia: Moving from Skirlek was a relief, that place was not safe at all and I was staying on top of the cables.*

*Mpho: Life there was not easy. There was no order and there was no way that you can say you own a stand.*

These extracts reveal a tough life and a state of doubt about the place that the participants occupied. They clearly indicate that squatting was a burden to them, but as they had no other option, they had to live with this anxiety.

*Ambivalence over restrictions or limitations imposed by building regulations*

Pitso believed that the RDP housing initiative had an impact on him because there are rules that are uncomfortable and contradict his opinion of ownership. He thought that owning a site and a house, and being the title deed owner of both was sufficient for him to do as he pleases when he wishes to extend his house; however, this was not the case. He has to request permission from the authorities if he wants to extend his house, which for him appears to be somewhat restrictive. The extract below indicates some form of ignorance on Pitso's side regarding ownership of his RDP house.

*Pitso: I am not allowed to extend just like that.*

*Pitso: You cannot do anything if it's not approved.*

*Pitso: Sometimes I feel like they borrow it to you.*

*Pitso: Even though it is yours you cannot do as you please.*

Although Pitso claimed that his RDP house is useful to him, he stated that it is necessary for the government to inform the RDP recipients about the rules, regulations, and restrictions of owning such houses.

*Poor quality construction or comebacks*

The RDP participants articulated that even though these houses have been of assistance to them, they are of poor quality and exhibit visible wall cracks. This concerns the occupants as

they are unemployed and therefore unable to pay for the necessary repairs. However, they will have to try by any means to repair those cracks with the little money they have in order to avoid further damage. In the following extracts, the participants confirm the presence of the cracks.

Pitso: *It has cracked walls.*

Mpho: *Many of the time this house they crack.*

### *Lack of space and privacy*

In the interviews conducted with the participants, they indicated that even though the houses are small they are satisfied with their ownership of a decent house. However, the transcripts illustrate that the participants are concerned about the size and the quality of their houses; these matters are discussed below.

Pitso: *It doesn't have privacy you see.*

Pitso: *These houses are small.*

Mpho: *I mean like its one room.*

Mpho: *When we fight in the house you must wait for the children to until they sleep so that we can fight properly.*

Mpho: *It doesn't have privacy you see when I am with my partner, the kids are around and you see that it's a challenge.*

Sophia: *Jo joooh... I was so happy because now I at least I would not have a leaking house I am no longer going to get rainwater in my house. Even though they are small as you can see yourself they are very small.*

Pitso: *When they were designing this house ...it's like they were not doing them for a family. They were doing them people if you find that you have*

*children...you can see its privacy its only toilet but the rest there is no privacy.*

*The size let me say I only dislike its size...yah...and the rest I can do for myself. As long as I got a permanent house with a site where I can stay, the rest I can do for myself.*

Several participants claimed that their houses were too small and that they appear to have been designed for small families; however, they still appreciate what the government has done for them.

#### *Envy at improvements made to subsequent RDP houses*

The participants were confident that the government has since improved the houses that they have delivered subsequent to those which these participants received years ago. This is an indication that the government is working hard to ensure that it changes the lives of the disadvantaged citizens. The extracts below further indicate what the participants think is best regarding RDP houses and their surroundings.

*Pitso: They improve them again and they are the ones that have tiles.*

*Mpho: I wish that I can get those ones; it is four bedroom house, partitioned, two doors and a sink.*

*Pitso: There are other RDP houses you know this section is the first one, there is the second one and the third one, so those are better than this one. There are tarred road there they look like town houses in a way. They improve them again and they are the one which have tiles on.*

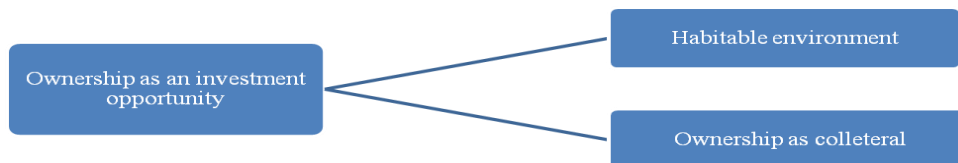
*Pitso: I could see that my life is going on because I am now staying in my own house. At least I was no longer in a temporary especially informal*

*settlement. You know in Skirlek it was worse because even though I had money I was not going to be able to do anything with it because it is not my house and I was going to end up using my money for other things. At least here if I can have money I will be able to extend this house.*

In the extracts above it is evident that the quality, and the housing building regulations, which restrict them from extending their houses were also of concern to the RDP participants.

### ***Ownership as a form of personal economic development or empowerment***

The participants were able to invest their money in an asset or open a bank account, obtain credit, and so forth, as title deeds serve as collateral. The subthemes, habitable environment, and ownership as collateral, are depicted in Figure 7 and discussed below.



**Figure 7:** Theme Four: Ownership as a form of personal economic development or empowerment and its subthemes

#### Ownership as an investment opportunity

The participants viewed their houses as an opportunity to enhance their lives. Since receiving an RDP house, they have been able to invest some of their money in an asset or open a

bank account, and obtain credit by using their title deeds as collateral. Pitso's account captures a vision of future investment opportunities. This is illustrated in the extracts below.

*Pitso: Even I had money I was not going to be able to do anything with it because it is not my house....at least here if I can get money I will be able to extend this house.*

*Sophia: This house I like because we don't pay for it it's for free I am able to use my pension money for other things.*

*Mpho: You see I have tuck-shop shack in my back yard at least I am able to make extra cash.*

#### *Habitable environment*

The participants pointed out that moving from an informal settlement to an RDP house offers families a sense of support, and also protects them from exposure to diseases or risks from living in informal settlements. Participants believe that the plans of the government to assist underprivileged people to obtain houses and improve their quality of life have played a vital role in ensuring that the needy are also afforded an opportunity to not only acquire better accommodation, but also inhabit a better environment. The RDP participants claim that relocating to a well-established township was the best thing that has ever happened to them considering their previous homes, which were situated in an overcrowded, messy and odourous area with no water. They were pleased to receive their RDP houses and move away from the informal settlement. The following responses provided by the participants confirm this.

*Sofia: In Skirlek we were living in water ....and this was making us struggle a lot. Yes you see we were staying where there was a bridge which was coming*

*somewhere, when it was full during rainy days, the water would get in our shacks. At least I here I do not have a leaking house I am no longer getting rain.*

*Sofia: it was dangerous in Skirlek where we staying on top of the cables.*

*Mpho: There at Skirlek I was struggling, about water, smell...from waste. You know a shack is cold, no lights so...life there was not easy. We were staying close to where they dump rubbish ...so the smell there was so bad. The place was not good especial when it's time to eat; that smell.*

*Mpho: Hmmm... I was in informal settlement I was staying on a mountain and there were rock, and you see here at least we have road we can go anywhere and walk nicely. It is nice here...we have access to water , electricity there is no such a thing called struggling and the rubbish smell is no longer there its very nice.*

*Tefo: You know, with the informal settlement there are many issues, but...uhh more importantly is the issue of illegality as well as uhh ...uh... and in most cases you will find that the informal settlements is upon danger areas most of them are situated whereby is flood areas or people are prone to floods and there could be issues of higher density whereby in winter they are exposed to fires, due to paraffin stove and yaahh .... basically is the conditions that are not suitable for human habitation.*

*Pitso: I could see that my life is going on because I am now staying in my own house. At least I was no longer in a temporary especially informal settlements. You know in Skirlek it was worse because even though I had money I was not going to be able to do anything with it because it is not my house and I*

*was going to end up using my money for other things. At least here if I can have money I will be able to extend this house.*

### *Ownership as collateral*

The participants are able to open post office accounts for their letters to be delivered to their houses. The extracts below indicate how the officials and RDP participants regard the houses, and the ownership thereof.

*Sofia: It is to promote the security of tenure.*

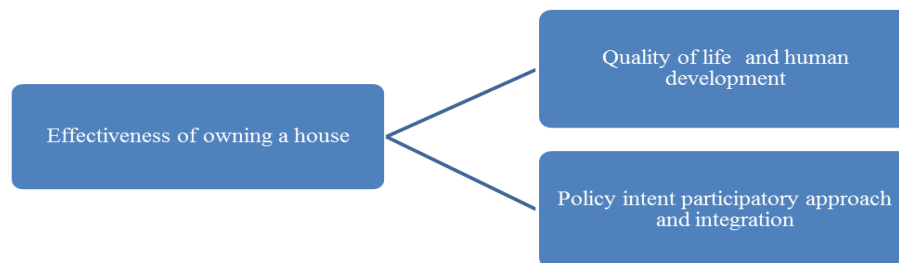
*Kgotso: If they are in possession of a title deed...you can go and knock in any financial institution for a loan.*

In conclusion, it is evident that RDP houses are regarded as assets and due to their ownership thereof, the participants are regarded as being creditworthy and bankable, which plays a crucial role in their economic development.

### **Effectiveness of the housing programme**

During the analysis, the following facts relating to informal settlements emerged from the conversational interviews with the government official participants and the RDP participants. These themes are: habitable environment, quality of life and human development, policy intent, participatory approach, and integration. These facts are depicted in Figure 8 and discussed below.





**Figure 8:** The effectiveness of the housing programme

### *Quality of life and human development*

Most of the participants agreed that the RDP housing initiative plays an important role in improving the lives of people. The extract below reflects Tefo's response when questioned about the RDP policy.

*Tefo: Policy intend was to upgrading of informal settlements, it was actually looking for improving people's lives because as I have indicated that people who are residing in informal settlement are living under hazardous conditions.*

*Tefo: Quality of life as I have indicated informal settlements are dents in nature, they are uhmm...hazardous, as I have said most of them are located in the areas that are not suitable for human habitation simply because you find that people invade land without knowing whether that land is suitable for habitation. So this policy of informal settlements is actually looking to improve the quality of life ...if the land is suitable will obviously in-situ upgrading them so that you do*

*not destruct their social networks and you do not destruct their life... firstly you must find out why are they settled there. They are settled there for being closer to work opportunities, and then when upgrading we upgrade in-situ where they are but if the area is not suitable for habitation that's when we relocate them. So quality of life is for people to stay and live in a healthy and secure environment. Healthy and secure environment so that is basically what we are saying when we refer to quality of life.*

*Tefo: By providing decent shelter to people in that way you are improving their life's and it is the aim of the government to provide decent shelter to every South African citizen who qualifies. So by providing the shelter to people in better areas it is in a way addressing the issue of quality of life.*

*Kgotso: Uh uh... the RDP houses are the vehicle for helping people in improving their life and providing better accommodation. And at least that improves the life of these people. I mean from a shack and a well established townships.*

*Tefo: People cannot stay in those informal settlements shacks for the rest of their lives I mean they deserve proper accommodation where they have access to water, electricity, tarred road and everything at least this basic services improve one's life and in the informal settlement there is nothing people can do because they're illegal squatters and they don't have proper structure and they are not sure that they might be evicted or not.*

*Kgotso: People don't mind to be relocated they are happy when we relocate them to a proper development / areas or in the RDP houses at least they are*

*satisfied with this development we never had the hindrance in fact in relocating the people.*

It is evident that the participants regard government's efforts as the foundation for improved living standards because the participants are able to realise the value of the RDP houses. They are also grateful for the environment where the houses have been built. They are able to compare the area with the informal settlement and realise that their new homes offer them a reason to live, as well as hope for the future.

***Policy intent: participatory approach and integration***

According to the government participants, the RDP subsidy is believed to provide decent and affordable housing in an effort to promote a better life for or provide a socio-psychological benefit to its owners. In order to ensure that the provision of RDP houses is a success, all role players must be included. The following extract captures most of responses from the participants.

*Tefo: There are steps involved. It's a very important step that informal settlements upgrading involve in-depth participatory approaches meaning you got to consult with communities, there is got to be public participation, you have got to negotiate settlement with the communities, you have got to provide alternative accommodation with them, if you are removing them to temporary relocation areas.*

*Jabu: Communication involved the councillor, ward councillor, community representative, all these stakeholders. When we relocated we sit around the table and explain and show them why we are relocating all that.*

*Kgotso: Well you have to have structures especially if relocation is happening at local level uhh... the planners at local level or province depending who is available at the stage to have structures, those structures are meant to ..in most cases those structure are meant to guided by ward councillor and... uh the community liaison officers these structures are led by the ward councillor and community liaison officers in conjunction with the community liaison officers who will raised issues that are affecting a particular community and those issues will be translated back to the municipality and the province, depending who is the developer.*

*Kgotso: A good working relationship is vital with all role player especially community ... to avoid protest, violence and dissatisfaction.*

*Tefo: If you are upgrading informal settlements or if you are relocating people one needs to relocate people in the phase approach and also ensure that you are relocating them to a land that is closer to socio-economic activities.*

To conclude, it is evident that the government intends to improve the lives of citizens, through housing subsidies, which would reduce poverty. For instance, the DME provides each of the RDP houses with a solar geyser in order to assist beneficiaries to reduce their electricity costs. This action confirms that government is working hard to ensure that the lives of people are improved.

### **Negative experiences and reflections**

When questioned about what the procedure is for the allocation of RDP houses, the RDP participants asserted that the process takes place at the local level, but that it was not carried out

to their satisfaction because there were some instances of maladministration. For example, some names were mixed up, keys were handed to the wrong beneficiaries, which was only discovered once they tried to unlock their houses. In some instances, the beneficiaries received keys only to discover at a later stage that the houses in question were not registered in their names. Although the allocation is concluded at the local level, some of the participants still believe that it could have been manipulated. According to Pitso, unless someone approaches the local councillor and informs him or her that he had received the wrong key or house there would be no consequences. Therefore, a house could be occupied illegally unless the beneficiary informs the official because he or she fears exposure and possibly eviction later. The extract below reflects some of Pitso's negative experiences when questioned about receiving his house key.

*Pitso: ...else, the second one and in that one it was already occupied and then they said I can go and check the one which is vacant because all I have signed there is someone. I did not understand whether those people they have been given the house properly or what. Till I got the right one and I signed the title deed.*

*Pitso: Here in this houses problem is not every where other s have cracked walls and the person is unable to fix or stop the crack but if they can check them one by one think.....*

However, Mpho articulates that even though she has seen and heard about some maladministration in the housing allocation process, she has never personally experienced it.

Maladministration appears to be another reason for the ineffective implementation of the RDP housing initiatives.

### **Factors contributing to housing needs**

From the data gathered it is evident that most of the RDP participants had lived in an informal settlement because of financial constraints. Sofia and Pitso claim that they were forced to live in an informal settlement because they could not afford to rent a house in a well-established township. Both stem from other provinces and relocated to Gauteng Province in search of better job opportunities. Since they do not have any formal qualifications they worked on a contractual basis, Pitso as a builder, and Sofia as a domestic worker. Therefore, it was not easy for them to rent a house and the best option was to squat in one of the informal settlements. Participants reported that poverty and the unemployment rate is still high. For example, some of the participants explain:

*Sofia: This forces most people to relocate to urban areas especially Gauteng Province with a hope of finding a stable job. Motivation for residing in informal settlements it is because people stay for free while still looking for employment or job opportunities.*

*Sofia: I moved from Pietersburg... uh...I had a house in Pietersburg because in Pietersburg most areas are rural as a result I decided to move to Gauteng. However, I went back home, I returned back to Gauteng because at home we were many and struggling.... I left Pietersburg again to stay in Skirleke Informal Settlement because I wanted a stand, again since it was for free. I was not working and I was still looking for an employment.*

*Kgotso: In Tshwane we experience people who migrate from other provinces like a NW, LP and also MP and uhh... you know uhh...uh...the thing of migrating to Gauteng Province is that, people come uh... those who come here*

*are looking for work it is either is one of these thing because we had that thing that concept “ya kgore” (to say) in the bigger cities there are many job opportunities. Since this new democratic SA people can now move to Gauteng willingly unlike during apartheid whereby one was suppose to get permission first.*

*Kgotso: City of Tshwane doesn't have enough land so, people just squat and encroach.*

The participants reported that due to the high rate of unemployment and poverty they decided to live in informal settlements despite the challenges they faced there. By doing so, they were able to obtain informal work and afford the basic necessities such as food and clothing.

## **IN SUMMARY**

The purpose of this chapter was to analyse and interpret the data gathered from the individual interviews in order to address the research question. Two groups of participants (groups A and B) were interviewed using semi-structured interviews. Subsequently, the interview data were analysed from which four key themes emanated, which were supported by the words of each individual.

It is evident from the views of the RDP participants that owning a house plays an important role in a person's life. The findings from the various interviews indicate that even though people are happy to own a house they are not satisfied with the size of the house, but the fact remains that ownership, above all else, appears to be what is important. The size of the house, however, remains a challenge. This chapter demonstrated the participants' views of various factors which contribute to better living conditions compared to living in an informal settlement.

It is evident from the official interviews that the government provides subsidised houses in order to improve and secure the lives of the disadvantaged, and to ensure that people live in a habitable environment. This plays an important role in human development. This phenomenon also relates to Bronfenbrenner's ecological theory of human development which explores the interrelationships between human beings, their surroundings and their interactions with regard to different ecological levels in order to understand the subtle influences that these levels have on the individual. The following section discusses the findings of the study, which are supported by the literature studies.

## **DISCUSSION OF FINDINGS**

This study was conceptualised following an understanding that housing demands have not decreased despite the existing housing interventions in urban areas. Therefore, this study was conducted in order to establish the perceptions of the beneficiaries with regards to owning an RDP house as a means to improve the quality of life of people and the influence that these houses exert on the lives of the beneficiaries. In order to achieve the research aim, a qualitative design was employed, a case study approach was adopted, and a theoretical framework directed the study. Semi-structured in-depth interviews were conducted with three RDP participants. In addition, conversational interviews were conducted with three government officials. The collected data were analysed, and the data analysis revealed the four main themes that emerged, as discussed below.



### **Bolstered sense of psychological well-being**

Findings from the current study reveal that a house improves an individual's **sense of psychological well-being**. The two groups of participants were able to point out how the RDP influenced the lives of people and the role it plays in doing so. The psychological factors highlighted in the findings are an **emotional sense of happiness; hope for the future; absence of worry; sense of pride in ownership and independence; permanence; feeling at home; and safety and security**. These factors emerged throughout the interview transcripts. These findings are also consistent with the housing programme objectives, which aim to ensure that people's lives are improved through governmental assistance. According to the ecological theory, an individual can be understood in the context of other variables, including family, environment, and the society in which the individual is embedded; this theory supports the findings of this study. A single factor would not be useful but a multidimensional framework aids the understanding of the meaning or experiences of a home. Bronfenbrenner (1994) believes that an individual must consider the ecological system in which growth occurs in order to gain a better understanding of human development.

With regard to hope for the future, the findings from this study revealed that owning a house improves the self-confidence of people. These findings suggest that ownership of RDP houses encourage people self-belief, which offers people a sense of hope. This in turn allows people to take care of themselves, their families and their houses. These findings relate to the definition of a house as a home as defined by Benjamin and Stea (1995), that is, it is an occupant's personal expression and basis for the identity of the family. House is also referred to as a mirror which supports the psyche of its resident. Benjamin and Stea (1995) further state that a home comprises various psychological elements that have social symbols attached to them,

which aim to provide individuals with positive images such as signs of wealth, education, and social identity.

Kellett and Moore (2003) believe that an individual identity, the place, and the social context link to the importance of owning a house. These authors also highlight that a home is able to give an individual confidence. Based on the living environment of people, a house can award its tenant a better sense of self-worth.

Findings from this study further revealed that participants are pleased to own a house. This accorded them a sense of belonging, which is important for improving their identity. These findings are consistent with those of previous studies. The findings of the present study are supported by those of Fullilove (1996), which assert that a sense of belonging is linked to a well-developed relationship between a person and a place, which is necessary for a person's psychological well-being. These findings are also similar to those of an evaluation study in which a sample of girls in an experiment were reported to have improved their mental health once they had moved to the RDP houses conducted by Leventhal & Dupe're (2011). Jackson et al. (2009) also state that moving to a better place does help to improve one's psychological status. It is also the relationship between the resources and the attributes of the environment that aid in creating and sustaining a sense of belonging. The finding in the present study are also supported by Blid and Gerdner (2006), who state that after relocating to a new house from an informal settlement this transformation improves the sense of quality of life of those involved. Moreover, the participants also expressed an increased feeling of safety and stability in their own homes. However, one RDP owner (Mpho) indicated that although other aspects of her life have changed as well because of her relocation, they have not yet improved to the extent that she had

anticipated. The beneficiaries indicated that their lives had changed, but not that much as they were still struggling to obtain well-paid jobs.

With regard to safety and security, the findings reveal that receiving a free house provides support for the people living in it. These findings suggest that housing assistance to the disadvantaged allows them to shed the burden of costly home ownership as the only means of improving their lives, and to focus more on taking care of themselves by using the extra cash they acquire for other things which are equally important in offering them hope in their lives. This finding is supported by Blind and Gerdner (2006) who revealed that even though certain aspects of people's lives had not improved, the feelings of safety, stability and a sense of satisfaction after having moved from an informal settlement to owning a house have improved. These findings relate to the argument of Jackson et al. (2009) which states that relocating to better places or improved environments is found to be an improved benefit which the beneficiary appreciates. These authors further argue that before relocation, families who had lived in informal settlements, mainly parents, were in constant fear of their children's safety, gang violence, insecurity and victimisation; but after relocating to a better area, these fears were allayed. Mothers reported to be satisfied with their new neighbourhood, and the new found peace. Jorgensen and Stendman (2001) suggest that a place has a core function which places emphasis on human emotions and relationships.

Furthermore, the meaning of a house provided by previous studies affirms that an individual's experiences of house and home, neighbourhood, city and regional locations form essential components that develop a sense of identity through social and place-specific interrelationships (Winstanley et al., 2011). Peled and Muzicant (2008) also describe home as constituting a crucial point of stability; it allows a human being to replicate and dream in their

own private space and time. Therefore, the home forms a safe place. Cairney (2005) argues that gender and family structures are linked with home ownership and are also significant forecasters of psychological despair.

These findings are consistent with the RDP policy intent, which aims to provide hope to RDP beneficiaries through decent safe and secure homes. As far as the benefits are concerned, the findings revealed that the RDP housing initiative proved to offer beneficiaries a sense of hope to face life.

Several researchers have highlighted the significance of the roles played by the RDP interventions in providing beneficiaries with a better lifestyle (Peled & Muzicant, 2008). Findings from the current study have also demonstrated that RDP initiatives have played a crucial role in providing beneficiaries with an optimism about their lives.

Public housing programmes play a role in an individual's behavioural patterns in relation to their culture, socio-economic situation in terms of their housing needs, ownership, settlement patterns, and quality, implications for both physical health, and psychological well-being, as well as the interaction of their physical and psychological health after transition.

### **Access to basic services and amenities, and benefits of an improved infrastructure**

This is significant in increasing people's psychological, physical and social well-being in general. The participants in the study all reported some behavioural transformation because they have access to services and an improved infrastructure as opposed to the hardships they had experienced in the informal settlements. Specific behavioural changes resulting from receiving an RDP house that emerged from this study include the use of an inside toilet, having inside electricity, the availability of school and clinic facilities, being able to manage one's own yard,

and knowing that one owns a title deed. Even though the RDP beneficiaries reported being excited about the proximity of their homes to socio-economic activities, most were reluctant at first to explain how the RDP has actually improved their lives, because the design of their houses remains a concern. These findings are consistent with those of previous studies in which the effects of living in RDP housing were linked to an ecological theory which connects individuals, households, buildings, and communities in order to understand human behaviour, physical health, and the social environment more fully (Saegert et al., 2003). These findings are also similar to those found in a study conducted by Shaw (2008) in which an ecological theory highlights a wide range of perspectives regarding the association between humanity and the environment.

This view is also supported by Mercer Human Resource Consulting LCC (2007), who highlights that when people talk of quality of life, their perceptions with regards to necessities differ. Mercer's criteria for defining the quality of living standards include safety and security; health issues; a transport infrastructure; and the availability of consumer goods, housing, schools and recreation facilities. Mercer Human Resource Consulting LCC (2007) further states that quality of life reflects the interaction of socio-economic and environmental factors in a place. These findings relate to the proposition of Wekesa et al. (2011), who maintain that the purpose of providing RDP housing is to create possible socio-economic incorporated communities as well as to provide health and education to all South Africans. This housing initiative is offered to ensure that people have progressive access to permanent structures, which afford privacy to their recipients, and are developed for safety purposes against factors that might pose a risk to the sustainable built environment.

The findings of this study relate to those of Blid and Gerdner (2006) who affirm that moving to a stable house improves the lives of the residents. However, it is uncertain whether living in a stable home has a long-term effect after a transition even though it improves the quality of life of the residents. However, quality of life might involve a subjective assessment or opinion. Quality of life includes a person's emotional state and personal life. One may live in the highest ranked city in terms of quality of living and still have a very bad quality of life because of unfortunate personal circumstances (illness, unemployment, loneliness, etc.). Indeed, definitions of quality of life may differ according to levels of income, social status, and health.

Based on the above, it is important for the government and relevant stakeholders to meet and work closely together in order to provide all the necessary infrastructural services when designing RDP houses so as to improve the lives of the people. For instance, strategies could be implemented to build service centres within settlements; this could create employment for unemployed people. This notion is also supported by Misselhorn (2010b) who believes that delivery of low-income housing undoubtedly has an important role to play in addressing the challenges posed by informal settlements. RDP initiatives need to be implemented in an inclusive manner, that is, with all the relevant parties involved, so as to facilitate the rapid delivery of houses.

Oluwole (2011) confirms that living in a particular place, or living in a pleasant neighbourhood, and environmental quality, were considerably connected with better psycho-social benefits.

### **Pride of ownership**

Paying attention to the perceptions of RDP recipients regarding their pride in being an RDP home owner provides essential information which could be passed on to housing practitioners, because such information may be valuable in developing a home renovation or modification programme for existing houses. The focal elements regarding the concern of ownership, which moderate the pride of ownership, are the size of the house; lack of space and privacy; poor quality housing construction; and envy regarding improvements made to subsequent RDP houses. Even though beneficiaries highlighted that they were satisfied with their ownership of an RDP house, the findings from this study revealed that the RDP recipients raised concerns in terms of the size of their houses. They indicated that these houses were too small and do not have adequate privacy because they have an open plan, which is not properly partitioned. Findings from the current study have also demonstrated that inadequate living space does lead to overcrowding. Wekesa et al. (2011) explain that RDP houses are very small and are not sufficient for larger families, thus supporting this aforementioned finding of this study. Fien et al. (2011) also acknowledge that a lack of living space in these public houses is one of the obvious aspects that lead to overcrowding. For instance, the sleeping area and the bedrooms are too small for the average number of occupants in a family.

Fuller, Edwards, Sermsri and Vorakitphokatorn (1993) argue that housing satisfaction and a felt lack of privacy have detrimental effects on health. Moreover, psychological distress has been shown to have a potent influence on physical health. Brown, Brown and Perkins (2003) define place attachment as something that includes a positive experience which occurs without a person being aware that it has developed over time from the behavioural affective cognitive ties

and between persons or groups and their socio-physical environment. These offer stability to individual and community identity.

In terms of the quality of the houses, which also emerged as one of the issues, the beneficiaries indicated that the RDP houses have visible defects as a result of poor workmanship. Findings from the current study have also demonstrated that housing quality is also a concern, which is critical because the beneficiaries will have to maintain these houses. As a result, the beneficiaries may have to spend a lot of money to fix the defects because building materials are expensive. Mehlomakulu and Marais (1999) agree with this finding that the quality of RDP houses is poor and they have visible defects. He further explains that the construction materials used were cheap and of poor quality.

A conclusion can be drawn from the abovementioned problems, that is, that human settlement practitioners need to consult with the beneficiaries before designing the houses and offer beneficiaries a choice to choose their own house design. This project could be implemented utilising the same funding that had been planned for the initial construction. Building quality houses needs to receive attention as this matter causes beneficiaries to lose confidence in government-built houses. Therefore, when planning to build RDP houses, it is important to take such issues into consideration in order to meet the needs of RDP beneficiaries and consider construction companies that are capable of building quality houses.

### **Ownership as a form of personal economic development or empowerment**

In respect of factors contributing to ownership as an investment opportunity, and ownership as security, and an appropriate environment, findings from the current study suggest a link between these components that play a significant role in human development. The present



finding is supported by the study conducted by Newman and Harkness (2002), who claim that a beneficial effect could have arisen because public housing has improved the physical living conditions, and enabled families to spend more of their income on items that benefit their children's development such as nutritious food, books, games, or educational aids. Newman and Harkness (2002) indicate that owning an RDP house reduces financial strain on parents, thereby relieving stress, hopelessness, and other symptoms of psychological distress, with possible positive results for the children of the recipients. Children may be negatively affected by the degree of concentrated poverty found in their residential environment. Families without housing aid frequently dedicate a significant proportion of their household income to rent.

With regard to the appropriate environment, there are factors which contribute to an improved lifestyle and environment such as access to basic services. This study found that these factors are considered to be significant in reducing poverty and improving the living conditions of the residents. Hence, a housing allowance is being recognised and promoted as a useful approach to addressing poor living standards. As mentioned previously, findings from the current study also revealed that housing promotes an individual's quality of life.

This view is also supported by Mecer Human Resource Consulting LCC (2007). According to Mecer, criteria defining the quality of living standards include safety and security, health issues, transport infrastructure, availability of consumer goods, housing, schools, and recreation facilities. Human Resource Consulting LCC (2007) argues that there is a need for government policy to incorporate the socio-economic status; this might be useful for improving people's living conditions. Wekesa et al. (2011) also states that the purpose of providing RDP houses is to create possible socio-economic incorporated communities as well as provide health and education to all South Africans.

The findings of this study relate to those of Blid and Gerdner (2006), who affirm that moving to a stable house improves the lives of the residents. However, it is uncertain whether living in a stable home has a long-term effect after a transition even though it improves the quality of life. Based on the above it is important for the government and relevant stakeholders to meet and work closely together in order to provide all the necessary infrastructural services when designing RDP houses so as to improve the lives of the people. For instance, strategies could be implemented to build service centres within settlements; when appropriate services could be offered this could even create employment for unemployed people. This notion is also supported by Misselhorn (2010a) who believes that delivery of low-income housing undoubtedly has an important role to play in addressing the challenges encountered in informal settlements. It has to be implemented inclusively in order to facilitate the rapid delivery of houses.

Bernarda et al. (2007) establish that an underlying model is the assumption that health is produced in everyday life and as such, it is the result of a transformation process that involves primary resources to be found in one's immediate environment. In line with most work in the area of health, place, the geographical patterning of health inequalities is linked to inequalities in health-related resources available in one's immediate environment and neighbourhoods.

### **Factors contributing to housing needs**

In terms of the factors that contribute to housing needs, findings from this study revealed that poverty and unemployment play a critical role in the development of informal settlement. People migrate to urban areas from other parts of South Africa in an effort to pursue a better life. People believe that relocating to urban areas could facilitate their search for jobs in order to provide food for their families. This finding is supported by previous studies which illustrated

that mushrooming in informal settlements in developing countries is caused by various aspects such as poverty and a poor economic base (unemployment) (Wekesa et al., 2011).

### **Effectiveness of the housing programme**

With regard to the effectiveness of the housing programme, there are a number of suggestions that emanate from this study. Addressing the major causal issue with regards to improving human settlements, namely one's socio-economic status, stress, consumer education, and so forth, might surely influence the manner in which people view themselves in terms of their self-identity and the view that the house which they possess is an asset and can be inherited by the next generation.

### **CONCLUSION**

Given the current rapid growth of housing demands, which appears to continue, particularly as people invade land and establish new informal settlements on the outskirts of the urban areas, providing RDP housing will remain a challenge for a few years hence. Certainly, the South African government has come a long way in its struggle to reduce informal settlements. People become impatient to wait their turn for a house and consequently, they decide to settle informally.

Conducting further studies of this nature could result in essential knowledge that could be employed to improve existing housing programmes in a manner that effectively improve the service standards and meets the needs of the people. The continuation of housing programmes that incorporate established research findings and theories could also result in more successful housing programmes.

## **CHAPTER 5 CONTRIBUTION, LIMITATIONS, RECOMMENDATIONS, AND CONCLUSION**

The aim of this study was to explore how RDP recipients perceive their houses and the role that moving into RDP houses may play in the lives of the occupants, socially, psychologically, and physically, after moving from an informal settlement. Qualitative research was conducted. Data was collected through semi-structured individual interviews, an analysis was completed through various steps as suggested by Creswell (2009), Saldana (2009), and Srivastava and Thomson (2009), after which an interpretation of the findings was furnished.

Two groups of participants were interviewed, employing semi-structured interviews, in order to gather the data. The first interviews were conducted with three recipients of RDP houses (Group A). The second interviews were conducted with government officials (Group B) from the the local, provincial and national offices of the NDoHS. The perspective of the government officials was also explored in relation to the implementation of RPD houses. The findings reported in the previous chapter were supported by theory. This chapter discusses the contribution, limitations, recommendations, and conclusion of the study.

### **DEMOGRAPHIC INFORMATION OF THE PARTICIPANTS**

As discussed in the previous chapter, none of the RDP participants had reached tertiary level and all were employed in unskilled labour. On the other hand, all the government participants are educated and held management positions. The experience and knowledge they possess may have played an influential role regarding valuable aspects of the study.

## **CONTRIBUTIONS**

Findings from this study draw attention to a number of important issues regarding RDP housing. This information may assist the government, housing practitioners, and in particular, policy developers in developing policies that may be more useful in meeting the people's needs. Furthermore, this study may assist government in enhancing the existing programme so that officials can note and become acquainted with existing weaknesses.

Information on the factors contributing to RDP ownership as presented in this research may assist the government and other relevant stakeholders to embark upon an investigation of the issues that prevent the successful implementation of the RDP (housing subsidy programme) in changing the lives of previously disadvantaged people.

As far as the size of the house is concerned, the study further suggests that RDP houses should not be uniform ("one-size-fits-all"); instead, they should be built according to the size of the family and the designs preferred by the beneficiaries so as to cater for their needs.

The identified findings regarding the RDP benefits may be useful for strengthening existing programmes and sustaining current housing issues and aspects. These were identified as key points, which may constitute an important aspect of a dynamic programme. These key points as well as the weaknesses of the active programme should enable the government to familiarise itself with the viewpoints of the beneficiaries with respect to RDP houses.

It is evident from the study that the poor quality of the housing has placed all the beneficiaries who were interviewed in a predicament. This matter needs to receive serious attention by all the human settlement practitioners and related stakeholders involved in the implementation of housing programmes. A serious response will definitely guarantee the importance and success of subsidised housing, because beneficiaries would be involved and they

could complain when necessary. Furthermore, housing practitioners should appoint contractors who are competent to build excellent quality houses, thus avoiding the need for reconstruction at a later stage. The quality of the constructing RDP houses should not be taken lightly as their recipients regard the houses as valuable possessions.

## **LIMITATIONS OF THE STUDY**

The selected sample was restricted to a specific area in Garankuwa Township. Therefore, the results could not be generalised to the entire population of the said township. The interviews of the government officials took longer than anticipated owing to their work commitments as managers in their respective sections. Two of the officials were usually committed to other matters and the interviews had to be postponed on several occasions in order to suit their busy schedules.

Interviews were conducted in the offices of two of the government official participants, which were rather disruptive because of general office disturbances such as phones ringing, and people knocking at the door and asking them something. At least the participants did not answer the phone calls.

Some of the research questions posed by the researcher were related to the aspect of relocation. Nonetheless, in terms thereof, the national official continued to emphasise the upgrading element because that is the main focus of the government, rather than the relocation.

Even though the data analysis was completed successfully, it was a challenge for the researcher to analyse two diverse groups, particularly to integrate issues from various stakeholders.

The research method could have impacted on the process because the purpose was to interview three households with a nuclear family each, that is, a father, a mother and their child(ren). However, such a sample population could not be found owing to various reasons.

Since the researcher is employed by the NDoHS this could have contributed to the findings or discussions owing to the personal work experience she gains on a daily basis as the topic is related to her work. Therefore, it may be important to conduct a similar study using a variety of research methods. Furthermore, future studies need to compare and contrast the people who live in informal settlements in order to gain a comprehensive overview of life in an informal settlement and subsequently conduct a further study on those who had moved away. The two studies could then be compared. For the purpose of this research sample, the researcher might need to recruit participants who have experienced living in informal settlements and who have also benefited from receiving RDP houses as well as participants who have not received RDP housing, but have informal settlement experience as this would offer a better understanding when comparing the two groups.

## **RECOMMENDATIONS**

Without proper intergovernmental cooperation regarding housing issues involving all the stakeholders as well as pro-active strategies to address informal settlements and housing distributions, the municipalities will continue to encounter, and be burdened with, the responsibilities of service delivery and community protests demanding decent basic services to meet their needs. There should be a reliable system to administer all informal settlement housing allocation subsidies so as to avoid duplication and wrongful allocation of houses, because maladministration impedes the delivery of houses. Policies should deal with land invasions and

discourage informal settlements completely by going the extra mile to build more houses in order to deal with the problem of the continual population resettlement in Gauteng Province.

Therefore, it is essential to perform a needs assessment prior to designing or implementing any housing programmes. In terms of the socio-economic status being integrated into sustainable human settlements, it is necessary to cater for houses according to the size of the family, as this may be helpful in terms of catering for the varying sizes of family groups. There is a need to increase the size of the RDP houses, that is, to build three-bedroomed houses according to the needs of each household. Housing should be provided according to community needs. It is evident from this study that the current housing units do not adequately address the problems of overcrowding, lack of well-being, and poverty. The recommended advancement may favour the low-income groups and their desires.

Better administration of informal settlements will assist in determining the resettlement patterns of the different provinces. These facts will further assist the government to determine the reasons for the migration of people and how the provinces can be assisted in retaining their people or how these provinces can improve their services. However, the immigration of foreigners will still be encountered, but at the very least, the needs assessment would be critical in identifying these cases.

A needs assessment should be conducted before allocating houses to people in order to be aware of the needs of the community and to ensure that the allocation of houses is provided according to family size. This could also assist housing practitioners in understanding the families and the associated dynamics. Quality versus quantity needs consideration; therefore, housing quality issues need to be addressed rather than delivering more houses with poor quality.



Such a needs assessment should be undertaken in order to avoid spending more money on rectification later on.

The allocation of solar systems is a good practice, which needs to be applied in all the provinces as this saves electricity and allows families to have extra cash to spend on something important for their families such as more nutritious meals, clothing, educational toys, and so forth.

Intergovernmental relations between all the relevant stakeholders and the community members should be improved for the benefit of implementing NDoHS projects together, as these relations play an important role in ensuring the success of the programme. The study highlighted that housing administration was not properly managed; this calls for the government to check the procedures involved during housing allocation.

Future researchers who wish to carry out similar research may wish to focus on the people who benefited but failed to comply with the required legislation contained in the human settlement policy document, which stipulates that people should not sell or rent their houses before a certain period has elapsed. Furthermore, researchers may also wish to conduct a study on people who remain in informal settlements as opposed to those who relocate once they have received RDP subsidised houses, and to subsequently compare these two groups through quantitative or qualitative methods or a mixed method study.

## **CONCLUSION**

Intergovernmental relationships play an important role in ensuring a better life for all the communities. This is evidenced by the DME supplying solar geyser systems to the participants

after receiving their RDP houses and demonstrating how this initiative has also assisted the beneficiaries exceedingly because they were able to use the extra cash for other essentials.

Undoubtedly, South Africa has come a long way in its struggle to reduce informal settlements. Despite the RDP initiatives to advance disadvantaged people, informal settlements continue to remain a challenge, especially in urban areas. Owing to the high level of poverty, and unemployment, people become impatient, and consequently invade land.

Furthermore, the factors contributing to the housing needs, which in turn contribute to the increased land invasions or informal settlements, were discussed. The strengths and weaknesses as highlighted by the participants in this study were also discussed. Based on the research findings in relation to existing literature, the contributions and the implications for future interventions were presented. Implementing these recommendations and implementing them will demonstrate an enormous beneficial transformation in the outcome of housing programmes. Limitations of the research were presented and recommendations were made, which the researcher hopes will improve future studies and affect existing housing programmes or interventions.

It is, however, not easy to amend or engage in the rapid changes relating to housing programmes. It is envisaged that human settlement departments will consider the formulation of a new intervention for an inclusive housing programme taking into consideration the factors highlighted in this study, together with those in previous studies, in order to attain effective housing interventions.

The significance of an additional research study similar to this one, and the use of various research methods, cannot be emphasised enough with regards to housing intervention programmes in the future. For future purposes, it may also be necessary to conduct similar

studies of this nature which compare those who live in informal settlements to those who have already received RDP houses, which could perhaps be beneficial to gain an insight into issues relating to different groups in order to enhance existing housing programmes in a manner that effectively influences behavioural change and quality of life. Future studies on the relationships among RDP beneficiaries could also consider using mixed methods or quantitative research methods. Moreover, the study could explore the relationship between living in informal settlements compared to the positive psychological measures relating to living in RDP houses and selecting a larger sample size.

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## APPENDICES

### Appendix A: Information sharing

The experience of moving from an informal settlement to a secure stable home

Date:

Time:

Venue

Interviewer:

Interviewee:

Informed consent obtained:

General instructions

Hello.

My name is Mamatshiliso Nhlapo. I am a student at the University of South Africa. The main aim of this study is to understand your perception regarding the RDP houses. This study is being carried out among families who received their RDP houses and who relocated from an informal settlement.

Kindly note that there are no right or wrong answers; your views are very much appreciated. Feel free to share any information you may wish to share with me. Everything we discuss in this interview is confidential. The interview will take approximately 45 to 60 minutes. I will be recording this discussion on tape; however, no identifying information will be included in the reports.

## **Appendix B: Interview Schedules**

### ***Appendix B.1-: Interview schedules (English)***

RDP recipients: Interview guiding questions

Please tell me about yourself (age, educational level, source of income).

What kind of life did you live while you were still staying in an informal settlement?

What was it like to move from an informal settlement to this house?

What is it like to be one of the million South Africans who received the RDP house?

What did you do the first time you were given the house key as the owner of this house?

What is it like to live in this house?

How do you think living in this place will improve your life as compared to the informal settlements?

What are three positive things you can say regarding your home location and your house?

What are three negative things you can say regarding your home location and your house?

In your own view, what more can be done by government to improve the RDP programme?

Is there anything you would like to know or ask?

***Appendix B.2-: Interview schedule [lenani la dipotso ka Sesotho] (South Sotho)***

Dipotso tsena di tla sebediswa e le mokgwa wa ho botsa bakeng sa patlisiso ena.

Ke kopa o mpoelle ka wena (dilemo tsa hao, o badile ho fihla kae, o sebetsa eng)

O ka hlalosa ka ho otloholoha hore bophelo boo oneng o bo phela ha o sale mola baipehing?

Hone hole le jwang nakong eo o neng o tloha moo baipehing ho tla mona ntlong ena?

Ho jwang hoba emong waba dimillione tsa baahi ba Afrika Borwa ya fumaneng ntlo ena ya RDP?

O ile wa etsang letsatsi la pele ha one o thola senotlolo sa ntlo ena jwalo ka monga yona?

Ho jwang ho phela ka hara ntlo ena?

Ha o nahana o ka hlalosa hore na ho jwang ho phela ka hare ho ntlo ena hao o se o ka lekanya le mola baipehing?

Ke ntho dife tse tharo tse lokileng tseo o ka di hlalolang ka ntlo ya hao le sebaka seo o leng ho sona?

Ke ntho dife tse tharo tse sa lokang tseo o ka di hlalolang ka ntlo ya hao le sebaka sena seo oleng ho sona?

Ka tsebo ya hao ke eng seo mmuso o ka se etsang ho tswelletsa programme ee ya RDP?

Ana ona le dipotso tseo o lakatsang ho ka dibotsa kapa seo o lakatsang ho se tseba?

Ke ile ka bolella bankakarolo hore ke tla boela ke kgutlela hape moqebile wa bekeng e latelang ka la mashome a mabedi a metso e robedi (28) ka kqwedi ya Phato selemo sa 2011.

## **Appendix C: Conversational interview guiding questions**

### ***Government officials***

Please tell me about yourself (age, educational level).

What made you decide that there is a need to build RDP houses for informal settlement dwellers?

How do you know whether the location you are relocating them to will meet their needs?

How do you know if the housing allowances will improve the life of the disadvantaged people?

What do you think will be the best result after relocation and why?



## **Appendix D**

### ***Appendix D.1: Participant information sheet***

Experience of moving from an informal settlement to a secure stable home

#### ***Introduction***

Hello,

My name is Mamatshiliso Nhlapo. I am a student at the University of South Africa. I am inviting you to volunteer to take part in the research project: **Experience of moving from an informal settlement to a secure stable home**. This information sheet is to help you to decide if you would like to participate in the study. Before you agree to take part in this study you should fully understand what is involved. If you have any questions, which are not explained in this leaflet, please do not hesitate to ask me. You should not agree to take part unless you are completely familiar with the procedures involved.

#### ***Purpose of the Study***

I am doing this research to find out how you perceive your house and the role that this house plays in your life (socially, psychologically and physically). I intend to explore and identify the pros and cons of the RDP houses.

#### ***Procedures***

You are one of three households being asked to participate, because I believe that you are one of the people who have received an RDP house. During the study, you will be interviewed about your experience of moving to your current house. Please note that since I will not be able to remember everything you say during the interview, I would like to request your permission to record the interview using a tape recorder. You have the right to read through the interview

schedule before you decide whether or not you want to participate in the study. The interview will take approximately 50 to 90 minutes of your time.

### ***Risks & Benefits***

Special care has been taken to make sure that you will not be harmed in any way. If you don't feel like answering certain questions you may refuse to do so. Participating in this study will not benefit you directly but information you provide might help other researchers to conduct further studies on these issues which might be helpful for policy developers. However, as a token of appreciation you will receive a Fifty Rand Clicks voucher.

### ***Your Rights as a Participant In This Study***

Your decision to take part in this study is entirely voluntary. Of course I would really appreciate your views about the issues under discussion, but should you feel you don't want to take part in this study you can refuse or withdraw your permission at any time without stating any reason. If you decide not to participate or if you withdraw from the study you will not be treated different or influenced negatively.

### ***Confidentiality and Anonymity***

The interviews will be done individually. All information given by you during the course of this study is strictly confidential. Only the relevant research team members will have access to this information and all gathered information will be stored for a minimum of 5 years in the Department of Psychology at the University of South Africa. Reports will not include any information which identifies you as a participant in this study. All the forms and tape recordings from the study will be stored in a locked filing cabinet in the Department of Psychology at the University of South Africa when not in use.

*Questions or Complaints*

If you have any questions or problems concerning this study, please feel free to contact Prof Eduard Fourie (Research supervisor) on (012) 429 3414 e-mail: fourime@unisa.ac.za or myself, Mrs. Mamatshiliso Nhlapo (Researcher) on 082 8275954: e-mail: kilokilo.nhlapo@gmail.com.

If you agree to take part in this study, please read and sign the attached consent form.

Kind regards

Mrs. Mamatshiliso Nhlapo



*Appendix D.3: Participant information sheet [Ditaba tsa mo nka karolo] (South Sotho)*

Boitemohelo ba hao baho tloha baipehing ho tla mona ntlong ena eo o leng monga yona ka molao

Tse lateng

Dumela,

Lebitso laka ke Mamatshiliso Nhlapo ke moithuti wa University ya South Africa. Ke kopa hore o nke karolo mona projekeng ena ya diphuputso mabapi le: **Kutlwisiso ya hao ya ho tloha baipehing ho tla mona ntlong ena eo o leng monga yona ka molao.** Tsebiso ena ke ho o thusa hore o e tse qeto ya hore na o tla rata ho nka karolo mona phuputsong ena. Pele o etsa qeto ya ho nka karolo mona, o tlameha ho tseba hore na karolo eo o tla e nka ke efe. Ha eba o na le dipotso tseo o batlang hlakisetso ho tsona, tseo e bang hadia hlaloswa mona pampering ena o seka wa ba le mathata a ho mpotsa dipotso. Ha o ya tshwanela ho dumela ho nka karolo ha ele hore ha o utlwisise hantle seo ke buang ka sona jwalo ka hore na tsamaiso e na e tsamaya jwang.

Maikemisetso a thuto ena

Ke etsa phuputso ena ho tseba hore na jwale kaha o thotse ntlo ena ya RDP o ikutlwa jwang? Le ho kgetha hore na ke eng di tla morao le disatleng morao ka ntlo ena ya hao. Le tsela eo e leng hore ntlo ena e bapetse karolo bophelong ba hao (jwalo ka ho phidisana le batho ka karetso, le boweneng ba hao, le wena bophelong baho).

Tsa tsamaiso

a lemong ho malapa a mararo ya kgethilweng ho nka karolo mona phupusong ena hobane ke dumela hore o e mong wa batho ba fumaneng ntlo ya RDP. Nakong ena ya patlisiso o tla nka karolo ho dipotso tseo ketla o botso tsona mabapi le hotla mona ntlong ya hao. Ke kopa ho o

tsebisa hore ka lebaka la hobane ha kena ho hopola tsohle tseo re buileng ka tsona nakong ya dipotso, ke kopa tumello ya hao ya ho nka kgatiso ya puisano ya ka le wena nakong ya dipotso. Le ha ho le jwalo o na le tokelo ya ho se dumele ho bolela tsohle tseo o sa batleng ho nka karolo ho tsona, le ya ho botsa hlakisetso ka dipotso tseo ke tla o botsa hore o tsebe ho e tsa qeto ya hore na o nka karolo kapa tjhee mona phuphutsong ena. Nako ya dipotso e tla nka metsotso e mashome a mahlano hoya e mashome a robong ya nako ya hao.

#### Kotsi le moputso

Dikgato tsa bohlokwa di se dinkilwe hore o se ke wa utluisa bohloko ka tsela efe kapa efe. Ha o sa ikutlwe ho araba dipotso tse itseng o na le tokelo ya ho bolela hore ha o no kgona ho di araba. Ho nka karolo mona ha ona o putsa ha kaalo empa tsebiso eo o re fileng yona mohlomong etla thusa nna le ba bang ba tlang ho etsa dipatlisiso tse lateng tsena mabapi le ditaba tse tlabeng di hlahile mona puisanong ya rona. Seo mohlomong se tla thusa hape le ba etsi ba melao.

#### Tokelo ya hao jwalo ka mo nka karolo mona thutong ena

Ho nka karolo ha hao ke thatong ya hao. Le jwale ke tla amohela haholo maikutlo a hao ka taba ena eo re tla buisana ka yona, empa ha o ikutlwa hore ha o batle ho nka karolo mona o seke wa tshaba ho bua kapa ho ikgula nakong eo o ikutlwang hore ha o sa batla ho tswela pele ho nka karolo nakong dipotsong tse botswang, ha o hlokahale hore o bolele lebaka la ho tswa.

#### Lekunutu kapa hose tsebahale

Dipotso di tla ba mahareng a ka le wena. Tsohle tseo o di buileng nakong ya dipotso ha di no tsejwa ke mang kapa mang ke lekunutu la ka le wena. Empa di tla tsejwa ke ba bang ba diphuputsi ba nkang karolo mona thutong ena. Ditaba tse hlahang mona di tla tsejwa lefapheng la tsa Kelello Universiting ya Afrika Borwa. Repoto ha eno hlahisa lebitso la hao jwalo ka ha o le e mong ya nkileng karolo mona thutong ena. Di foromo tsohle tseo o di saenneng le theipi eo

ke o rekotileng ho yona mona phuputsong e na ditla beuwa hantle di notlellwe lefapheng la tsa Kelello Univesiting ya Afrika Borwa ha e ba di sa sebediswe ho fihla dilemo tse ka bang hlano.

Dipotso kapa ditletlebo

Haeba o na le dipotso kapa mathata mabapi le thuto ena, ke kopa o seke wa tshwenyeha ho founela Prof Eduard Fourie (Moeletsi wa mofuputsi e moholo) mona (012) 429 3414 e-mailing ena: fourime@unisa.ac.za kapa nna, Mme. Mamatshiliso Nhlapo (Mofuputsi) nomorong ena: 082 8275954: e-mailing ena: kilokilo.nhlapo@gmail.com.

Hao dumela ho nka karolo mona thutong ena, ke kopa o bale o be o tekene foromo ya tumelo ya ho nka karolo.

Ka boikokobetso,

Mme. Mamatshiliso Nhlapo

***Appendix D.4: Consent form [foromo ya tumellano] (South Sotho)***

Foromo ya tumelo ya ho nka karolo mona thutong ena

Nna ke dumela ebile ke itlama hore ke tsebisitswe ke mofuputsi, Mme Mamatshiliso Nhlapo, mabapi le dinthla, moputso le kotsi kaofela mona phuputsoeng ena. Ke hlakiseditswe tsohle, ke badile ka ba ka utlwisisa dinthla tsohle mabapi le thuto ena.

Ke utlwisisa hore projeke ena ha eno mputsa ka letho bonneng baka. Ke nka karolo ka thato ya ka kante le kgateello ya letho ho e tsa jwalo. Ke utlwisisa hore nka nna ka tswa ho nka karolo nakong e ngwe le engwe ha ke batla ho etsa jwalo ka ntle le ho fana ka mabaka, sena se ke ke sa nkama ka tsela e sa lokang.

Ke dumela hore puisano ena e hatsiwe, e sebediswe nakong ya dipuisano. Ke tsebisitswe hore ba bang baetsang diphuputso thutong ena ba thole tumello ya ditaba tse builweng mona. Ke a tseba le hore theipi e tla nbeuwa hantle hofihlela delemo tse hlano.

Ke thotse dinomoro tsa mohala tsa batho bohle haeba ho kaetsahala hore ho be le ntho e mabidi le thuto ena eo ke batlang hlakisetso ho yana.

Ke thotse pampiri e nngwe e tekennweng mabapi le tumellano ena.

\_\_\_\_\_

Monkakarolo

\_\_\_\_\_

Letsatsi

I, Mrs Mamatshiliso Nhlapo, herewith confirm that the above participant has been informed fully about the nature, conduct and risks of the above study.

\_\_\_\_\_

Mofuputsi

\_\_\_\_\_

Letsatsi



## Appendix E

### *Participant screening questionnaire:*

Mark X in the Appropriate Box

- Did you stay in an informal settlement before occupying your house?

Yes	
No	

- Are you a SA citizen?

Yes	
No	

- Are you the registered owner of the RDP house?

Yes	
No	

- How long have you occupied your house?

0-5 years	
6-10years	
Other	