

## The Rural Immigration Effects on Urban Service Delivery in South Africa (SA)

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**Abstract:** The current socio-economic and political problems of South Africa are rooted in the colonial apartheid era as scholars and researchers suggest through extensive research. However, there have been high levels of service delivery protests related to the government performance on the issues of service delivery to the local communities' countrywide. Governments departments appear to be lacking much required knowledge and understanding of external factors associated with rural to urban migration such social-economic factors and other various relevant challenges, hence, local authorities are struggling to meet up with demands caused by the ever-increasing number of urban populations, which affects services delivery performance. The study was quantitative approach and used 5 Likert scale questionnaires which were distributed in the selected areas of eThekweni city. A total of 100 with 25 respondents per area, chosen areas include emhlabeni, emalandeni, ezimeleni and silver city. Whereas, qualitative aspects of the study were secondary data through extensive literature review, the study has found that indeed rural to urban migration has a negative impact on service delivery the study argue that service delivery, rural to urban migration, public participation need to be part of the government agenda holistically to improve service delivery and capacity of local authorities. This study recommends proactive urban planning and community involvement through public participation channels. The generalization of the findings of this study should be done with care.

**Keywords:** *Service delivery; Rural to urban immigration; Government; Municipalities*

### 1. Introduction

Rural to urban migration means that people move from rural to urban areas (Berry, Bowen & Kjellstrom 2010). In this process, the number of people living in cities increases, compared with the number of people living in rural areas; the natural increase of the populace can also contribute to population growth in cities, as a result, the urban populace seems to be higher than that of rural areas (Stillwell & Dennett 2012). However, a country urbanized when more than half of its population lives in urban areas (Rao, Tanton & Vidyattama 2013). Linked to significant social and economic transformations, urbanization is the main reason for migration for rural to urban environments. Urban living is for instance, related to higher levels of education and literacy, better health leading to a longer life expectancy and lower fertility, with improved social services access and better cultural and political participation opportunities on offer (UNDESA, 2015). Nonetheless, rapid and unplanned urban growths create various disadvantages for urbanization, resulting in poor infrastructure, such as inadequate housing, health care services, transport, and water and sanitation. It is generally advised that productivity in SA is lacking and that one of the main reasons for this is poor service delivery performance it is self-evident that unproductiveness must lead to unaccountable government and public administration.

Therefore, it is confirmed that unproductiveness is one of the leading causes of public service delivery protests by society (Mpehle, 2012). Public services are rendered within the realm of public administration, described as the world in which government and its institutions function to deliver services (Collier, 2011). The services rendered are influenced by economic, technological, socio-cultural and statutory environments (Congdon, 2010), which affect each other and affect negatively on service delivery. Government is responsible for the type of services that can and will be delivered, as well as the setting of standards on services to be delivered (Zubane, 2011). Rural migration is, however, one of the main contributors to housing backlogs, due to over-population in urban municipalities. In 2001, the housing backlog was 320 000 units in the eThekweni municipality, with 150 000 houses built since then. Accounting for new population movements, the backlog in 2010 was thus 230 000 houses. In addition, clean running water and sanitation are a means of reducing housing backlogs and advancement of service delivery performance for the eThekweni Municipality. Never the less it is projected that the backlogs in housing can only be eradicated by 2030 (Class, 2010). It seems obvious that this type of example is a

statement that there have always been service delivery protests regarding service delivery performance, especially in the eThekweni Metropolitan area. Migration in SA over the previous decades has been observed as a series of multifaceted movements, composed of several prevailing patterns of movement (Maass, 2013).

**Aims and Objectives:** The aim of the study is to investigate the impact of rural migrants on service delivery within the eThekweni Municipality Local government in KwaZulu-Natal (KZN).

**Objectives:** In order to achieve the aim of this study, the following objectives will be pursued,

- To identify and explain the impact on service delivery by rural migrants;
- To investigate to what extent the impact of rural migrants affects service delivery; and
- To suggest and recommend strategies that should be employed to improve the current state of service delivery, related to service delivery performance.

## 2. Literature Review

**Rural-Urban Migration in the South African Perspective:** The government of SA is mandated by the country's constitution to provide adequate houses for everyone, in the sense that the constitution assigns the right to passable houses, with the responsibility of the administration to ensure this right is understood (Republic of South Africa 1996). The upsurge in the population's varying socio-economic standing in SA has, however, resulted in major growth and the demand for accommodation (COJ, 2010), which is highly related to the need for the land, infrastructure and services for residential development (Maass, 2013). The land market is the vehicle used to transfer rights of ownership of land, and it is noted that land and housing markets can be easily separated from each other (Antman, 2012). Informal markets of land and housing have emerged in developing countries, as the formal market is unable to meet the demands that accompany urban development (Spicker, 2009). Both immigration and migration have good and bad influences over the development of urban society. (Chiloane-Tsoka & Mmako, 2014) argue that migration is seen as a key component of developing economies. Moreover, the authors note that migration has a negative effect on the overall development of the country, especially the poorest of all, with rural migration seemingly worsening the problematic employment issue in developing economies (Chiloane-Tsoka & Mmako, 2014). Added to this, there is an indirect impact on rural communities from the influence of rural migration but a direct impact on urban communities, with a knock-on effect on urban development (Goebel, 2007). There have been two sides in the endless debate on the positive or negative effect of migration on urbanization (Posel, 2009). The main assumption of the nature of post-apartheid internal migration has been of temporary labour migration that would be replaced, as opposed to permanent employment migration, together with strong trends towards urbanisation (Potts, 2011).

The bulk of the migration in SA spaces is inevitably intra-district, and intra-provincial, in that it is economically motivated and is, according to the (United Nations, 2011) to an extent, female-driven. In addition, it is proposed that, in relation to numbers, the quantity of internal migrants in SA is cumulative, as these tendencies become more recognized Rogan, (Lebani and Nzimande 2009). Most analyses of migration, however, show a significant level of internal migration in the country, which happens within the provinces (Wentzel, Viljoen and Kok, 2006). The most prominent contributing factors are education and housing, across all types of migration (Roux, 2009). Urbanisation has, nonetheless, remained a robust piece of migration, with numerous family circles residually and spatially alienated amongst rural and urban localities. Moreover, monetary factors are one of the most relevant contributors to internal migration in SA, across all types of internal migration (Bell, 2009) cited by (Rogan et al., 2009). KwaZulu-Natal is one of the strongest internal migration destinations in the country (Stats SA, 2011). Displaced populations have been an issue for the government over the years, as seen in the provision of government houses in urban spaces. The SA Constitutional court made headway when it was decreed the state should give more priority to the provision of shelter for the displaced populace through a shelter policy. The resultant government over-spending has mostly affected the poor and increased service delivery complaints (Rogan et al., 2009). It is further also important to understand that migrants are vulnerable in their destination. This phenomenon was observed by the global economic crisis, in terms of migrants not being able to return to their households or rather, place of origin (Hu, 2013). Furthermore, migration has

been regarded as a means of development, in terms of the transition from their current state to better economic opportunities and venture for better municipal services, as opposed to what their places of origin offer (Segatti & Landau, 2011).

**Urban Service Delivery:** The urban and rural spatial divide remains pronounced in respect of access to socio-economic goods and services; the phenomenon of inadequately housed urban poor is increasing. Redressing the inherited inequalities of the Apartheid state has established a complex and challenging context for meeting basic needs in contemporary SA. Given the physical and political segregation of Apartheid, meeting the demand for housing has been a central, developmental challenge since 1994 (Chipkin & Lipietz, 2012). With local or municipal governments being directly responsible for a range of public services, such as local streets and roads; street lighting; fire and police protection; and neighbourhood parks, funding for these services are mostly obtained from local taxes, grants from central governments, and other locally generated revenues. In many countries, services which local or municipal governments are responsible for are charged user fees, including prices for water, sewers, recreation and public transport (Fauvelle-Aymar & Segatti, 2011). Furthermore, (Graves and Dollery, 2009) argue that decentralisation of matters, such as road maintenance responsibilities; can improve both the speed and quality of service provision. The market is, however, not an effective mechanism for indicating needs or allocating public products or service. Thus, in the absence of effective market mechanisms, various levels of government carry out supply and market intervention activities, designed to ensure the availability of community services, when and where a need has been expressed. Local governments have been the principal providers, but have been hampered by limited ability to bear the associated costs, especially where population density is low and service delivery is costly or difficult (SA Parliament, 2012).

While services are generally defined as “deeds, processes and performances” (Akinboade, Mokwena & Kinfaek 2014), implementation to date has been skewed and unable to address the land, housing and basic services needs of millions of poor South Africans, who still lack adequate housing and access to water, sanitation and electricity (Tissington, 2011). The SA administration has centralized infrastructure service at municipalities and this sphere of government is given full responsibility for the planning and budgeting of basic service delivery. In order to speed up service delivery, cities outsource the preparation of the design and management of basic service schemes to applying agencies (Bell & Jayne 2009). Kenyon (2011) discusses capacity building at the municipal level, in order to improve the performance of the municipality, in terms of the provision of basic services. Beyond dealing with the pressures, local people, as persons and collectives, have to improve capacity to make prolific use of the chances available (Sharp, Agnitsch, Ryan, & Flora 2002). This approach necessitates the government provision of social, overhead, capital infrastructure and services that serve the public interest, rather than that of a private organization (McQuaid 1997; Patel & Bhattacharya 2010). The providers of infrastructure and service areas should serve as a compound for LED by starting and allowing a local growth environment that serves the public interest, as manifestation of what is best for local persons, rather than the satisfaction of the choices of native politicians, professionals and planners (Sharp et al., 2002). The provision of public goods by the government should be guided by the local community’s felt-needs (Fannin et al., 2008). The administration cost recapture means that basic service areas delivered by the administration, are inherently contaminated public goods because the local inhabitants do not enjoy an exactly homogeneous quality and quantity, as far as consumption is concerned, despite there being sufficient quantity and quality from the production and supply side (Smith, 2004; Jaglin 2008).

The concept of service delivery is, in all likelihood, mostly linked to the notion of the government’s need to satisfy clients, which in this case are members of the public (Ceruti 2012). This then requires a consultative approach when it comes to service delivery of any nature. However, the government has special legislation for this drive in SA, known as the (White Paper on Transformation and Service Delivery 1997). The Batho Pele principles were developed by the country’s administration from such a paper, in order to strengthen both the notion of service delivery and good governance, within the SA civic sector spectrum (Cameron 2010). While (Bell et al., 2009) hold that government service should aim at the satisfaction of members of the public who are its clients, notes evidence of the opposite, some years earlier already. Service delivery and decent governance oversight organizations, which are the Public Service Commission and the Auditor-General, are shown to have articulated their displeasure with the

failure of administration departments to pay courtesy to or devise their endorsements, making their imprecise functions on the public service ineffective (Bias, 2010). Democratic municipal governance is faced with an extra trial in South African rural areas, where old-style power endures to play a pivotal role in everyday life of many individuals (Delcarme, 2011). Despite the Constitution requiring selected municipalities all around SA, old-style leaders have argued that in the traditional spaces it is they who should wield decision-making authority (RSA, 1997). It is further mentioned that any city may apply in writing to the MEC (Member of the Executive Committee), in the form prescribed by the MEC, to be credited under sub-section (2) for the purposes of managing one or more accommodation programmes (Part 4) (10). Whether or not adequate planning is on the one hand, undertaken prior to housing being delivered will fundamentally affect the type and location of delivery and whether it is able to contribute to spatially integrating SA's urban areas. On the other hand, planning is aimed at making sure the government expends resources in ways that meet its objectives and where beneficiaries are happy with what they receive (Aijaz, 2010).

Cities are, in addition, predicted to be the main role players where negotiating of decisive accommodation needs and demands is concerned. The site of accommodation should expedite spatial re-arrangements, corresponding to the supply of diverse accommodation kinds with demand and structure relationships across accommodation delivery (Benit-Gbaffou, 2011). The exact danger that arises from the cities is the accommodation projects that end up not satisfying basic community needs, recognized to the extent that they were emphasized in the Integrated Development Plan (IDP) (Cameron, 2010). Pressures therefore arise amongst local administration and elected councillors, and officials and the public because of the IDP process. Added to this is an outcry in respect of the processes predicted to be consultative but where the public was, confusingly, bypassed (Cameron & Thornhill 2009). The Centre for Development and Enterprise (CDE) reports that provincial accommodation departments have engaged over concerns in acquiring service suppliers, both contractors and project managers, to actually deal with the immediate delivery of houses (CDE, 2009). Provincial officials' concerns highlighted the impending collapse of projects from lack of capacity on the side of local authorities (Lekonyane and Disoloane, 2013). Housing distribution, as part of the overall procedure, is termed 'beneficiary administration'. This determination is to be done by both local and provincial authorities, whereas local government was reviewed to cultivate a demand database to accomplish accommodation lists, as well as take requests for accommodation subsidies and household accommodation, in terms of the need valuation throughout the IDP process. The province confirms requests and approves subsidizations (Muzondi, 2014). There have nonetheless, been tensions amongst local and provincial officials, to the extent where the provincial office overrides the waiting list. The report of the Auditor-General, with regard to Section 5.8 of the Auditor-general Act, describes checking of provincial programmes and classifies where it is in terms of the units provided with the budget allocation (RSA-Auditor General Report, 2007-2008).

**Challenges Facing South African Municipalities:** As stated in the earlier discussion, presently in the democratic government, Urbanisation is not really a 'new' phenomenon. Since the democratic dispensation in SA in 1994 (Statistics SA, 2014) many people have been gathering in urban areas where they previously had limited admission to and could only stay in homelands (Turok, 2012), with overall Urbanisation growth rising dramatically over the past 20 years (Allan & Heese, 2011). There are, however, problems related to development, such as joblessness and worsening sub-structures; narrowing service delivery volumes; ecological squalor; and over-population along with a housing shortage for growing informal dwellings (Lekonyane & Disoloane, 2013). Added to these problems, is the lack of attention to informal settlements in relation to sewerage, potable water, squall water drainage, as well as power (Bond, 2010). There are also some serious ecological influences in various low-cost housing sector settings, in terms of groundwater pollution; strongly related to a number of informal settlements deprived of good hygiene facilities and disturbance of fragile environments, such as estuarine or wetland areas (Frenkel, 2011). Since the low-cost housing sector is populated unfortunate people with comparatively minuscule energy and water usage (Hlongwane, 2012) agrees that the sector's general ecological footmark remains insignificant, due to the alterations on the country's urban civic fixture-driven alterations, in terms of townships and more organised societies. However, unfortunate societies also have an insignificant distal ecological impact, counter to that more prosperous societies (Joubert, 2012).

Goebel (2007) asserts that cost constraints evidenced by numerous families still utilising dangerous fuel, such as wood and paraffin as opposed to electricity. Hence, it can be deduced it is not the urban poor of the country straining its urban energy supply. This makes it imperative to note that a reduction in the environmental impact in urban centres does not necessarily involve only low-cost households or poor communities. (Mahlangu, 2012) further affirms that the growing black elite community has exacerbated environmental concerns through their respective lifestyles, this through non-ecological cars and business habits of the black elite. There seems to be a perception that the major developing cities are overcrowded with sub-standard housing provision, accompanied by inadequate facilities for sanitation in urban spaces that are in turn highly related to the number and high levels of internal migration from deprived rural areas, with expectations. It found that these expectations are not, attended to or if they are attended to, they are not satisfactory to the beneficiaries (Mbuyazi, 2012). (Ndebele, 2012) argues that research has proven large cities have problems and there are more complexities in urban spaces, to the extent that they are vibrant and diverse in nature and unique as well. There is also a high populace growth in large cities, which leads to social-economic problems feasible to an observer, in respect of residences and the work environment. However, the majority of the populace receives an acceptable income and high levels of education, recorded in urban spaces, leading to considerable standards of living.

The principles of sustainability, equity, accountability, and community empowerment, as well as participation, and efficiency, are pivotal in terms of good governance critical to meet the needs of the community and ensure its adequate development (Sahib, 2012). It is further argued by (Ngwane 2010) that high levels of migration in urban spaces can be addressed by promoting environmental development. In terms of focusing development on rural spaces, as well as modification of the conditions in respect of people's power, which is driven by skills, knowledge, capacity building and the provision of basic and critical services in urban spaces.

**Effects on Communities:** There is an increasing demand for municipal services from municipalities, especially the metros, as they are more urbanized. This phenomenon is not only caused by internal migration but also by increasing municipal boundaries due to peripheries from other provinces, near provincial borders. This activity does not happen only in KZN municipalities, but across the country, in terms of the demarcation boards of municipalities (Landau, 2007; Azmat, 2010). The South African government has a long history of inadequate and insufficient housing for the urban population, which is below poverty lines, with policies of the apartheid era that trapped people in their homelands, leading to an over-crowded populace, with implications for the capacity of municipalities, in respect of townships and informal settlements (Andersson & van Laxerhoven, 2007). Understandably, this then leads to poor housing delivery, which has a long history in SA where local government is concerned, as more than a third of South African residents reside in informal settlements (Coovadia et al., 2009). There is still a narrow view and spatial boundaries from both rural and urban planners that seem to bind operations to the same notion, although there are imperative factors confirming the linkage of rural to urban migration for both towns and villages (World Bank, 2013). Nonetheless, while overall urbanization and economic trends have contributed to worsening poverty in urban spaces on the one hand, on the other hand poverty is decreasing from a global perspective.

This evident from the period 1993 to 2002, which showed a failure to live above the poverty line in rural, centres while urban areas are winning (Hetland & Goodwin, 2013). The growth of former rural spaces to form urban peripheries and the incorporation of small cities and towns into the overall urban populace is a major contributor to the rapid population growth and development to form Metro Municipalities (Missinne et al., 2012). The World Bank economists noticed a major problem in big cities as the poor direction in terms of urban policies, which has a negative influence on planners, with little sense of economic consideration (United Nations, 2011). Hollander, Bruce, (Burstrom & Ekblad, 2013) argue that internal migration has been a major factor in the enhancement of population growth in local government, in the process straining water infrastructure, which leads to poor urban dwellers consuming clean water (sometimes not clearly clean) at expensive prices, while the wealthier groups enjoy highly subsidized services. Moreover, the immunization of children in large numbers plays a significant role in enhancing health in developing economies (Breslau et al., 2011). Numerous challenges in the rural areas are born

from a lack of adequate infrastructure and facilities to mobilise, such as roads, which makes it better to live in urban than in rural areas (Veling, Hoek, Selten, & Susser 2011). Population growth is nonetheless manageable in both rural and urban spaces, which has new demographic pressures.

There are, for instance, cities in Africa with high levels of child mortality, comparable to those of the United States (Posel, 2009). A pattern has also been found, of health personnel leaving rural areas and small cities, which does not improve the situation in rural areas, as developing economies use health sector reforms in an attempt to stabilize the political arena. Allowances thus need to be made in respect of reduced resources and capability problems in rural areas, small towns and cities (Missinne & Bracke, 2012). There is, however, a high prevalence of the use of the private sector for some basic services, such as health, in the urban environment, which is inevitable with high levels of income among the urban populace. This also stimulates urban growth and development (Leibbrandt, Woolard & de Villiers, 2009). The international community had observed a significant occurrence, as never before had the rural populace actually been comparable with the urban populace. This shows a change in the environmental, social, cultural and economic spheres, as there seem to be high levels of internal migration, in terms of rural to urban migration, as well as urban to rural migration but to a larger extent rural to rural and urban to urban migration (UN-Habitat, 2011). The metro municipalities create conducive environments for the economic, social, political and various other demographics, as well as environmental factors, which enhance development and growth (de Haas, 2010). Concerns exist regarding the quality of the formal health service received by the poor, especially in rural areas (Christensen et al., 2013). With different illnesses, there are varied hypotheses on the relevance of socio-economic factors to the health system (Wittenberg, 2009).

Furthermore, the use of unauthorised land is the main reason for the government to not provide social services (Statistics SA, 2011a). The living conditions in slums are far worse than that of the periphery urban spaces, with the location of slums having an influence on the living conditions of its dwellers. Not all informal settlements are semi-periphery and when the slums are within urban spaces, it tends to worsen sanitation conditions. It also raises the issue of unknown internal borders by both government and the public creating confusion in search of better social-economic conditions and greater job opportunities (Housing Development Agency, 2012). Research shows a high number of women seeking health services, which is to a large extent broadened to include other family members (Abbas & Varma, 2014). Further clarification is also required in terms of health implications due to the extent of weather change. Enough has, however, been covered on the primary elements of an urban adaptation strategy for developing economies such as SA (Satterthwaite et al., 2007). Whereas a ratio of 1:3 of city dwellers from slums, the projection of the number of people who live in informal settlements is close to one billion people around the world. Numerous local administrations have viewed slums as temporal, yet also as pathways to development; the income of informal settlement dwellers will grow gradually as time goes.

A component test conducted regarding the statement whether there were political conflicts in the rural area, leading respondents to migrate to the urban area, respondents indicated three group components. Nonetheless, substantial evidence by researcher shows informal settlements are growing and becoming a permanent element of urban centres. Informal settlements have incorporated themselves into becoming a known element of modern cities; in terms of being districts and a category that, establishes spaces amongst both rural and urban centres (Patel & Bhattacharya, 2010). Furthermore, the inevitable high volume of consumption by settlements also affects the total demand for energy in the urban populace. Three factors reflect changes in energy consumption, the types of households in terms of taxonomy; assumed patterns of consumption in terms of each type; and the profit distribution as per the different types (United Nations, 2012). Consensus has thus been reached regarding the possible drivers of internal migration to a never-ending process, as previously discussed (Van Hear, Bakewell, & Long, 2012). Even though a direct relationship exists between poverty and its eradication from internal migration, it may not be the major driver of migration (Landau, 2007: 61-76). The inclusive debate is on migration and development, in terms of possible pressures of development, and the high possibility of migration due to development bringing about more resources, which makes it easy to migrate (Marques & Torres, 2005).

**Table 1: Areas of Origin**

	<b>Frequency</b>	<b>Percent</b>	<b>Valid Percent</b>	<b>Cumulative Percent</b>
Empangeni	6	6.0	6.0	6.0
Ulundi	4	4.0	4.0	10.0
Nquthu	16	16.0	16.0	26.0
Escourt	12	12.0	12.0	38.0
Kwa-nongoma	14	14.0	14.0	52.0
Nkandla	6	6.0	6.0	58.0
Umlazi	3	3.0	3.0	61.0
Kwamashu	7	7.0	7.0	68.0
Adams Mission	6	6.0	6.0	74.0
Embumbulu	16	16.0	16.0	90.0
Richards Bay	3	3.0	3.0	93.0
Pietermaritzburg	5	5.0	5.0	98.0
Other areas in Kwazulu-Natal	2	2.0	2.0	100.0
<b>Total</b>	<b>100</b>	<b>100.0</b>	<b>100.0</b>	

Table 1: Respondents were asked to indicate their area of origin and what was the reason respondents migrated. A questionnaire was used as the measuring instrument for this survey. The main questions are summarized in table 2.

**Table 2: Summary of Key Questions**

<b>Research Area</b>	<b>Questions</b>
Reason for immigration from the area of origin	Do Respondents consider political conflicts to be the reason they migrated from rural areas to urban areas Response Alternatives: Agree; Strongly disagree; Neutral; Disagree; strongly disagree
What factor contributed to the migration	Do Respondents consider promotion at work as a factor for relocation? Response Alternatives: Agree; Strongly disagree; Neutral; Disagree; strongly disagree
Understanding why rural immigrants live here	Do Respondents consider running a business in town as a reason they migrated to the urban area Response Alternatives: Agree; Strongly disagree; Neutral; Disagree; strongly disagree
Work-related immigration	Do Respondents consider travelling cost from home as a reason for migration Response Alternatives: Agree; Strongly disagree; Neutral; Disagree; strongly disagree
Service delivery related immigration	Do Respondents consider better opportunities of getting a house as a reason they migrated Response Alternatives: Agree; Strongly disagree; Neutral; Disagree; strongly disagree
Individual driven migration	Do respondents consider Lack of rooms on their homes as their reasons for migration Response Alternatives: Agree; Strongly disagree; Neutral; Disagree; strongly disagree
Immigrants from RDP Houses	Do respondents consider that they come from families that were provided with RDP Response Alternatives: Agree; Strongly disagree; Neutral; Disagree;

Service delivery related	strongly disagree Do respondents consider that EThekwini municipality is providing all basic services in time, that's why they migrated they are living in informal settlement Response Alternatives: Agree; Strongly disagree; Neutral; Disagree; strongly disagree
Housing delivery related	Do respondents consider that they were attracted by the municipalities housing allocation Response Alternatives: Agree; Strongly disagree; Neutral; Disagree; strongly disagree

### 3. Methodology

Primary data was collected using a traditional 5-point Likert scale questionnaire as measuring instrument for statistical purposes. The use of the Statistical Package for Social Science (SPSS) was deemed relevant as it is a commonly used statistical programmed for the interpretation and summarizing of findings and results for this study.

### 4. Findings

The following chapter presents findings from 100 respondents and tables are used to present the Data. The study also indicates 39 percent of respondents that agreed to have migrated due to factors relating to their households having limited rooms. This calls for the eThekwini Municipality to improve the provision of housing, in considering the number of family members when implementing the housing programme to enhance service delivery. More than half of the respondents or 53 percent agreed the municipality does not take the number of family members into consideration when implementing housing programmes.

**Table 3: Frequency Table**

Variable Tested	Statement	Frequency	Percentage	Variable test	Statement	Frequency	Percentage
Political conflict	Agree	71	71	Own a Business in town	Agree	64	64
	Neutral	6	6		Neutral	16	16
	Disagree	23	23		Disagree	20	20
Relocation due to work promotion	Agree	51	51	Travel cost from home to work	Agree	55	55
	Neutral	18	18		Neutral	10	10
	Disagree	31	31		Disagree	35	35
Better opportunity to get a house	Agree	68	68	Provided with two rooms as extended family	Agree	59	59
	Neutral	6	6		Neutral	12	12
	Disagree	14	14		Disagree	29	29
Limited room at home	Agree	47	47	Basic Services supplied in time	Agree	68	68
	Neutral	8	8		Neutral	11	11
	Disagree	34	34		Disagree	21	21
Municipal housing allocation	Agree	64	64				
	Neutral	6	6				
	Disagree	20	20				

Table 1 illustrates results on findings regarding the statement on whether there were political conflicts in a rural area that is why respondents migrated to the urban area. Total agreement was indicated by 71 (71 percent) of the respondents with the statement, while six (6 percent) yielded a neutral response and 23 (23 percent) disagreed. With regards to relocated due to a promotion at work, with 51 (51 percent) of the respondents that totally agreed with the statement, whereas 18 percent yielded neutral, and 31 (31

percent) totally disagreed with the statement. Respondents stated migration of businesses as their reason to migrate to urban cities. Strong agreement with the statement was indicated by 64 (64 percent) of respondents, 16 (16 percent) were neutral, and 20 (20 percent) disagreed with the statement. In relation to the travelling cost from home to work being too high, as the reason why respondents migrate to urban spaces. There was total agreement with the statement by 55 (55 percent) of the respondents, 10 (10 percent) were neutral, and 20 (20 percent) totally disagreed with the statement. Better opportunities of obtaining a house if respondents migrate to urban spaces, with 68 (68 percent) that totally agreed with the statement, while 10 (10 percent) of the respondents were neutral and 14 (14 percent) totally disagreed with the statement. Respondents having moved out of the home because they did not own a room. Agreement with the statement was indicated by 47 (47 percent) of the respondents, while 8 (8 percent) were neutral and 34 (34 percent) totally disagreed with the statement. Provided with two rooms while an extended family, which is why respondents migrate to the urban spaces.

Total agreement was indicated by 59 (59 percent), 12 (12 percent) were neutral, and 29 (29 percent) of the respondents totally disagreed with the statement. EThekwini municipality is providing all basic services in time, motivating respondents to migrate to the urban spaces. Half of the respondents or 68 (68 percent) totally agreed, and 11 (11 percent) were neutral, while 21 (21 percent) totally disagreed with the statement. Respondents were pleased by the municipal housing allocation. This was totally agreed to by 64 (64 percent) of the respondents, with 6 (6 percent) indicating neutral, and 20 (20 percent) that totally disagreed with the statement. Testing of the first group yielded insignificant results of 0.075, the second group component test indicated significant results of 0.613, while the third group component test showed 0.293; this indicated mixed perspectives regarding the statement. On relocated due to promotion at work, the first group component test showing 0.701, which was significant, while the second group test indicated 0.139 and the third group component test indicated 0.119. In relation to respondents who run a business in town, which is the reason they migrated to urban areas. The first group component test indicated 0.036, the second component test 0.720 and the third component test showed 0.011, which indicated mixed opinions on the statement.

**Rotated Component Matrix<sup>a</sup>**

**Table 4: Drivers of Internal Migration**

Description	Component		
	1	2	3
There were political conflicts in the rural area That is why I came to live here	-0.075	0.613	0.293
I relocated due to promotion at work	0.701	0.139	0.119
I run business in town that is why I live here	-0.036	0.720	-0.011
The travelling cost from home to work was too high, that why I live here	0.711	-0.242	0.109
There are better opportunities of getting a house if I live here	-0.352	0.540	0.494
I moved out of home because I did not have my own room	0.838	0.023	0.069
We were provided with two rooms while we are an extended family, that is why I decided to live here	0.229	0.004	0.654
The EThekwini municipality is providing all basic services in time, That's why I live here	0.303	0.623	-0.312
I am pleased by the municipal housing allocation	0.112	0.044	0.811

Extraction Method: Principal Component Analysis Rotation Method Varimax with Kaiser Normalization  
a. Rotation converged in 6 iterations.

The travelling cost from home to work was too high, resulting in respondents migrating to urban spaces. The first component group test yielded 0.711 which indicated it is quite significant to the statement on the drivers of migration, while the second group component test indicated 0.242 and the third component test shows 0.109, reflecting different opinions regarding the statement. While on better opportunities of obtaining a house, should respondents migrate to an urban area? The first group component test

indicated 0.352, whereas the second group showed a 0.540 result, which were significant to the statement on drivers of migration. The third group indicated 0.494. In relation to respondents who moved out of the home because, they did not own a room. The first group component shows quite significant results of 0.838 to the statement on the drivers of migration. The second group component test was 0.023, while the third group component test was 0.069. The result indicates different opinions regarding the statement. On Respondents who were provided with two rooms while they were an extended family, which is why respondents migrated to urban spaces. The first group component yielded results of 0.229. The second group test indicated results of 0.004 which did not show strong significance. The third test group component indicated 0.654, which shows significance for the statement. On eThekweni Municipality providing all basic services in time that is why respondents migrate to town. The first group component test yielded 0.303, while the second group test indicated a significance of 0.623 and the third group component test shows 0.312. On respondents are pleased by the municipal housing allocation. The first results indicated 0.112 and the second group, component test results indicated 0.044, whereas the third group component test shows a significant 0.811. Most of the tests conducted showed significance with some not showing a strong significance.

**Table 5: Chi-Squire Test**

	<b>Description</b>	<b>Chi-Square</b>	<b>df</b>	<b>ASYMP. Sig.</b>
D12	There were political conflicts in the rural area That is why I came to live here	83.1	4	0.000
D13	I relocated due to promotion at work	22.9	4	0.000
D14	I run business in town that is why I live here	92.8	4	0.000
D15	The travelling cost from home to work was too high, that why I live here	46.1	4	0.000
D16	There are better opportunities of getting a house if I live here	92	4	0.000
D17	I moved out of the home because I did not have my own room	30.3	4	0.000
D18	We were provided with two rooms while we are an extended family, that is why I decided to live here	70	4	0.000
D19	The EThekweni municipality is providing all basic services in time, That's why I live here	58.3	4	0.000
D20	I am pleased by the municipal housing allocation	84.7	4	0.000

Chi-square analysis of the results was performed to determine if political conflicts in the rural area have strong value as a driver of internal migration. The statistical results were found to be significant at ( $X^2= 83.1$ ;  $DF= .4$ ;  $P= .000$ ), on relocated due to promotion at work, the statistical results were found to be significant at ( $X^2= 22.9$ ;  $DF= .4$ ;  $P= .000$ ), on respondents migrated due to owning a business in town. The statistical results were found to be significant at ( $X^2= 92.8$ ;  $DF= .4$ ;  $P= .000$ ) on traveling cost from home to work statistical. Results were found to be significant at ( $X^2= 46.1$ ;  $DF= .4$ ;  $P= .000$ ), on better opportunities of obtaining a house statistical results were found to be significant at ( $X^2= 92$ ;  $DF= .4$ ;  $P= .000$ ), on moving. Out of their homes because of limited room statistical results were found to be significant at ( $X^2= 30.3$ ;  $DF= .4$ ;  $P= .000$ ), on provided with two rooms while they were an extended family statistical results were found. To be significant at ( $X^2= 70$ ;  $DF= .4$ ;  $P= .000$ ), on eThekweni municipality is providing all basic services statistical results were found to be significant at ( $X^2= 58.3$ ;  $DF= .4$ ;  $P= .000$ ), on municipal housing allocation statistical. Results were found to be significant at ( $X^2= 84.7$ ;  $DF= .4$ ;  $P= .000$ ), which confirms that the statistically significant result can be considered as trustworthy. Therefore, the hypothesis of this variable is accepted, which means these variables has a significant influence on whether these variables have strong value as a drivers of migration

**Limitations:** The limitation of this study is that it was specifically confined and limited to the eThekweni metropolitan municipal area and its residents and the findings could therefore, not be generalized to similar areas.

**The Implication of the Study:** The study has highlighted some of the critical factors affecting the impact of rural immigrants on service delivery at selected areas within the eThekweni Municipality.

## 5. Conclusion

More than half or 59 percent of respondents agreed with the statement that political conflicts in the rural area were the reason they migrated to the city. The study further found that 38 percent of respondents relocated due to promotion at work. It is concluded that owning a business in eThekweni Municipality was indicated by 58 percent of respondents as the reason they migrated, while 46 percent agreed that travelling cost acts as a push factor of migration. The study further indicates that 58 percent of respondents agreed the provision of houses acts as a pull factor, motivating migrants to migrate to urban spaces, especially to eThekweni Municipality. This calls for the municipality to improve human settlements for effective service delivery and counter-urbanisation efforts need to also be taken into consideration. The study also indicates that 50 percent of the respondents agreed that eThekweni Municipality's ability to provide all services in time, had motivated them to migrate to urban spaces such as the eThekweni Municipality. Provision of services in time thus acts as a pull factor attracts rural migrants to migrate to eThekweni Municipality in massive proportions, in search of better service delivery. Agreement was indicated by 56 percent of respondents that the eThekweni Municipality housing allocation seems to also be a pull factor for rural immigrants to migrate to eThekweni Municipality.

**Recommendations:** This study set out to analyse the effects of rural immigration on service delivery in the context of South Africa. This project aimed to provide information for municipalities in developing economies such as SA. Therefore, based on the findings of the research study, the following is recommended for further study. The study recommends further research on other municipalities and other stakeholders, also with other spheres of government, including national and provincial administration, in order to analyse internal plans and programmes and determine the manner in which that is going to help in urban planning and service delivery, as well as to enhance service delivery performance.

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