

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance.

THE STATE OF GOVERNANCE IN MAKANA MUNICIPALITY: *A CIVIL SOCIETY PERSPECTIVE*

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1. INTRODUCTION

- General Governance challenges affecting the service the Municipality delivers to its Client – Makana Residents.
- Makana Residents & Municipal Officials are partly the solution & the problem to these challenges.
- A Functional Partnership between Residents & Municipal Officials can resolve most of the challenges.

2. GOVERNANCE PROBLEMS WITHIN THE MUNICIPAL ADMINISTRATION

- Inadequate finances to deliver quality basic services.
- Inadequate finances to pay creditors on time.
- Vacancies in senior management positions.
- Lack of proactive planning.
- Lack of annual performance monitoring of all municipal employees.
- Lack of implementation of consequence management processes when circumstances require.
- Poor relationship between the municipality and its residents.

3. NOT ENOUGH FINANCES TO DELIVER QUALITY BASIC SERVICES & PAY CREDITORS ON TIME

- Municipality is not generating enough revenue from residents.
 - Other residents cannot afford to pay but have not been registered as indigent residents.
 - Others with financial means are paying & others are not.
- Municipality unable to pay all their creditors & on time
 - Eskom biggest creditor
- Municipal Spending Higher than Money Received from Billing.

4. VACANCIES IN SENIOR MANAGEMENT POSITIONS

- Vacancy of the Municipal Manager- Head of the Municipal Administration (HOD) & Accounting Officer of the municipality.
- Director of Cooperate Services position was vacant but recently filled
- Director of Community Safety position will be vacant from 1st November 2017

5. LACK OF PROACTIVE PLANNING

- Proactive planning: forward planning ensuring that problems experienced, in the provision of services, this year will not occur in the future years.
- Lack of forward planning affects amongst others, the filling of vacancies within the expected timelines. This can affect service delivery progress .

6. LACK OF ANNUAL PERFORMANCE MONITORING OF ALL MUNICIPAL EMPLOYEES

- This requires the most Senior Manager in the Administration to promote, protect & implement Annual Performance Assessment Annually.
 - Absence of an officially employed Municipal Manager affects this implementation to all employees.
 - Presently, Directors are the most Senior Managers. They can monitor performance of staff in lower positions but there is no Municipal Manager to monitor the performance of their Directorates.

7. LACK OF IMPLEMENTATION OF CONSEQUENCE MANAGEMENT PROCESSES WHEN CIRCUMSTANCES REQUIRE

- Managers must take action for staff who are not performing according to the expected standard (e.g. not working without a valid explanation, laziness, drinking at work and so on.).
- Corrective action must be taken on staff who misuse & mismanage the inadequate municipal resources such as finances and assets (e.g. vehicles).
- Residents (municipal clients) have a responsibility to report misuse of these resources & follow-up to find out if corrective actions are taken to the perpetrators.

8. POOR RELATIONSHIP BETWEEN THE MUNICIPALITY AND ITS RESIDENTS

- Very few residents attend municipal-organized meetings, such as council meetings, special council meetings, portfolio committee meetings.
- Residents are not holding the municipality accountable every day.
- Residents-municipality relationship requires commitment from both parties in order to function properly.

9. HOW CAN RESIDENTS CONTRIBUTE TO IMPROVE THE MUNICIPAL GOVERNANCE

- Attend municipal meetings & request information in order to be informed & knowledgeable about municipal operations.
- Get regular updates/reports from your ward councillors.
- Pay what you owe to the municipality.
- Hold the municipality accountable everyday for how they use & manage your money.
- Hold the municipality accountable for the service they provide to you & its quality.
- Hold the municipality accountable for poor performance of their staff, you pay their salaries through municipal rates and national taxes (e.g. Equitable Share).