



**Barriers contributing to the exclusion of eligible child support grant  
beneficiaries in Umzinto rural community of KwaZulu-Natal, South Africa**

**by**

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## **DECLARATION - PLAGIARISM**

I Khanyisile Nzuza, student number 213516804 **declare** that this coursework thesis is my unaided work. All citations, references and borrowed ideas have been duly acknowledged. None of the present work has been submitted previously for any degree or examination in any other university.

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## DECLARATION BY SUPERVISOR

I supervised this MA thesis to satisfaction and is submitted with my approval.

Title: *Barriers contributing to the exclusion of eligible child support grant beneficiaries in Umzinto rural community of KwaZulu-Natal, South Africa.*

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## **ABSTRACT**

With the realization that there are still excluded child support grant income-eligible children in South Africa, the study investigated why eligible children are not accessing the child support grant in Umzinto. Objectives of the study were to investigate why eligible children are not accessing the child support grant in Umzinto, to find how eligible children are excluded from the children social grant provision, to find out how the excluded child's guardians view social grant provision and the exclusion of their children, to examine if the excluded child's guardians are aware of the child social grant policy and requirements and to examine if there are any government initiatives aimed at improving child support grant accessibility and delivery in South Africa. Grounded on the theory of legitimate expectations and Fineman's theory of vulnerability, qualitative methodology and a total sample size of 10 participants where eight were Umzinto community members and guardians of eligible social grant excluded children; and two were SASSA workers in Umzinto who are responsible for communicating and administering social grant application process was utilized. Snowball sampling and judgmental sampling methods were employed. This study utilized one on one in-depth interviews and observations as research techniques. Data collected were analyzed using thematic analysis. The study found out that reasons for eligible children exclusion differ from applicant to applicant, and mainly based on the information each applicant presents to SASSA officials. This includes the presentation of wrong information, submission of fraudulent required documents, and failure to meet minimum requirements. Family politics, lack of proper education, communication and information about the child support grant are also some of the reasons this study concluded as the main reasons why some eligible children are excluded from receiving the social grant in Umzinto. The study recommends that to assist eligible excluded children to receive social grants, social workers must make constant follow-ups with the applicant families in communities; and SASSA to devise and implement more relevant community awareness to educate people about social grants. This would help reduce exclusions and travelling costs to recipients

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## **List of Abbreviations**

CSG..... Child support grant

DSD..... Department of Social Development

SASSA..... South African Social Security Agency

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## CHAPTER ONE

### BACKGROUND TO THE STUDY AND STATEMENT OF THE PROBLEM

#### 1.1. Introduction

Social security systems and welfare policies assist in eradicating poverty and lessening impacts of shocks. According to the World Bank (2011), social security nets are “non-contributory transfers targeted in some way to the poor and vulnerable in tackling chronic poverty and inequality, help the poor invest in developing human capital and protect the poor and vulnerable from individual and systemic shocks, including during economic reforms.” Such transfers can take the form of cash, vouchers, or food to assist those that are vulnerable to empower them to develop. The primary objectives of social security welfare are to reduce inequality and decreasing poverty in the short-term as well as assisting households to manage risk (Satumba *et al.*, 2017).

South Africa’s welfare policies and social security structures can be traced back to the apartheid era. Poverty and inequality are among the enduring scars left by the apartheid regime and its preferential treatment of the white minority. As part of its efforts to redress apartheid injustices, the democratic South African government reviewed the country’s social welfare policies and social security nets, and social grants became the source of income for poor families. Social grants are one of the ways the democratic South African government sought to address the economic injustices caused by apartheid. It has been observed that these grants have both positive and negative effects as some in-come eligible children are still excluded from receiving the grant. It was thus imperative to have a study focusing on the exclusion of eligible children from receiving the grant. Grounded on the theory of legitimate expectations and Fineman's theory of vulnerability the study investigated why in-come eligible children are excluded from receiving the grant. Using snowball sampling and purposive sampling methods as well as qualitative methodology, 10 participants were interviewed, where eight were Umzinto community members and guardians of eligible social grant excluded children; and two were SASSA workers in Umzinto who are responsible for communicating and administering the social grant application process. This study utilised one on one in-depth interviews and observations as research techniques. Thematic analysis was used to analyse data. An informed consent form was presented to the participants, it was also read and clarified by the researcher. The participants could ask questions for clarity before consenting or not consenting. The main question asked for the study was: what the barriers are

leading to the exclusion of some income-eligible child support grant beneficiaries? Findings of the study reveal that reasons eligible children are being excluded from the child support grant differ with the experience one had, and information caregivers presented to SASSA offices. This includes the presentation of wrong information, failure to meet minimum requirements as well as fraud. Study findings also show that the entire burden of social security in South Africa falls on the government. The researcher recommends that the state should engage private companies to create funding platforms to stimulate efficient social security packages. There is need to equip citizens with entrepreneurial skills which enable them to support themselves and even create jobs.

This chapter provides the necessary background which is key in understanding the significance of this research study exploring history and impacts of social grants. The chapter also highlights the problem statement, key questions and objectives that guided this research study and ends with the thesis structure.

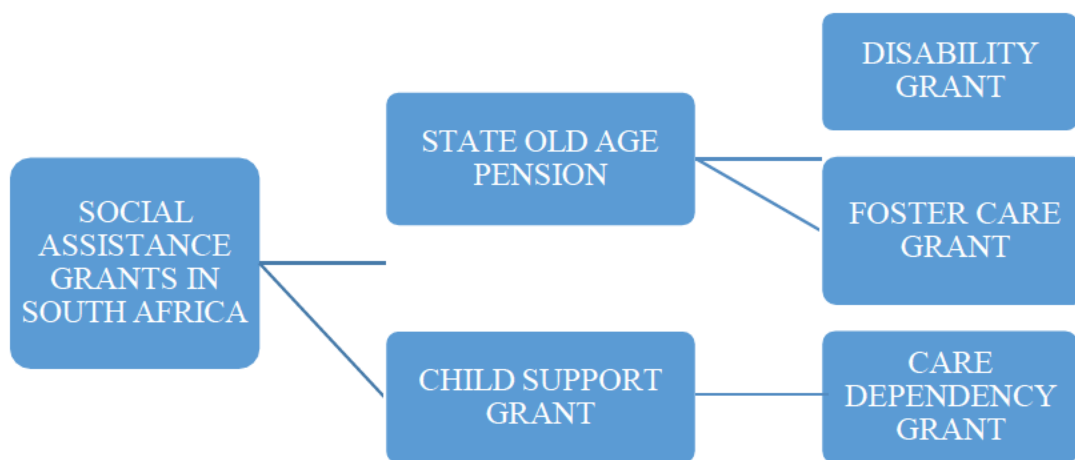
## **1.2. Background to the study**

Worldwide, efforts and progress have been made to strengthen social assistance delivery systems. Almost every country has regulated social protection to provide economic support to needy families (International Social Security Association, 2016). Throughout Africa, including Kenya and Nigeria, social grants provide subsistence to families and children (Taylor, 2001).

In 1997, racially based child maintenance grant was abolished by the South African government and the Child Support Grant (CSG) was introduced as part of social security. “Social assistance refers to an income transfer provided by the government in the form of grants or financial awards to poor households or individuals” (Sanfilipo *et al.*, 2012:13). The CSG in South Africa has been the largest social assistance programme (The Presidency, 2009). According to Vally (2016), social grants for children are important in the promotion of human development and equitable economic growth. The CSG has “expanded rapidly and the South African Social Security Agency (SASSA) delivers it to almost 12 million recipients each month” (DSD, 2016: 1). Delaney (2017) noted that child support grant seeks is meant for poverty reduction, human capital building, as well as contributing to a range of growth and employment impacts. The social, racial, and economic scars left by apartheid remain visible today (Patel, 2014). Poverty, inequality, and unemployment are major challenges in South Africa, as are escalating crime rates. Twenty-three per cent of the

country's population survive below national poverty line of \$1.25/day, with the proportion as high as 50% in provinces like KwaZulu-Natal (World Bank, 2013). It is for this reason that the government adopted a range of social grants targeted at the most vulnerable members of society. Research (Agüero *et al.*, 2006; DSD, 2011) has shown that such grants are playing a crucial role in relieving poverty. Vally (2016) identifies the different social grants available in South Africa. These are shown in Figure 1. 1 below.

**Figure 1.1: Types of social grants offered in South Africa**



*Source: Vally (2016) For this study the focus is on the child support grant*

### **1.2.1. Child support grant and the plight of women**

Goldblatt (2003:120) argues that, “the perception that women become pregnant because they want to access welfare services is not unique to South Africa. There are concerns all over the world that women become welfare dependent without contributing to the state and they drain the states’ resources by having more children to access more grants.” Pruitt (2016) posits that in US, the prejudicial term “welfare queen” is used and this often refers to single black women. This belief is related to the argument that many individuals are increasingly becoming welfare-dependent owing to government programmes implemented. However, in South, social grants are mainly due to unemployment and poverty. Therefore, without employment, the social grants are important in poverty alleviation. This is also supported by findings of this study which shows that social grants



are one of the main sources of income for poor households in Umzinto where unemployment is also high. Therefore, the exclusion of eligible children becomes so stressful since the grant is one of their major sources of income.

### **1.2.2. Child support grants and teenage pregnancy**

The inception of CSG has seen the intensification of the debate on teen pregnancies. Policymakers and community members have expressed concerns that “young women are falling pregnant to access the child support grant” (Vally, 2016:200). Many argue that the CSG is encouraging young girls to fall pregnant. A research investigated the link between the child social grant and an upsurge in teenage pregnancy in the country by utilising national surveys as well as administrative data (Makiwane and Udjo, 2006). They observed that young females, especially teenage moms are never direct beneficiaries of the child social grant although they are genetic parents; consequently, it is simply doubtful that they bore children to collect the grant. Another study by Naong (2011) found that various reasons lead to pregnancy such as pressure from peers, poverty as well as substance misuse, nonetheless there is no evidence to buttress the point that young women are getting pregnant to obtain the CSG. Furthermore, there is evidence to support that teenage pregnancy frequencies are steadily falling even considering the CSG.

### **1.2.3. Dependency and abuse of the child support grant**

There have been concerns that the recipients of the CSG are misusing the same grant by using it for other purpose. The widely assumed conviction is not exclusive to the country. According to Murray (1984:120), internationally, opponents of the social welfare programmes contend that, “cash transfers in the form of social grants are a drain on public resources and create dependency and a sense of entitlement among beneficiaries.” Additionally, Murray (1984:120), contended that the social grants dissuade beneficiaries from aggressively attempting to find an occupation and might even direct some to reject jobs for apprehension of missing their welfare disbursements.

### **1.3. Statement of the problem**

South Africa's apartheid system entrenched inequality along with class and racial lines (Ngwenya, 2016). The largest portion of the country's wealth was held by the white minority while the black majority were disproportionately poorer, living in extreme poverty and suffering racialised discrimination in accessing Child Maintenance Grant (CMG) (Vally, 2016). In this regard, in 1997, South Africa's democratic government introduced the Child support grant (CSG) to replace apartheid CMG. Since then the Child support grant CSG has expanded rapidly and over 12 million recipients each month are receiving the grant (DSD, 2016). Despite this progress, nationally, about 18% income-eligible children are excluded from receiving the grant and most of these excluded children are prone to be incorrectly excepted from the grant (Ngwenya, 2016). Samson (2016) argues that social grants, in South Africa, do not currently reach all intended beneficiaries. There have been concerns of recipients and caregivers not using the grant on its intended purpose. It has been contended that the child support grant is emboldening young girls and even older women become to fall pregnant to access the grant.

According to DSD (2014), as of 2014, nationally 12.5% eligible children were excluded and in KwaZulu Natal 11.7% eligible children were excluded. As of 2016 in Umzinto rural community in KwaZulu Natal which has a population of 16 205, where this study was conducted, 19.7 % eligible children were excluded (DSD, 2016). Such exclusion of some eligible children from social grants is problematic as Samson (2009) adds, such grants not only support current consumption and well-being but are an investment in human capital with possible returns in the future. With the realization that there are excluded CSG income-eligible children in Umzinto, this study examines barriers contributing to the exclusion of eligible children with a special focus on Umzinto rural community.

#### **1.4. Objectives of the study**

##### **Main objective:**

Examine the barriers leading to the exclusion of income-eligible child support beneficiaries, using the case of Umzinto rural community.

##### **Sub-objectives:**

1. To find how eligible children are excluded from the child social grant provision.
2. To find out how the excluded children's guardians view social grant provision and the exclusion of their children.
3. To examine if the excluded children's guardians are aware of the child social grant policy and requirements.
4. To examine if there are any government initiatives aimed at improving the CSG accessibility and delivery in the country.

Within the context of the objectives, this research study found that the entire burden of social security in South Africa falls on the government and the reasons why eligible children are excluded from receiving social grants differs with the experience one had, and the information applicants present to SASSA officials. This includes the presentation of wrong information, failure to meet minimum requirements as well as submission fraudulent papers. Community members regards, family politics, lack of proper education, poor communication, and information about the child support grant as some of the reasons why eligible children are excluded from receiving the social grant in Umzinto. The following present the key research questions that this research was founded upon to help address the main research objective.

## **1.5. Research questions**

### **Main research question:**

Why are eligible children not able to access the child support grant in Umzinto?

### **Sub-questions:**

1. How are eligible children excluded from the child support grant provision?
2. How do the excluded children's guardians view social grant provision and the exclusion of their children?
3. Are the excluded children's guardians aware of the child social grant policy requirements for accessing the grant?
4. What are the government initiatives aimed at improving child grant accessibility and delivery in South Africa?

The questions helped the study in formulating the interview schedule to answer the main objective of this research, which focused on eligible children without access to the child support grant in Umzinto. The questions were open and not too direct or personal, they allowed for the participants to share only what they wanted to, and that gave them control and ownership of their stories and freedom to express themselves comfortably. The questions were also one on one, that gave the interviewee some privacy and the researcher an opportunity to probe further if the response was not clear enough.

## **1.6. Significance of the study**

For academia, the study's significance lies in its identification of gaps in the literature on the importance of social grants from beneficiaries' perspectives as well as theoretical understanding of this issue. Secondly, given that poverty alleviation and equity are the primary mission of the South African government (Godfey *et al.*, 2016), its findings of the study inform the South African Social Security Agency (SASSA) to address difficulties faced by caregivers in securing social grants for the needy children. The study contributes to social policy, knowledge production and awareness on barriers to exclusion of income-eligible children from the grant. The analysis of gaps in the administration of social grants from a community perspective informs government, NGOs and other stakeholders' social welfare efforts.

## **1.7. Thesis Overview**

Chapter 1 introduces the problem and justifies why it is worth to be researched. Chapter 2 discusses literature on the same topic and provides the context for comparison in later chapters. Chapter 3 concentrates with the methodology and encompasses the design and sampling frame as well as the analysis and ethics that were observed during the study. Chapter 4 presents, interpret and discusses the findings. Chapter 5 concludes the thesis and provides the recommendations

## **CHAPTER 2**

### **REVIEW OF LITERATURE AND THEORETICAL FRAMEWORK**

#### **2.1. Introduction**

This current chapter discusses published literature and present theories relevant to the research on why income-eligible children are excluded from receiving social grants. The Chapter is divided into two sections, literature review as section one: and theories as section two. The literature review begins by defining the meaning of social welfare. The institutional roles and key policies in South Africa. The literature review also highlights the challenges, solutions and prospects of social welfare policies and social security nets from a global and African perspective and the effectiveness of such policies and social security nets. Section 2 gives the theoretical framework on which the study was anchored. The section focuses on the introduction of the theory, describe the theory's tenets or characteristic traits, and then justify the theories relevant to the report. The models guiding this research are the theory of legitimate expectations and Fineman's theory of vulnerability.

#### **2.2. Section One: Literature Review**

##### **2.2.1 Conceptualizing social policy and CSG within in South Africa.**

Social policy refers to the ways cultures across the world meet human needs for security, education, work, health and wellbeing as well as finding ways of lowering inequalities in accessingservices and provision between social groups defined by socioeconomic status (Jung *et al.*, 2015).In South Africa, just like what this research found, “the CSG plays a significant role in addressingprimary financial and social challenges in households” (DSD, 2016:1). Aguerro *et al.* (2007) and DSD (2016) state that the CSG in South Africa has reduced risks that affect adolescent behaviours. Makiwane and Udjo (2006) also report that the South African CSG has reduced illness of young children by providing food, therefore, improving the children's nutrition. However, a study by Sanfilipo *et al.* (2012) view CSG as preventing children from striving for education as their right to break free of poverty as they depend more on government provision. Makiwane and Udjo (2006) also criticised CSG as contributing to teenage pregnancies, resulting in a high number of school dropouts. Kubheka (2013) also reports that CSGs are responsible for premarital fertility and out of

wedlock children. In solving social grants challenges, UNICEF (2009 and 2012) proposes a participatory approach from communities, local non-profit organisations and church leaders to assist vulnerable children. Moreover, the Department of Social Development provides childcare forums and trains community caregivers (The Presidency, 2009). Though these forums have been created, findings of this study show that there is still lack of knowledge within communities thus there is need for more regular community forums to educate community members on the CSG application process which will limit the exclusion of income-eligible children from receiving the grant

### **2.2.2. International issues on social grants.**

Internationally, just like what this research found, caregivers who receive child support or welfare grants on behalf of children are mostly women (Martin, 2009; DSD, 2016). For this study, all the days the researcher visited Umzinto SASSA offices, only women were visiting the offices to apply for the grants. In America, this has resulted in women being interrogatively called welfare queens (Martin, 2009). Ma and Schapira (2017) found that, in the world's poor households, children in women-headed families have doubled. Jung (2015) argues that the tradition of providing public support to women with children must be reviewed and questioned. Also, in the USA, women and children make the majority recipients of Temporal Assistance for Needy Families' programs (TANF) (Ma and Schapira (2017). In line with the findings of this study, Trattner (2007) also reported that social grant has assisted many mothers to feed, school their children and has also improved status of woman, resulting in some women preferring to independently head their own families. Concurrently, young mothers have come under attack by being accused of becoming pregnant to access the grant and of abusing the payments (Makiwane, 2010). Findings of this study reveal high dependency of people on government provision, this is also in line with Jung (2015) who also note that internationally, most mothers on welfare stay dependent on government support for a long time and for this study all participants who were guardians and were interviewed and presented to apply for the grants were all unemployed. In countries like India, America and South Africa, dependence on government social grants has increased (Jung, 2015).

### **2.2.3. Social grants and the plight of Woman**

There is increased interest from poor countries to promote human development and gender equality (UNDP, 2011; ILO, 2011). A study by Byukusenge (2016) on the gendered impact of the CSG,

on how women use resources such as cash and aid from outside show that women use grants to satisfy own needs regardless of whether it makes financial sense or not. This is also supported by the findings of this study, where all the women reported that the money, they receive is specifically used for valuable things which include groceries. The evidence from Byukusenge (2016) study on whether transferring money in form of cash contribute to gender equality and women's decision-making power, seems to be uneven.

A study by Kukrety and Mohanty, (2011) showed that cash transfers help to meet women's needs. Comparably income improvements were also noted in Bangladesh, Ethiopia and Peru (Holmes and Jones, 2013). Regularities in income as well as stabilisation of consumption patterns and increased expenditure on basic needs were also noted (Holmes and Jones, 2013). However, other studies criticised the extent to which needs that arise from the subordination of women to men were addressed (Sabates-Wheeler and Roelen, 2011). In this regard, Holmes and Jones (2013) showed that there is little evidence that women's decision-making power improved or that changes occurred in gender roles. According to Sabates-Wheeler and Roelen (2011) there is no evidence on whether women use the grant money to directly feed the children.

As of 2012, in South Africa, 85% of CSG recipients used much of their time on care activities which are a key factor in gender inequality and is a barrier to the realization of their human capabilities (Patel *et al.*, 2012). South Africa's cash transfers are different from social protection strategies in other countries in two ways. In South Africa, the CSG is gender-neutral in its targeting. This means that primary caregivers regardless of being male or female can apply for the CSG (Patel *et al.*, 2012). Just like what this research found in practice; males seldom apply for the grant (Byukusenge, 2016). This is so as all participants who are guardians who presented to apply for child support grants were all women. The high number of women applying for grants in South Africa has raised debates on women deliberately getting pregnant to access the grants (Moyo, 2018). This has also given rise to debates towards *imali yeqolo*<sup>1</sup> which suggests that women get pregnant on purpose so that they can qualify for child support grant (Moyo, 2018).

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<sup>1</sup> Social grant for children women in IsiZulu.



#### **2.2.4. Teenage pregnancy as a social problem embedded in child support grant.**

While teenage pregnancy is problematic, Luker and Kristin (2006) found that many teenagers fall pregnant to get the state's social security to ease poverty. Makiwane *et al.* (2006) noted that teenage fertility has increased since the introduction of CSG in 1997. Martin (2009) describes teenage pregnancy as a social issue which has negative effects on both the concerned teenager and the society at large. Welfare grants are thought, by Rodriguez and Moore (2000) to have a perverse incentive for teenagers because they obtain financial provision when they bear children. A study by the South African Press Agency (Sapa) (2012) stated that 15.5% of the teens who participated in a three-month study fell pregnant on purpose to receive child support grants. According to Hassim (2008:19), the CSG is contribute to a certain extent for the increasing number of teenage pregnancies under the impression of getting CSG. Biyase (2005) revealed that financial constraints contribute towards teenage pregnancies among most families. Poor home conditions and unemployment contribute to teenage pregnancy as some of them become pregnant to qualify for the CSG offered by the government (Macleod and Tracey, 2009). However, the assertion that the CSG provides a 'perverse incentive' for young women to bear children has been disproved by several studies. In response to concerns of CSG and teenage pregnancy, Makiwane and Udjo, (2006) conclude that there is no evidence that the CSG promotes an increase in welfare dependency.

Besides wanting more money from social grants there are also other factors which have contributed to teenage pregnancy, these include rape and coercion, psychosocial causes and lack of knowledge and cultural factors.

##### **2.2.4.1. Rape and coercion and cultural factors**

Teenagers engaging in sexual intercourse expose themselves to possibilities of contacting sexual transmitted diseases such as HIV and AIDS. However, sometimes this is ignored as the CSG becomes a consolation to teenage pregnancy. (Department of Health, 2001; 2010). Macleod and Tracey (2009) indicate that earlier first intercourse is likely to be forced and that teenagers are vulnerable to high levels of sexual coercion. Cultural factors also play a part. According to Mcleod and Tracey (2009) in African societies, it is hard for parents to openly talk about sex with their children. According to Macleod (2009), parents hardly educate their children about sex due to religious reasons and fear that this may promote early sexual engagement.

Womanhood is measured by whether one has given birth or not. “Childbirth in African societies is regarded as a rite of passage, and thus raises the status of a young woman ” (Byukusenge, 2016). As such, the cultural value placed on motherhood is likely to influence the experience of young women as they begin sexual activity. Byukusenge (2016) suggests that for a woman to be regarded as such in a relationship, she must give birth for the partner. In the setting of multiple relationships, an acknowledged pregnancy may strengthen bonds between partners. Securing a male partner is of great importance to constructions of femininity, and as such pregnancy is a significant means to ensure the continuation of a relationship. This could also involve financial support for the mother and the child if the father has economic means.

#### **2.2.5. Understanding Social Welfare and Social grants**

To contextualize and conceptualise the key issues about child support grant, it is essential to define social welfare as a child support grant is part of the social security nets in South Africa. Bond (2014) describes social policies as measures put in place to improve people’s well-being, either through the provision of welfare services or utilising policies that impact on livelihoods more generally which child support grant plays a part. According to Patel (2005:1), social welfare policies are an “integrated system of social services, benefits, programmes and social justice and social functioning in a caring and enabling environment.” Thus, in general, social welfare policies provide for the needs of society through various means. For this study, social welfare policy is defined as a means of social assistance provided by the state to improve the wellbeing of marginalised members of society (Bond, 2014).

The post-apartheid South African government formulated new social development strategies (Bond, 2014). A comprehensive consultative process was embarked upon in 1994 to fulfil the constitutional mandate of promoting social and economic justice, democracy, human dignity and freedom for all citizens (Patel, 2008). The White Paper on Developmental Social Welfare (1997) stated that the aim was to create a caring society that upholds citizens’ rights, satisfies fundamental human needs, enables people to achieve their ambitions. It should be noted that, while the objective of social equality was paramount, building human capacity was an important strand of the White Paper, as this limits dependence and empowers people so that they attain self-sufficiency.

### **2.2.6. Global perspectives on Social Welfare and Social grants**

The notion of social welfare originated in Europe and most European countries have similar views on social welfare even though the execution and amendment of such systems remain the responsibility of individual states. The main European welfare systems are the residual and institutionalist models (Byukusenge, 2016). The institutionalist model is founded on the belief that welfare provision is a normal and primary function of modern industrial society (Sibanda, 2012). In Europe, all the states that have adopted this system believe that it is the norm to make provision for welfare benefits (Byukusenge, 2016). While there are differences in the way social welfare systems operate, the primary purpose is dispensing resources in favour of the marginalised. According to Sibanda (2012), the beneficiaries of an institutionalist system are those that derive the least advantage from market-based economic systems.

Mexico adopted a conditional cash transfer called *Progresa* in 1997 (Pauw and Mncube, 2007). *Progresa* comprises of cash and in-kind transfers linked to school attendance and regular health check-ups and eliminates intermediaries by making direct transfers from the program to beneficiaries (Pauw and Mncube, 2007). This programme represents an integrated approach to poverty alleviation. Rawlings (2004) notes that beneficiaries between the age of zero and five had a 12% lower incidence of illness than non-*Progresa* children and that better nutrition among young children contributed positively to their cognitive abilities. Furthermore, after the introduction of *Progresa*, the probability of children between the ages of 8 to 17 working fell by up to 14%. Child labour thus decreased due to increased school attendance (Rawlings, 2004).

In Brazil, social security plays an essential role in reducing inequality. Empirical evidence shows that the Gini coefficient declined by 5.2 points between the early 1990s and 2008 and studies reveal that 30% of the reduction in inequality between 2001 and 2004 was entirely due to government transfers like pensions (Omiolola and Kaniki, 2014). Similarly, “the Income and Expenditure of Households 2005/2006 Survey in South Africa showed that the Gini coefficient had decreased by 7% due to the social transfer programme” (Omiolola and Kaniki, 2014:5). Social security nets, therefore, have a positive impact on reducing inequality.

In contrast to the institutionalist approach, the residual model posits that government should be involved in social welfare only as a last resort when other avenues fail. It is tied with a solid obligation to the economic needs of society and substantial dependence on the role of industry in

giving occupational benefits (Sibanda, 2012). Such approaches have also been widely adopted across the globe.

### **2.2.7. African perspectives on Social Welfare**

Social welfare systems are widespread across many African countries although perspectives on social welfare differ. This section examines social welfare in selected African countries. This section examines social welfare in selected African countries. Omiolola and Kaniki (2014) observe that social safety plays a noteworthy role in tackling the challenge of food security in Ethiopia. The government adopted the National Food Security Programme (NFSP) to facilitate this process. It has implemented feeding programmes at schools and provides food to malnourished children. The NFSP includes a social transfer programme, the Productive Safety Net Programme (PSNP), that aims to put an end to Ethiopia's long-standing dependence on food aid by replacing food assistance with cash transfers and long-term support such as livelihood packages (Omiolola and Kaniki, 2014). The country's social welfare initiatives cater for all age groups, including children and the elderly, but adults with the ability to work can only benefit if they provide proof of some labour.

Kenya's social welfare system is somewhat like that in South Africa. The right to social security is clearly stated, and the state is obliged to provide appropriate benefits to those that are not able to support themselves as well as their dependents (Sibanda, 2012). According to Omiolola and Kaniki (2014), the Kenya National Social Protection Policy was adopted in 2011 to guarantee that all Kenyans live in dignity and use their human capabilities for their own social and economic development. The policy goes beyond spoon-feeding citizens and seeks to empower them so that they can use their abilities to develop and uplift their standard of living.

Devereux (2000) notes that in Mozambique, the income provided by the security safety net known as *Gabinete de Apoio à População Vulnerável* (GAPVU) is used by recipients to invest in backyard farming and boost food production as well as for working capital to increase profits from informal sector activities. Rather than devoting all the funds to consumption, they invest some, enabling them to develop themselves and no longer depend on social security. While the GAPVU is not substantial, a survey revealed that the incidence of beneficiary households living in chronic poverty decreased from 71% to 65% (Devereux, 2000) in a country with the worst economic and

social indicators in the world. Devereux (2000) also notes that, in Namibia, social pensions sustain the entire extended family and strengthen the social role played by grandparents in looking after young children. To a certain extent, they remove the burden of caring for the family as well as fiscal anxiety. Evidence from South Africa also found that old-age pensions had positive health effects on young children (Duflo, 2003).

#### **2.2.8. Introduction of CSG and Social Welfare within South Africa**

The CSG as envisaged in South Africa is a noteworthy programme (Makiwane, 2010). It was inceptioned in 1998 to substitute the old State Maintenance Grant (SMG), which was originally designed for whites but later changed to include other racial groups (DSD, 2016). Although theoretically, the State Maintenance Grant was accessible for all races, most recipients were whites and coloureds. Even among whites and coloureds, it targeted only single parents (DSD, 2016). The old State Maintenance Grant mainly differ from the child support grant in that the latter is for all poor children from every type of family. The child support grant was rolled out in its current form in 1998 after the endorsement of the Lund Commission.

#### **2.2.9. Eligibility criteria for child support grants**

Specific demographic and socioeconomic criteria are the basis for determining the eligibility for the child support grant in South Africa. Currently, more than 12 million children are beneficiaries (DSD, 2016). However, DSD, (2016) also note that, although CSG is intended for all children, for administrative, technical and logistic reasons not all currently benefit. This was also proven by the findings of this study, as all participants interviewed reported that they have income-eligible children who are disqualified from getting the grant. In some instances, caregivers fail to produce the requisite documents for the children, such as birth certificates and national identity documents, and this prevents them from accessing the grant. This is also the case with some of the Umzinto community members who went to the extent of submitting fraudulent papers to try and meet minimum requirements. According to SASSA (2013), the minimum requirements to access child support grants state that a monthly stipend (R350), until the child reaches the legal age of majority (18 years). A caregiver – one who is living with the child – should earn less than R3100 to be able to receive the grant and the child should be living with the former for the duration of the stipend (SASSA, 2013).

#### **2.2.10. Benefits of the CSG**

According to DSD (2012), there is a noticeable improvement in the learner enrolment at school and the provision of the CSG. The aim is to ensure that recipients enjoy a decent standard of living, although the government believes that the extent to which the grant helps depends on how recipients use the funds to sustain themselves (Patel, 2014). This is also revealed in this study, as all participants reported that social grants play an important role of providing basic needs to those who cannot afford themselves. The CSG has contributed to meeting the basic financial needs of the families and helped in improving access to educational opportunities (Sanfilipo et al., 2012). Samson (2009) believes that the CSG has improved learning opportunities for the beneficiaries through access to the financial means of purchasing school necessities and avoid dropping out from school. However, findings of this study reveal that most people who apply for child support are mostly unemployed guardians, seeking support from the government. In addition, according to UNICEF (2015), the CSG has contributed to the educational attainment of the same children who receive it. These children may have had challenges in completing school prior to receiving the grant as they may need to look for employment. Samson et al.'s (2001) study confirmed that the provision of the CSG has reduced drug abuse by giving the caregivers financial clout and therefore control over the children.

#### **2.2.11. Challenges related to of child poverty within South Africa**

The discussions in the previous section has revealed that successes of the CSG. Just like the findings of this study, the CSG has been plagued by numerous challenges. In a study done by Patel (2014), the CSG programme in South Africa still faces cross-cutting challenges. These challenges according to Patel (2014) include lack of cooperation and collaboration between government departments, civil society as well as the community. This is further revealed by findings of this study as all participants reported that they have income-eligible children who are excluded from receiving the grant. Delaney (2017) recommends for the creation of a room for civil societies to play a bigger role supporting the government to fulfil the rights of children. UNICEF (2009; 2015), recommends societies to fully participate in the identification of vulnerable children and the support they need. According to UNICEF (2013), strong civil societies help and enable an environment which makes it easier to identify specific needs of vulnerable children in society.

According to Kubheka (2013), the CSG in South Africa promotes premarital fertility as its eligibility rules penalise marriage and an additional child means more benefits. In his study Kubheka (2013) believes that some South African women may fall pregnant due to associated benefits of the CSG. Nevertheless, this is refuted as evidence point to reduced teenage fertility since the inception of the CSG in 1998 (Makiwane et al. 2006). Furthermore, “in the demographic surveillance site done in rural KwaZulu-Natal, teenage fertility rates declined from just over 100 births per 1000 teenage women in 1995 to 88 per 1000 and 73 per 1000 respectively in 2001 and 2005” (Moultrie and McGrath, 2007:442). The South Africa Demographic and Health Survey (SADHS) of 2003, reveal a correlation between increased literacy and a reduction in fertility. This essentially entails that there is no connection between teen pregnancy and the receipt of the CSG (Richter, 2009). Thus, the increased youth pregnancy is to be explained by other factors which are remotely connected to the disbursement of the CSG.

#### **2.2.12. Emerging child support grants challenges**

Just like what this study found, “the system for the delivery and administration of social grants has become more technologically sophisticated over time, with the adoption of the biometric identification and electronic payment system using the SASSA payment card” (DSD, 2016:13). Participants of the study displayed a lack of knowledge and developments at SASSA. The introduction of biometric identification and electronic required all social grant recipients to re-register with SASSA (DSD, 2016). Many beneficiaries now receive their payments electronically into bank accounts, but along with the increased convenience and formal financial inclusion, this system has introduced new concerns. A concern is an increase in unauthorized deductions from grant beneficiaries’ accounts. In May 2016, the Department of Social Development amended Regulation 26A of the Social Assistance Act, stopping all deductions from child grants. (Social Assistant Act 13 of 2004)

#### **2.2.13. Exclusion of eligible children from receiving social grants**

In line with the findings of this study, it is evident that the government does all it can to reach out to everyone. However, some eligible applicants still cannot be granted the social grant. All participants reported looking after an eligible excluded child. Nationally almost 18% of income-

eligible children are still not receiving the grant (Ngwenya, 2016). According to Ngwenya (2016), take-up of the grant is lowest among infants and adolescents. Just like what Delaney's (2017) findings, this study also found out that getting a birth certificate has come with difficulties, while other barriers include access to documentation for the caregivers, social and cultural practices, and limited baby-friendly facilities at SASSA service points. Department of home affairs (DHA) now provides online birth registration at health facilities (DSD, 2016). However, Delaney, (2017) recommends that delivering similar access to SASSA's services or information about social assistance and grant application forms in public hospitals could aid fast-track access to the CSG. Byukusenge (2016) is of the view that pre-registration for the CSG during pregnancy (as proposed by the National Integrated Policy on Early Childhood Development) to guarantee that children have access to the benefits of the grant from birth. In addition to administrative barriers, challenges such as the misconception that children must be enrolled in school may impact on take-up rates amongst adolescents (Makiwane, 2010). A study conducted by Patel (2014) found that the highest rates of exclusion are in the urbanised provinces of the Western Cape and Gauteng, while poorer and more rural provinces perform better in reaching eligible children. The CSG, therefore, has good coverage in the poorest areas. These findings are also supported by this as all participants were all unemployed and relied more on social grants, thus indicating that the CSG has good coverage in the poorest areas.

#### **2.2.14. Confusion around the means test to apply for CSG**

According to Delaney (2017), confusion exists on income threshold and the means test requirements. These findings are supported by this study, as participants reported lack of knowledge which then results in inadequate documents. An analysis by DSD (2016) indicate that income-eligible caregivers do not apply for grants due to incorrect belief of earning too much. According to Ngwenya (2016:100), "there is also a misconception among both caregivers and some SASSA officials that employment (and government employment) excludes caregivers from applying for the grant." The selection criteria are mainly concerned of primary caregiver overall income including applicants whose income is below the income threshold (Byukusenge, 2016). Misconceptions according to Delaney (2017:2), "are compounded by similar misunderstandings amongst SASSA officials, maintenance officers and social workers, who are sometimes a source of inaccurate information."



### **2.2.15. Challenges with documentation**

Just like this study findings, problems with required documentation insistently raised as a major challenge (Patel, 2014). This prevents and delays eligible caregivers to apply resulting into delays accessing the social grant which is also a case reported by some participants of this study. The expenses and complications in acquiring necessary documents causes applicants to give up on the application process (Patel and Hochfeld 2011; Byukusenge 2016). The regulation 11(1) of the Social Assistance Act 13 of 2004 allow the use alternate documentation to identify themselves awaiting indorsed documentation from Home Affairs. Reasons for this include care givers limited knowledge, the risk of fraud and dishonesty (Patel and Hochfeld 2011; Byukusenge 2016). However, the findings of this study reveal that there is still a need for this knowledge to be shared regularly.

According to Patel (2014), there is also misconceptions that children who are not going to do not qualify for the grant. Patel (2011) noted that guardians reported cases of SASSA representatives cancelling grants of children who dropped out of school. However, Delaney (2017) argues school enrolment must not impact the provision of grants to a child, though SASSA 2014 plan of action reinstated grant for children who were excluded. According to Rispel *et al.* (2008), orphans mostly are at risk of having incorrect documents thus lose access to CSG after the demise of the caregiver. However, the Social Assistance Act provides temporary transfer of the grant to an interim caregiver (Patel, 2014).

### **2.2.16. Direct costs of applying**

According to Patel and Hochfeld (2011), there are several direct costs that applicants bear when applying for a grant. Findings of this research study reveals that continuous travelling visiting SASSA offices when applying is itself costly. Regardless of improvements Delaney (2017) note that queues and waiting period is always a challenge. Applicants for CSG travel long distances, incurring travel costs due to multiple trips (Byukusenge, 2016). A study by Ngwenya (2016) shows that CSG enables women to buy basic needs of their families and this include mainly food, clothing and school though the application process for the grant was labelled as negatively impacting on

their dignity (Ngwenya, 2016). Women reported that queues and limited knowledge on qualifying criteria, and disrespectful treatment by officials left them feeling unworthy (Byukusenge 2016).

### **2.2.17. The child support grant awareness process**

Just like what this research found, lack of knowledge on the application process and the perceived notion that it is complicated, time-consuming as well as costly, prevent guardians to apply in time (Patel and Hochfeld 2011; Patel, 2014). Ngwenya (2016) also report that time and motivation is always lacking in caregivers with infants under one-year-old and there is no reliable information at the community level. However, Makiwane (2010) reports that the Child Support Grants is the main source of income for several households, however negative perceptions and prejudices about CSG makes receivers feel judged and stigmatised by community and officials.

## **2.3. Section two: Theoretical framework**

### **2.3.1. Introduction**

This section presents the theoretical framework which the study was anchored focusing on the reasons why income-eligible children are excluded from receiving the social grants. The chapter focuses on the introduction of the theory, describe the theories tenets or characteristic traits, and then justify the theories relevant to the study. The researcher links the theory to the current study considering the research objectives. Theories guiding this study are, the theory of legitimate expectations and Fineman's theory of vulnerability.

### **2.3.2. Legitimate expectation Theory**

Developed by Alexander Brown (2017), the theory entails that expectations raised by administration must be fulfilled for the public interest and development. If expectations are not met it may result in legal consequences (Brown, 2017). The legitimate expectation theory is relevant to this study, as the study seeks to find how eligible children are excluded while the government has legitimately promised to cater for vulnerable children who qualify for CSG. The Courts, according to Brown (2017) in the entire transaction has a role to safeguard individual expectations. The theory of legitimate expectations according to Brown (2017:1) entails that “if

the government and governmental administrative agencies are unable or unwilling to pay adequate compensation for unmet expectations they create, then other public bodies with the capacity, have a secondary duty to intervene ensuring administrative justice is served”. This further marks the relevance of the legitimate theory to this study as the research also investigates the roles of community members and other non-governmental bodies role in assisting vulnerable CSG eligible excluded children. Brown (2017) note that government departments in line with policy must honour their policies.

The theory entails that injustice and arbitrariness are a violation of principles of natural justice, in this study referring to unfairness in the allocation of CSG eligible excluded children. The substantive part of the legitimate expectation theory according to Brown (2017) is that if a representation was made, substantive benefits must be granted. The theory note that the government must be held accountable for loss they cause through expectation creation. For this research losses created by the government are suffering of vulnerable children who qualify for CSG but are excluded while the government is supposed to provide basic needs for them. The legitimate expectation theory adopts a pluralistic approach of consequentialist considerations and deontological models; in this case, this was related to expectations of eligible and deserving children who are not recipients of the CSG.

The legitimate expectation theory has three principles: The Legitimate Expectations Principle, the Liability Precept, and the Secondary Duties “Principle”. According to legitimate expectation principles as noted by Brown (2017), governmental administrative agencies must fulfil expectations they create. This marks the relevance of the theory to this study as expectations were giving grants to eligible children who have not been receiving the grant while they qualify for the grant. The liability precept concerns the liability for frustrating legitimate expectations and cases of maladministration in the stipulated sense for a governmental administrative agency to frustrate the legitimate expectations it has created (Brown, 2017). The liability precept is also intended to cover cases involving the frustration of legitimate expectation that is based on or about ultra vires governmental conduct. The legitimate expectation theory is relevant to this research, as caregivers experience frustration due to the exclusion of their eligible children from accessing social grants. The frustration is further noted on the application process, costs of traveling to SASSA offices and stressful process of acquiring all required documents.

The conduct in question will be unlawful or outside the scope of legal authority. It is of importance to note that the legitimate precept kickstarts once a decision has been taken not to uphold a legitimate expectation based on the public interest. The precept does not, therefore, specify that paying compensation for damage to reliance interests and associated losses is to be favoured over the actual fulfilment of the legitimate expectations. A legitimate expectation Principle arise due to promises made by the government (Brown 2017). For this study marking the relevance of the theory, the promises made by the government is to provide for vulnerable children, however there are still eligible children for CSG who are excluded. The legitimate expectation theory is applicable to this study as CSG excluded eligible children has the legitimate expectation of receiving the CSG as promised by the government.

### **2.3.3. Fineman's theory of vulnerability**

The central thesis of Fineman's theory of vulnerability according to Kohn (2014:1) is that “all human beings are vulnerable and prone to dependency (both chronic and episodic), and the state, therefore, has a corresponding obligation to reduce, ameliorate, and compensate for that vulnerability”, in this case, referring to excluded eligible CSG recipients. This theory is linked to this study as the introduction of CSG was meant to provide basic needs to vulnerable children from poor families, at the same time creating societal dependency on state provision. Fineman posits that meeting the commitment and responding to vulnerability, the government must make provisions and equal access to the "societal institutions," that deliver basic needs (Kohn, 2014). Conforming to Fineman's theory, the government makes provisions and equal access to CSG, however though there is equal access some eligible children are still excluded. According to Kohn (2014:), the state's obligation is to curb human vulnerability. For this research in line with the vulnerability theory, the state's respond to vulnerability is by giving access to all CSG legible children which however is not the case in Umzinto community where some legible children are still excluded from receiving CSG.

The vulnerability theory records that legitimization of social institutions increases resilience to some people at the same time undermining the resilience of others. However, the vulnerability theory has been criticised for failing to address issues related to resource and wealth, thus the

theory accepts substantive inequality. Finemen's theory of vulnerability according to Kohn (2014) focuses on "eliminating discrimination against historically disadvantaged groups rather than eliminating the inequalities to which those groups were" subjected. This is relevant to this research and linked to the provision of CSG, which seeks to provide for the poor disadvantaged children. Though race is not specified but majority of CSG recipients are black children whose families are historically disadvantaged by apartheid, hence the need for state assistance.

The theory warns that, formal equality approaches promote inequality and validate as well facilitate existing inequalities within a society (Kohn, 2014). This is relevant to this study as the provision of CSG seeks to create 2 groups of vulnerable poor people who need assistance and those who are rich who do not need assistance. However, regardless of that in uMzinto eligible children from poor families are still excluded from receiving CSG.

**Table 2.3.3.1. Objectives of the study and theory applicability**

Objective	Theory	Applicability
To find how eligible children are excluded from the child social grant provision.	Fineman's theory of vulnerability	To measure the state's fulfilment of its obligation to reduce, ameliorate, and compensate CSG eligible excluded children's vulnerability, in this case, referring to excluded eligible CSG.
	Legitimate expectation theory	if a representation was made, substantive benefits must be granted

To find out how the excluded children's guardians view social grant provision and the exclusion of their children.	Fineman's theory of vulnerability	Equity in accessing state resources for community needs.
To examine if the excluded children's guardians are aware of the child social grant policy and requirements.	Legitimate expectation theory	Fulfilment of expectations raised by the government
To examine if there are any government initiatives aimed at improving the CSG accessibility and delivery in the country.	<p>Fineman's theory of vulnerability</p> <p>Fineman's theory of vulnerability</p> <p>Legitimate expectation theory</p>	<p>Provision of basic needs to ameliorate vulnerability</p> <p>human beings are vulnerable and prone to dependency</p> <p>Promises made by the government must be fulfilled</p>

## 2.4. Chapter Summary

Vast literature on CSG mainly focuses on the benefits and negative contribution of the grant, however none or very few scholars focused on the exclusion of legible children from receiving the grant especially in rural areas like Umzinto. This study therefore sought to examine barriers contributing to the exclusion of eligible children with a special focus on Umzinto rural community. The literature review chapter highlighted the challenges, solutions and prospects of social welfare policies and social security nets from a global and African perspective and the effectiveness of such policies and social security nets. The theoretical framework section described the theories tenets or characteristic traits, and then justified the theories relevant to the study. The theories guiding this

study were the theory of legitimate expectations and Fineman's theory of vulnerability (2013). What can be seen from the literature is that there is a debate on the positive and negative of social grants. However, there is limited literature on the reasons why men are reluctant when it comes to the application of social grants. However, the literature revealed that though there is a debate on positive and negatives of CSG, the child support grants play a significant role in providing basic needs. The next chapter presents the research methodology and research design.

## **CHAPTER 3**

### **RESEARCH METHODOLOGY**

#### **3.0. Introduction**

With the realisation that there are excluded CSG income-eligible children in South Africa, this study sought to investigate barriers contributing to the exclusion of eligible children in Umzinto rural community. This chapter describes the methodology used for this study. The chapter is divided into four main thematic content. This chapter explains phenomenology as the research design used in this study. It also describes the characteristics of the target population and the sampling framework used to select participants for the study. It described the study area and the data collection techniques. The chapter describes the instrument used to collect the data and the analysis used to present the collected data. The chapter also discusses the ethics used for the study.

#### **3.1. Research Methods**

Methodology is defined as “the standard systems or different methods that are utilised to collect research data” (Bless and Higson, 2013:19). For this study, the qualitative method was employed. Qualitative research according to Kendal (2008) is mostly interpretive and uses narratives to convey meaning to the phenomenon under study. According to Nicholas (2005), the qualitative method is more of texts than numbers. The use of narratives allowed the researcher to collect data in natural settings where people lived. This allowed the researcher to have a deeper understanding into barriers leading to the exclusion of income-eligible child support beneficiaries in Umzinto rural community. Nueman (2006) explains that qualitative research emphasizes on participants’ perceptions and experiences. By concentrating on participants’ perceptions as well as experiences, the study gave a broad narrative of the same participants’ knowledge on the barriers to the exclusion of income-eligible child support beneficiaries in Umzinto.

#### **3.3. Research Design**

Sander and Mainbo (2005) defines the research design as the researcher’s general plan for discovering responses to the study questions. The research design shows how the researcher developed the strategies and how they are going to implement them. This research used the phenomenological qualitative paradigm. Phenomenology is a form of qualitative research which focuses on the study of an individual’s lived experiences within the society (Bless and Higson,



2013). Phenomenology thus takes into consideration the structures of consciousness as experienced from the first-person point of view. The paradigm for this study took into consideration experiences and first point of view of Umzinto community members and guardians of eligible social grant excluded children and the SASSA workers in Umzinto who are responsible for communicating and administering the social grant application process.

### ***3.3.1. The target population***

The Umzinto community members and guardians of eligible social grant excluded children and the SASSA workers in Umzinto who are responsible for communicating and administering social grant application process were the population under study. This population was appropriate, as they look after the excluded children in the community and interviewing them was important to understand and unpack barriers to the provision of social grant in rural Umzinto. Also interviewing SASSA workers was appropriate as they are responsible for communicating and administering the grants. It was important to hear the reasons SASSA deny eligible children from accessing grants from SASSA officials and therefore unpacking barriers to the provision of social grant in rural Umzinto. This was done by looking at the barriers from both the angle of the guardians/community members and that of the SASSA workers who administer the grants. Taking all the factors mentioned into account, the researcher found out that the participants were the correct population to be used for this study.

### ***3.3.2. Study Area***

The study was conducted in Umzinto rural community and Umzinto SASSA offices. Umzinto is a town 10 kilometers inland from Park Rynie on the South Coast of KwaZulu Natal province of South Africa. Umzinto is under the Umdoni local municipality which is under the Ugu district municipality. It was a sugarcane growing area and the town was set up as the center for a sugar mill. Umzinto is also a semi-urban town and was once home to three large textile mills, namely Alitex, Bally Spinning Mills and MYM Textiles that used to export abroad. Today only one is still active but with a reduced production than before. Consequently, this has had a negative impact on the economy of Umzinto negatively. As of 2011 census, Umzinto has a total population of 16 205 and 55% being Black African and 42% being Indian/Asian people. In terms of social welfare and the provision of social grants, as of 2016 in Umzinto 19.7 % eligible did not receive a social grant

(DSD, 2016). The realisation that 19.7% eligible children in Umzinto were still excluded from receiving the grant, led to the study's main objective which was to investigate barriers leading to the exclusion of age- and income-eligible recipients. The study was also motivated by lack of research on difficulties faced by families and women, mostly, in securing social grants for their needy children. It was thus imperative to have the study address some of these literature gaps. This study thus revealed that minimum requirements such as birth-certificate if missing makes it difficult to receive the social grant. SASSA officials interviewed for this study also suggested the need for more campaign and awareness programmes about the CSG, especially in rural areas.

### ***3.3.3. Sampling techniques***

According to Babbie and Mouton (2001), sampling is the procedure of choosing a suitable example to determine the strictures of a population. Babbie (2005) posits that sampling techniques are those processes of choosing participants from set of target population to understand the characteristics of the whole group. Thus, sampling is divided into two categories: probability and non-probability. In probability sampling, there is a chance that each person will be chosen for participation in a study for example simple random sampling, whilst non-probability sampling happens when the researcher sets a sample using pre-set judgements. The study employed the non-probability sampling method.

The population of this study was unknown, snowball sampling was therefore utilised. Snowball sampling is a non-probability sampling technique where existing study subjects recruit future subjects from among their acquaintances (Kendal, 2008). Snowballing sampling is also known as chain-referral sampling in which initial purposely identified participant(s) help the researcher identify other suitable research subjects (Creswell, 2011). This first stage of this method involved the researcher sitting at Umzinto SASSA offices to meet with individuals coming to apply for the grant. The researcher then approached those individuals to point to other possible participants that can be interviewed for the study. These participants worked as informants and assisted in identifying other members willing to be interviewed. The researcher introduced herself and requested to talk to the individual and upon agreement, the researcher shared her interests to

interview her and request for a referral to get more guardians of excluded income-eligible children in the community to interview. In applying the snowballing method, the researcher asked the first participant to refer the researcher to other participants.

For SASSA officials purposive sampling was utilised. Purposive sampling is when there is the deliberate selection of units of the universe for constituting a sample which represents the universe (Bless and Higson, 2013). This means Umzinto SASSA officials chosen in this study were deliberately chosen upon presentation of the gatekeepers from the office. The researcher purposively approached officials, introduced herself and requested to talk to the official and upon agreement, the researcher shared her interests to interview the official.

#### ***3.3.4. Study sample size and criteria***

According to Bless and Highson (2013:29), a “sample is a subset of the whole population which is being investigated by the researcher and whose characteristics are generalized to the entire population.” This research consisted of a total sample of 10 participants as a depiction of the populace. Eight participants were guardians of eligible social grant excluded children and two were Umzinto SASSA workers. This total size was chosen because it was easy to manage, and the researcher was focused on collect of narratives than numbers hence a smaller sample ensure an optimum amount of data collection. The sample size was adequate for the study as interviews had been conducted on a limited scale for a deep and greater insight to be explored with the selected individuals (Creswell, 2011). Qualitative research sample sizes are often smaller than the ones used in quantitative studies because they are focused on attaining in-depth information concerning a particular issue which is often centered on the how and why a process, situation, subculture, scene or set of social interactions (Bless and Higson, 2013). Small sample size for in-depth interviews is important to avoid saturation of data whereby more interviews no longer yield any new information or new theoretical insights (Bless, 2006). Ten interviews (see Table 1 below) were conducted to ensure that all thorough angles are exhausted, though there were repetitive information and related experiences which the research. The narratives provided details on barriers leading to the exclusion of income-eligible child support beneficiaries, in Umzinto rural community

**Table 3.1. Subject biographic data**

<b>Sample #</b>	<b>Participant name (Pseudonym)</b>	<b>Age</b>	<b>Marital Status</b>	<b>Level of Education</b>	<b>Employment Status</b>	<b>Religious Affiliation</b>	<b>Family Size</b>	<b>Number of excluded children</b>
<b>1</b>	<b>Monalisa</b>	<b>25</b>	<b>Single</b>	<b>Grade 12</b>	<b>Unemployed</b>	<b>Christian</b>	<b>10</b>	<b>2</b>
<b>2</b>	<b>Nomonde</b>	<b>34</b>	<b>Single</b>	<b>Grade 12</b>	<b>Employed (Domestic Worker)</b>	<b>Christian</b>	<b>6</b>	<b>1</b>
<b>3</b>	<b>Nokubonga</b>	<b>46</b>	<b>Single</b>	<b>Grade 10</b>	<b>Unemployed</b>	<b>Christian</b>	<b>7</b>	<b>1</b>
<b>4</b>	<b>Aviwe</b>	<b>21</b>	<b>Single</b>	<b>Grade 12</b>	<b>Unemployed</b>	<b>Christian</b>	<b>12</b>	<b>2</b>
<b>5</b>	<b>Ayanda</b>	<b>24</b>	<b>Single</b>	<b>Grade 12</b>	<b>Unemployed</b>	<b>Christian</b>	<b>7</b>	<b>1</b>
<b>6</b>	<b>Aneziwe</b>	<b>27</b>	<b>Single</b>	<b>Grade 12</b>	<b>Unemployed</b>	<b>Christian</b>	<b>9</b>	<b>1</b>
<b>7</b>	<b>Luyanda</b>	<b>25</b>	<b>Single</b>	<b>Grade 12</b>	<b>Unemployed</b>	<b>Christian</b>	<b>4</b>	<b>1</b>
<b>8</b>	<b>Nokwanda</b>	<b>41</b>	<b>Single</b>	<b>Grade 5</b>	<b>Unemployed</b>	<b>Christian</b>	<b>5</b>	<b>1</b>
<b>9</b>	<b>SASSA official 1</b>	<b>40</b>	<b>Married</b>	<b>Bachelor's Degree</b>	<b>Employed</b>	<b>Christian</b>		
<b>10</b>	<b>SASSA official 2</b>	<b>35</b>	<b>Married</b>	<b>Bachelor's degree</b>	<b>Employed</b>	<b>Christian</b>		

#### **3.3.4.1. Sex of the participants**

The CSG in South Africa is gender-neutral in its targeting ensuring that both male and female primary caregivers can apply for the CSG (Patel et al., 2012). However, by examining the gender of the participants, it was important to determine which gender visits and report at SASSA offices the most as caregivers. All guardians of excluded income-eligible children interviewed for this study were females. This has been attributed to the fact that all the 5 days the researcher conducted the study at Umzinto SASSA offices only females came through during that period to apply and register their children for the Child support grants, no man showed up during that period. Findings

of this study thus indicate that a high number of caregivers who receives social grants on behalf of children are women. These findings support the international findings of Martin (2009) and DSD (2016), who also reported that internationally, caregivers receiving child support or welfare grants on behalf of children are mostly women. Ma and Schapira (2017) also reported similar findings in the USA as they noted that women make the majority of recipients who receives social assistance. Though the CSG in South Africa is gender-neutral, findings of this study show that men seldom apply for Child Support since for the five days the researcher spent at Umzinto SASSA offices only women were coming to apply for grants. These findings also support the findings of Byukusenge (2016) who reported that in practice, men rarely apply for the grant.

#### ***3.3.4.2. Age of the participants***

To find out the age group of people who come to register as caregivers at Umzinto SASSA offices, the researcher inquired about the age of the participants. For this study, all participants above the age of 18 were interviewed. This depicts an age group which is able and qualifies to be a caregiver and who can look after a child. Majority of the participants were below the age of 30 (21, 24, 25, 25, 27) and only three were above 30 (34, 41, 46). Findings of the study show a high number of young mothers seeking the child support grant to assist their children. Findings of this study back the findings of Makiwane (2010), who reported that most of the caregivers and people who seek social grants for children are young mothers.

#### ***3.3.4.3. Marital status of participants***

The researcher asked the marital status of participants, to find out which group of parents seek Child support grants. All participants interviewed for this study were all single mothers, who also headed their own families. This, however, can be attributed to being the reason why they had to seek for the Child support grant as most the women interviewed reported that they are the breadwinners of their families and the men who impregnated them were not supporting them hence the reason to seek support to feed the family. Findings from this study also support a study by Byukusenge (2016) on the gendered impact of the CSG, particularly on how women use resources and agency, and further indicate that families without a male figure as the leader, use the grants to

achieve particular outcomes which they consider to be valuable to their present and future functioning.

#### ***3.3.4.4. Employment status and level of education.***

Out of the eight participants interviewed, six of them reached grade 12, one reached grade 10 and the other grade five. The reasons for probing employment status of participants were to assess the types of jobs which people who seek child support grants are doing and any other source of income. Only one participant reported that she is employed as a domestic worker, while the rest of the participants said they were not employed hence the reason they need the Child support grants to support their families. Being unemployed to the participants of this study was also linked to a lack of skills, since most of them only ended at grade 12, and they could not proceed with education to gain more skills. All participants reported that they did piece jobs in the community however the money was not enough hence the reason they were seeking Child support grant to add to groceries and other basic commodities in their families. These findings support the findings of a study by Kukrety and Mohanty, (2011) who found that cash grants contribute to meeting women's needs. Comparable findings were also found in Bangladesh, Ethiopia and Peru where advances in income were noted, including the consistency of income, the steadying of consumption patterns and increased family expenditure on food, health, education and immediate needs such as protection against seasonal vulnerabilities (Holmes et al, 2011).

#### ***3.3.5.6. Religious affiliation***

The researcher probed the religious affiliation of participants to find out whether the participants were getting any help from their religious affiliations to assist their children. All participants reported that they were Christians and none of them was receiving any help from their religious affiliations.

### **3.4. Research data collection techniques**

According to Bless *et al* (2006), data collection techniques allow for the systematic collection of information about elements of the study. This study used in-depth interviews and observations as its data collection method. This is described below in detail.

#### ***3.4.1. In-depth interviews***

The study used in-depth semi-structured interviews to collect data. This interview technique is defined by Bless and Higson (2013:49) as “being a conversation with a purpose”. De Vos (2001:27) further postulates that, “in-depth interviews are focused, discursive and allow the researcher and participant to explore an issue in detail.” Mouton (2001) further maintains that this is a, “qualitative research technique that involves conducting intensive interviews on a particular idea, programme or situation.” A rapport was created by conducting face-to-face individual interviews where open-ended questions were used to gain insight into the problem. The responses were electronically recorded and later transcribed. The interviews were informal, conversational, and open-ended. A facilitator asked the prepared open-ended questions. All interviews were electronically recorded with the participants’ permission. A cell phone interview (with app recorder) using a schedule was the second option for those who were unavailable, following the same procedure for interviewing.

#### ***3.4.2. Observations***

Informal observations were also used for this research. Informal observations encompass watching, listening and documenting intentional or incidental actions of participants (De Vos, 2001). Informal observations in this study involving looking for non-verbal cues such as facial expressions and other involuntary behaviour exhibited by the participants. The researcher thus observed and recorded these expressions. Using informal observation allowed the researcher to understand the barriers leading to the exclusion of income-eligible child support beneficiaries.

### **3.5. Data analysis and presentation**

According to Neuman (2012) data analysis refers to the systematic to organisation, integration and examination of data searching for patterns and relationships among specific details. As the data were gathered from the field involving different perspectives of behaviour, experience, and attitudes, the second to last stage in the methodology was to analyse data using thematic qualitative data analysis. Thematic data analysis is a process of identifying themes in a qualitative analytic method, and to report on their patterns within the data (Bowling, 2009). The information that was gathered empirically was qualitatively encoded as the researcher identified patterns in the data.

This was done in the study by exploring and identifying patterns embedded within the transcripts. This assisted in addressing the primary objective of the study.

### **3.6. Trustworthy Validity, Reliability and Rigor**

Neuman (1994) posits that There are several factors that may contribute to data quality control, for example, trustworthiness, credibility, conformability, dependability, and transferability. Rigor refers to being thorough and open in collecting data. Bowling (2009) states that rigor is achieved by carefully selecting and vigorously collecting, analysing, and interpreting the data. In conducting this study, the researcher ensured transparency and fairness to produce valid, trustworthy, and transferable findings. This was achieved by selecting participants to whom the researcher has no personal attachment, maintaining neutrality throughout the interview sessions and meticulously recording all data. These approaches ensured that data interpretation was consistent and transparent. The researcher was always respectful and polite to ensure that the participants were not intimidated and were not inclined to volunteer answers they thought the researcher desired, thus compromising the study's reliability and validity. Dudovski (2016) states that validity refers to how honest the findings are and whether the research measured what it intended to measure. Purposive and snowball sampling enhanced validity as the participants were selected due to their knowledge of the phenomenon under study.

#### **3.6.2. Credibility**

Holloway and Wheeler (2015) define credibility as the confidence that can be placed in the truth of the research findings. It establishes whether the research findings represent credible information collected from the participants and if they are an accurate interpretation of the participants' original views (Graneheim and Lundman, 2004). The researcher used member checks to ensure the credibility of the qualitative data. Cresswell and Plano (2011) define member checks as the process in which the interpretations and data are continuously proven as they are traced from the various people and groups from which data are solicited.

#### **3.6.3. Transferability**

Transferability is the extent to which the results of qualitative research can be transferred to other contexts with other participants (Tobin and Begley, 2004). Bitsch (2005:85) notes that the



“researcher facilitates the transferability judgment by a potential user through the thick description and purposeful” sampling. Purposive sampling that promotes transferability was used in this study to collect the qualitative data.

#### **3.6.4. Dependability**

Dependability has been defined as the constancy of results over time (Cresswell and Plano, 2011). In this case, the participants evaluated the study’s results and interpretation as well as its recommendations to ensure that they were in line with their responses. Peer examination can also be employed to improve the dependability of the results of qualitative research.

#### **3.6.5. Conformability**

According to Tobin and Begley (2004:392), conformability is “concerned with establishing that data and interpretations of the findings are not figments of the inquirer’s imagination but are derived from the data”. It is considered as the extent to which the findings of a research study can be verified or supported by other researchers (Cresswell and Plano (2011)

### **3.7. Ethical Considerations**

“Ethical considerations are concerned with whether the behaviour conforms to a code or set of principles” (Bless, *et al*, 2006). The study of research ethics helps to prevent research abuses and assists researchers in understanding their responsibilities as ethical scholars. Ethical considerations were of paramount import during data collection. Ethical clearance from the University and gatekeepers’ letter from Umzinto SASSA office were obtained before conducting the study. As noted above, informed consent was obtained from all participants and they were assured of confidentiality. The participants’ names were not disclosed. Photographs were not taken, and the interviews were not recorded without the participants’ consent. The participants’ rights were fully explained, and no one was coerced to take part in the study. All the information that was collected was only used for this study.

A consent form is a letter of introduction that sought permission from a gatekeeper to conduct the study. The letter provided a clear description of the study, and all the guiding principles that were

required to be known by the participants and the gatekeepers, such as the expectations, and what is required of them. The researcher informed the participants on the voluntary nature of participation, the right to withdraw without negative consequences, the purpose and period of the study, any possible risks and benefits involved, the assurance of confidentiality and anonymity and all contact information. Such a request was made in writing by the researcher to the gatekeepers using the letter of introduction/consent form, in which the gatekeeper was asked to provide his/her consent in writing and to sign the document.

The researcher ensured that participants were not harmed in any way by ensuring that the questions asked did not embarrass anyone. Painful memories were avoided, and it was indicated prior to the consent signing or interview that anyone has the right to postpone or to stop the interview or decide not to participate in the study for any reason whatsoever. In the social sciences participants may be harmed emotionally due to several reasons such as the inconvenience of the time of research, stress, sensitive discussion, undermining their contribution, questioning their intelligence or integrity and many more.

In order to maintain confidentiality and anonymity in protecting the identity of the respondents, the researcher used pseudonyms during the interview process. The process of confidentiality and anonymity was maintained not only during data collection. This was continually maintained even after the collection of data, the analysing stage, and during documentation of the findings.

### **3.8. Limitations of the study**

The researcher encountered challenges when some participants seemed uncooperative, when they found out that there were no benefits attached to participating in the investigation. To counter that the researcher provided the consent letter which clearly stated that there were no benefits in participating in the research.

### **3.9. Chapter summary**

This chapter described the methodology used for this study. The chapter was divided into four main thematic content. This chapter explained phenomenology as the research design used in this study. It also described the characteristics of the target population and the sampling framework used to select participants for the study. It described the study area and the data collection

techniques. The chapter described the instrument used to collect the data and the analysis used to present the collected data. The chapter also discussed the ethics used for the study. The next chapter presents and discusses data.

## CHAPTER 4

### PRESENTATION OF RESEARCH RESULTS AND DISCUSSION OF FINDINGS

#### 4.0 Introduction.

This chapter presents the research results and discusses findings from the qualitative research that was conducted in 2019 using one on one interviews with Guardians of child support grant excluded income-eligible children and Umzinto SASSA officials as well as observations from the SASSA offices. The main objective of the research was to examine why income-eligible children are excluded from receiving child support grant. The chapter is divided into two (2) sections, presentation of results and then a discussion of findings. Responses of both SASSA officials and guardians who visited SASSA to apply for the Child Support Grants are discussed in the chapter. The narratives from the participants were measured against the objectives of the study as set out in the first chapter.

#### 4.1. Section 1. Presentation of research results

The results are presented thematically and provide detailed discussions on why income-eligible children are excluded from receiving social grants. The researcher employed thematic analysis and conducted a manual classification of common concepts derived from the participants. From the common concepts, certain themes emerged more prominently than others, representing the voices of eligible excluded CSG children's guardians. The data derived from the research were analysed and well interpreted into themes and subthemes as tabulated, followed by their discussion.

##### 4.1.1. Table 2: Themes emerging from the findings

Themes	Sub-themes
Reasons why eligible children are excluded	<ul style="list-style-type: none"><li>• Presentation of fraudulent documents</li><li>• Family politics</li><li>• Lack of information</li><li>• Misconceptions by caregivers</li></ul>

Reasons why eligible children are excluded (SASSA officials)	<ul style="list-style-type: none"> <li>❖ Transport costs</li> <li>❖ Income limit</li> <li>❖ Incomplete documents</li> <li>❖ Minimum requirements awareness</li> </ul>
Survival strategies and ways of fending for excluded children	<ul style="list-style-type: none"> <li>• Balancing and combining grants</li> </ul>
Ways to assist excluded eligible Children to receive social grants.	<ul style="list-style-type: none"> <li>❖ Intervention of Social workers</li> <li>❖ Community leaders' involvement</li> </ul>
Whether child support is helping	<ul style="list-style-type: none"> <li>• Provision of basic needs</li> <li>• Health and education benefits</li> </ul>

#### **4.1.2. Reasons why eligible children are excluded from receiving CSG**

Reasons, why eligible children are being excluded from the Child Support grants, differed with the experience one had, and information caregivers presented to SASSA offices. Findings of this study and the reasons cited by participants include the presentation of wrong information, failure to meet minimum requirements as well as fraud.

##### **4.1.2.1. Presentation of fraudulent documents**

All SASSA officials and 4 other participants reported that some children are excluded because caregivers present fraudulent papers which are found to be forged upon verification by SASSA officials resulting in the delay or exclusion of the child. One participant said:

At first, I tried to register a child who never existed, and I was caught so for me to register my biological children it became difficult, as SASSA officials demanded that I must go to the police and be cleared. Fear of being caught and investigated by the police stopped me from going to the police for I knew fraud is a big crime, so I just ignored everything. However now I have started the process that is why I am here. I went to the police station for the clearance and re-started registering the children under my care. There has been a progress, because my form is currently being processed. (Nomonde)

These narratives on the presentation of fraudulent documents indicate how desperate people are for the support grant. However, causes were entrenched in a bigger set of relationships, such as high levels of poverty as well as survival strategies single woman engage in to feed their children. This is so as all women (100%) interviewed for this study were single. This also indicates high dependency levels on the government, since all caregivers interviewed for the study were unemployed thus rely on social grants to buy basic commodities.

#### **4.1.2.2. Family politics**

The study reveals that some guardians were not willing to provide necessary documents to apply for the child's grant. About 40% of the participants mentioned that family infighting and hatred results in the delay and exclusion of the income-eligible child from the child. This has been attributed to guardians who refuse to freely give documents to support the application. Thus, this results in the submission of incomplete documents. One of the participants Nomonde had this to say:

My grandfather had so many wives and hatred in the family is too much, we are always fighting each other. This is my sister's child and this child you see here, her mother died, and our grandmother hated the mother's child too much to the extent that she extended her hatred to the child whom she left. *Gogo* (granny) till today as the guardian has refused to give out her green book for the child to receive the grants so I just had to take the child, currently, she is under my care. (Nomonde)

Another participant also said:

Jealous and witchcraft is the cause of all this, my children were born on the 1<sup>st</sup> of March 2016. I did all the documents for them needed for one to access child support grant. Early April, I went to see a traditional healer because my girls were not well. As I finished seeing a traditional healer, I saw a lot of my neighbors missed calls trying to alert me that our 4-room house was on fire and no one saw what caused it, but suspect it to be witchcraft. All my important documents were burnt including my national identity card, driver's license, my children birth certificate and so forth. It has been hard getting an identity document for myself and it cost a lot of money to go to town and get help from Home Affairs (Nyasha).

Nomonde and Nyasha's responses on family politics indicate that due to family infighting children who qualify for the child support grant risk exclusion especially if no parent is alive to assist with the required documents to access the social grant. These findings also support the findings of

Rispel *et al.* (2008) who also reported that orphans “risk not having the correct documentation or losing access to the CSG when a primary caregiver dies”.

#### **4.1.2.3. Lack of information**

Research results of this study as reported by both SASSA officials and all participants (100%) show that lack of information and taking wrong advice from community members who are not SASSA workers is also one of the reasons why other eligible children in the community are not receiving the grant. The study reveals a lack of proper education and communication to communities on the requirements to access social in Umzinto. These findings also support the findings of Byukusenge, (2016) who also report that limited knowledge and awareness amongst caregivers has resulted in children do not access the support grant. On taking wrong advice which then resulted in guardians not making efforts to try and register the child. Aneziwe one of the participants had this to say:

The child is my niece her mother died, she was a teacher and we do not know the father of the child. My sister died when the child was 9 years old. In my community, I always heard people saying that if a parent is or was working under a government that means their children can never access child support grant. I always believed that and never came to SASSA offices to seek more information. The situation got much harder and harder till I went to SASSA to get clarity. At SASSA they told me that I should bring all the documents for the child and documents which confirms that the mother of the child died and now everything is being smoothly processed (Aneziwe).

These views by Aneziwe reveals that there is still confusion by people on the requirements and CSG application process. This also supports the findings of Delaney (2017) who reported that there is confusion about the requirements to access the grants which need clarification. DSD (2016) also found similar results as they reported that information is not correctly passed at the community level, which is also the case with Umzinto community.

#### **4.1.2.4. Misconceptions by caregivers**

Findings of this study also support the findings of an analysis of survey data by DSD (2016) which showed that a “common reason given by income-eligible caregivers for not applying for the grant was the (incorrect) belief that they earn too” much. According to Ngwenya (2016), reported misconceptions between caregivers and SASSA officials that, employment excludes caregivers from applying for the grant. Findings of this study show similar patterns as 30% of the participants

reported that their children were denied social grants because by the time, they tried to register they still employed and though the money was not enough, and their employment was contract employment. To the participants, they thought that their children could qualify for the grant however the children were excluded. This what Nokwanda one of the participants said:

My child was eligible but because I was working, my child could not qualify because it was assumed that I can afford to take care of my child though my employment was temporary, and the contract was not for a long period. But now I am no longer working and the contract at work has ended, so I am now trying to register my child since the father is dead as well. I have reported the issue to SASSA, and they advised me to go to the department of labour and write a letter which informs that I am no longer working (Nokwanda).

These narratives by Nokwanda shows that there is need for more campaign awareness, informing the public on the minimum requirements of SASSA, as well as teaching and enlightening people on the child support grant application process.

#### **4.1.3. Umzinto SASSA officials' responses on why eligible children are excluded**

##### **4.1.3.1. Transport costs**

SASSA officials interviewed for this study reported transport costs and application process and costs involved when one is applying as one of the main reasons why some eligible children are excluded from the Child support grants provision. SASSA officials indicated that some of the people who come to the office stay far from the office, and if turned away for not having all documents needed to process the application, they all complain of the costs of returning to the office again and again. SASSA official's views were also supported by all participants (100%) who reported that direct costs of applying for the grant are a challenge. About 80% of the participants mentioned that they come from far traveling long distances which is costly due to multiple trips to reach SASSA offices which also become painful if they are turned back for incomplete documents. This has also been attributed to the fact that people interviewed were not employed hence they cannot afford multiple transport costs to and from SASSA offices. Ayanda one of the participants had this to say:

There are individuals like myself, I am not employed, and I cannot afford to come to SASSA offices more often because of transport money. I would suggest home visits by SASSA officials will greatly help. Also, the issue of these documents, I think there should be a programme where baby needs are given while parents are solving the issue of documents needed. (Ayanda)

Ayanda's response also shows the frustration and challenges guardians face during the application process. Respondent's views are in line with the study by Gibbs *et al.* (2018) showed that



caregivers complained of waking up early, and being turned away resulting into multiple trips because of “incorrect” documents and some even give up on the application which results in the exclusion of a eligible child. Similarly, SASSA officials interviewed for this study also reported that when the caregivers visit without all documents they are turned back, and multiple visits turn them off especially transport costs since some stay far from the Umzinto office. One of the SASSA officials had this to say:

Most cases it is because the children and guardians stay far away from our offices and they do not collect necessary information and forms at our offices due to the expenses involved which they cannot afford. (SASSA official)

The SASSA official’s views were also supported by one of the participants who also said:

I have been going and coming back and always unsuccessful, sometimes you are told of different documents to bring, from the chief, municipality, birth certificate, and the process of getting all these documents is stressful for you must queue. Imagine coming here after spending money on transport and queuing, then you are told to go back and bring missing documents. Where do they think we get all the money to keep on going and coming back? (Nomonde)

Results of this study reveal that some community members who would want to register their children are poor and may not be able to find money to visit SASSA offices, hence the need for SASSA officials to come down to communities. Nomonde and the SASSA official’s response are also in line with the findings of Zembe-Mkabile *et al.* (2013) who all noted that problems to accessing CSG are mostly technical, such incorrect documents, long distance to SASSA offices.

#### **4.1.3.2. Income limit as one of the main exclusion reasons**

The other main reason revealed by SASSA officials on why eligible children are excluded is the income limit. SASSA officials reported that some guardians apply for the grant while they earn enough money to take care of their families as stipulated by child support grant policy resulting in their children being excluded. One of the SASSA officials gave the following explanation.

The main reason for exclusion is when the parents are employed. If the parent(s) of the child earns more than R4300, chances are that the child can be denied child support grant. If the parent is married, then it should not be more than R6500. The other reason some eligible children are denied the grant is if the person who applied for the child does not stay with the child under the same roof. The grant shall be collected by the person who stays with the child. (SASSA official)

The above reasons cited by the SASSA officials can also be attributed to eligible children’s guardian lack of proper information on the application process as well as minimum requirements to apply for CSG. Thus, there is a need for regular awareness and campaigns teaching people on the CSG application process. According to SASSA (2013) minimum requirements to access child

support grants state that “R350 be paid to guardians of children up to the age of 18 years” old. Thus, the caregivers should be natural citizens of the country, and refugees, as well as people earning less than R3100 per month or R6200 monthly. Primary caregivers receive CSG for children who are below 18years in South Africa (Mokoena, 2016).

#### **4.1.3.3. Incomplete documents**

All SASSA officials interviewed reported that submission of incomplete documents by guardians is one of the major reasons why children are always excluded from receiving the grant. One of the SASSA officials had this to say

Though technology is coming into play, however, if the applicant submits incomplete or fraudulent documents, even the law according to minimum requirements forces me to exclude or ask the applicant to go back and submit required documents. (SASSA, official)

SASSA officials’ comments further show the struggle and challenges the CSG applicants face when applying for the grant. Findings of this study are in line with the findings of Patel (2014) who reported that though there has been a technological improvement in the administration of grants, problems with incomplete documents persistently raised as a major challenge.

However, in terms of documentation excluded children, 90% of guardians interviewed also reported that SASSA demands a lot of documents which people find it difficult to compile. Issues related to missing documents which might have been lost, participants were of the view that SASSA must find ways to be in contact with home affairs to confirm documents. This is so as documentation challenges including birth certificates and identification were continuously mentioned as a hindrance and a challenge which delay the applicant thus resulting in the exclusion of eligible children from receiving the grant. One of the participants said:

In most cases, it is an issue of documents. SASSA demands a lot of documents and I wish SASSA can be in Contact with home affairs. If for an example the birth certificate is missing, surely at home affairs they can confirm that the child had a birth certificate. It is so tiring moving up and down compiling all things at once, especially when a birth certificate is missing, eish it becomes going to the hospital, moving up and down (Aneziwe).

Aneziwe’s comments further show compiling documents to apply for CSG remains a challenge.

#### **4.1.3.4. Minimum requirements awareness**

All participants (10) reported that they are aware of the minimum requirements for a child to receive child support grants. However, some reported on the first submission they did not have all documents. All the participants also reported that all the excluded children under their care do qualify for the child support grant. On issues about the requirements which makes it difficult for eligible children to receive social grants, birth-certificate was factored out as the main document if missing makes it difficult to receive the social grant. Here is what some of the participants had to say

If there is no birth certificate it is hard to get help. It is hard to also get the birth certificate if you are not the biological parent of the child. (Monalisa)

I think mostly it is a birth certificate of the child. I once experienced this when I registered my first grandchild, he did not a birth certificate, it was difficult everything was only processed when I brought it. (Nomonde)

Another participant also said:

I think its birth certificate. I have seen and heard that people without the birth certificate for their children find it hard to register them (Luyanda)

Participants' views on birth certificate indicate that though there have been technological improvements in administering grants, problems with documentation remains a barrier. Challenges with birth certificate found by this study support the findings of (Patel and Hochfeld, 2011) who also reported that documentation problems are continuously raised by applicants when applying for CSG.

However, 40% of the respondent participants reported that all documents are important as the process cannot continue if any of the documents are missing. Others reported that everything is clear only lack of information makes it difficult. Nyasha one of the participants said:

Right now, I am confused. I always thought it is not easy to register for the grant of the child without a parent's identity book. But now I know it is not a big problem, because SASSA was able to help my grandchild while his mother did not have an identity document. Secondly, I thought it was the child's birth certificate but SASSA was able to assist us as we were waiting for the mother's identity book. Even the proof of residence is also important, but the government can assist. It is a matter of us standing up for ourselves and seeking help from SASSA. (Nokubonga)

Nokubonga's response also shows how the community lacks full information on the minimum requirements shows that parents often submit incomplete documents when applying for grants because they lack the knowledge and they do not know all documents needed.

#### **4.1.4. Survival strategies and ways of fending for the excluded children**

##### **4.1.4.1. Balancing and combining grants**

To look after the excluded children all participants reported that they were forced to balance from what other children in the family were receiving, combining the money to buy groceries for everyone at once. To those who have the elderly receiving old age grants reported that they were using the elderly grants to look after the child. All participants also reported that they were doing piece jobs which helped in looking after the excluded children as well as help from extended family members. One of the participants had this to say:

For the past few months, I was doing a learnership. Therefore, I was using that money to look after my daughter and my niece. Also, my sister was working, and we were helping each other to look after our children (Ayanda)

Another one also said:

My first daughter has two children. Therefore, they are accessing child support grant and that is the money we have been using to take care of the child who is currently not accessing child support grant. No one has been assisting me, but I also sell fruit on the street for us to survive (Monalisa).

With closely related sentiments another participant also said:

We have been surviving through my brother's child support grant. I also had a piece job where I do laundry for people. My aunt also has been supporting us in some months when she adds R500. So, by combining all this money we can buy groceries for everyone for the whole month (Nomonde).

The excerpts by participants show the significant role child support grants play in the provision of basic to South Africa. However, these responses also show high dependency on the government by the community members on the provision of basic commodities. This also supports findings of Jung (2015) who also note that social welfare internationally, put a strain on government resources as individuals become reluctant to work for themselves.

#### **4.1.5. Ways to assist excluded eligible Children to receive social grants.**

##### **4.1.5.1. Intervention of social workers**

SASSA officials stressed the need for social workers to make constant follow-ups with the families in communities making recommendations and educating people. All participants reported that for effectiveness, SASSA must find ways to visit communities than waiting for people to visit their offices.

SASSA officials must do home visits and assess what is happening on the ground. A lot has been done by the government. However, they need to close gaps quickly. Judging from what I see in our communities, most of the children stay with their grandmothers while their mother and father are staying in suburbs. When they leave home, they also take these SASSA cards. Instead of helping their children, they use this money for their own needs. SASSA workers should be more active in doing home visits than only expecting the community to come to them. A lot is happening in the community that they do not know about. (Luyanda)

Luyanda's response also shows the misuse of social grants by guardians. This is so as the grant is supposed to assist impoverished families to buy necessities which may include school uniforms, food and clothes for their children however caregivers end up using it for private use. This seeks to show that mothers receive social grants for their children but use it for their personal needs.

Another participant (Nokubonga) also had this to say

I think sometimes we as parents are reluctant and ignorant, because we delay standing up for our kids. I think as soon as there is an issue where the child cannot access child support, we should report as soon as possible. I agree that the government do announce about these things and we should not wait and think SASSA will come to our homes and ask if we need any help. (Nyasha)

Nokubonga's views also show that caregivers are reluctant and ignorant of doing the application process on their own and on time. This results in caregivers submitting incomplete documents thus delaying the activation of the child to access the grant

##### **4.1.5.2. Community leaders' involvement in assisting excluded Children**

A high number of participants (60%) reported that they never reported cases of their excluded children to the community leaders. Results of this study reveal that most of the people in Umzinto do not see any effort and any role community leaders are playing to assist the excluded children hence the reason they do not report. All participants who reported that community leaders are not doing anything view them as of no help to SASSA processes and requirements. However, all

participants acknowledged that community leaders must assist and play a significant role in assisting excluded children to access social grants. According to another participant:

I never reported the case of an excluded child to the community leaders because I did not dare to do so. I will not lie, but there is nothing that they do to assist in this matter. However, they should be intervening in this situation and assist where they can. The only thing they tell us that we should go to SASSA and that is where you will get help. The problem is for this matter of child support grant registration I can do this procedure for the whole month and it is not easy. They take us back and forth, sending us to the police station a lot. (Nomonde).

Another participant also said:

I have never reported or sought help from community leaders about my excluded child because I never thought I would get any help and besides I am yet to see anything they have done to the community in that regards. (Luyanda)

Of participants who tried to use fraudulent papers and were caught, one them reported that she never received help from community leaders because she was ashamed. However, she also reported that community leaders are also helping in reducing the number of excluded eligible children who are supposed to be receiving the grant. She had this to say:

I never reported anything to community leaders about my excluded child because I was ashamed of my fraud. But community leaders are greatly helping people and children to access social grants. They call community meetings to provide awareness about the process of child support grant and the things that needed for a child to access child support grant. (Nokwanda)

Only 20% of the participants cited that they reported the exclusion of their eligible children to the community, they all reported that the community leaders at a certain point visited and try to understand why. In addition, most of them also reported having been assisted financially by community leaders in the form of transport costs. One of the participants also said:

I reported the exclusion of my child to the community leaders. At first, I told my neighbour about it then I also told the leaders of the community leaders who came to my home with the social workers and that made my situation was better. The counsellor also provided me with a lot of things I needed. (Monalisa)

We did not even have a shelter and today we are provided with shelter, now I am going to register for my pension. The counsellor even gave me money to travel as I had to be up and down at SASSA (Aneziwe).

Differing views by the participants on the role's community leaders shows that there is involvement of the same community leaders in the provision of social grants. However, this can also be attributed to the fact that everything about the CSG is administered by SASSA and they lack information as well.

#### **4.1.6. Whether Child Support is helping or not**

##### **4.1.6.1. Provision of basic needs**

All SASSA officials and participants interviewed for this study reported that CSG is greatly helping in their families. All participants reported that CSG is the main anchor for the provision of their family's basic needs as well as the welfare of their children and grandchildren. These findings in Umzinto also supports the findings of Sanfilipo *et al.* (2012), who reported that the CSG plays a significant role in addressing challenges with basic needs in South Africa, some of which include challenges preventing children from attaining education. Here is what one of the SASSA officials had to say:

I would say the CSG is helping. Although sometimes I think it causes people to be dependent on the government. I mean with R430 you cannot do a lot because a child costs a lot. However, the little that they are given I am sure that it helps them. It helps to alleviate poverty. (SASSA official)

One of the participants also had this to say:

(Giggling and praising) Child support helps our families so much. I cannot even imagine what would we do with our children and grandchildren if there was no child support grant programme. It is hard because the new-born does not eat the food that we eat, therefore they need their special treatment which would be hard for us to afford if this programme were not implemented. It not only that, when the child is a new-born, they need to see a doctor now and then and that is not free. So, without this grant, our kids would not even have the clothes to wear. This money does not help children only but even us we are surviving with it. (Nyasha)

Another participant also said:

The child support grant is very important. Children are surviving with this money. Children's food and basic commodities are now expensive, and this money helps us a lot especially me as a single mother (Aneziwe).

With closely related sentiments another participant also said:

Children live, they wear and when they are sick this money helps. For lunch boxes at school, there is a lot that this money does (Ayanda).

The social grants are helping in so many ways (Laughing). If there is anything called grace that has ever happened for south Africans, its social grants. (Monalisa)

Participants viewed social grants as emancipatory in solving their immediate financial challenges. For single mothers as highlighted by Aneziwe, social grants assist women to be independent thus

not rely on the support of a man. These findings support a study by Byukusenge (2016:100) who argued that there is a “gendered impact of the CSG, particularly on how women use resources (cash, support from outside the household and partnership) and agency (empowerment, financial decision making and other decision-making powers) shows that women use the grants to achieve particular outcomes which they consider to be valuable to their present and future functioning.”

#### **4.1.6.2. Health and education benefits.**

Results of this study show that CSG has positive on children and their education. All participants interviewed highlighted that CSG is assisting in alleviating poverty as well as assisting families with the education of children. These findings are supports Aguero (2007) who also noted that children who receive social grants progress in school and have better growth and reduced hunger.

### **4.2. Section 2: Discussion of findings**

This section presents the discussion of findings. The discussion centres on the four broad research objectives, informed by the theoretical framework and literature discussed in Chapter 2 and 3.

#### **4.2.1. Reasons why eligible children are excluded**

Findings show that presentation of fraudulent documents, lack of information and misconceptions by caregivers, family politics as well as costs involved in the application of child support are the main reasons why income-eligible children are excluded from receiving the CSG in Umzinto.

This study reveals that caregivers present fraudulent documents when applying for the CSG. This is attributed to the fact that upon application, applicants present incomplete documents when turned back they forge and present fake documents. In South Africa, fraud carry a minimum sentence of 15 years' imprisonment, however people due to the need to access CSG overlook it and submit fraudulent documents in a bid to access the Child Support Grant. Results show how desperate people are for the child support grant as a source of income which then becomes stressful if they are caught and denied access to CSG. The desperation and submission of fraudulent documents findings of this study show that it is also linked to high unemployment and high levels of poverty as well as survival strategies single woman engage in to feed their children. This is so as all participants interviewed were unemployed with the highest qualification being grade 12, thus CSG is regarded as the main source of income, hence the desperation to submit fraudulent



documents to access it. These findings validate the findings of Marichen and Ignatius (2015) who noted that because of poverty people engage in criminals' activities.

Family politics has also been identified as one of the reasons why income-eligible children are delayed and denied access to child support grants. This is because of family infighting and hatred which then results in the delay and exclusion of the income-eligible child from the child. This is attributed to guardians who refuse to freely give documents to support the application. This in turn forces caregivers to submit incomplete documents which result in the children being excluded. Due to family infighting findings of this study shows that orphans are mostly affected as their parents are no longer alive to assist. These findings also support the findings of Rispe *et al.* (2008) who also reported that orphans sometime lack the documentation required to access the CSG especially when the caregiver passes on.

Lack of information is also one of the main reasons why CSG income-eligible children are excluded in Umzinto. This is because people are not fully knowledgeable about the CSG application process. This study shows that Umzinto community still lack proper CSG application education as well as lack of communication to communities on the requirements to access social grant. However, this can also be linked to coverage issues since this is a rural area, thus some people do not get updated information on time. These findings also support the findings of Byukusenge (2016) who reported that limited knowledge and awareness amongst caregivers has resulted in children's failure to access the child support grant. This study found out that there is still confusion about the requirements and CSG application process. This is also linked to a lack of information and lack of CSG application education. This also supports the findings of DSD (2016) which also found similar results as they reported that there is a lack of information at community level, which is also the case with Umzinto community. Lack of information about CSG application is also linked to misconceptions by caregivers on the application process as well as incorrect beliefs which they base eligibility on assumptions.

Transport costs as well as costs involved in the application process when applying for CSG has been identified as one of the reasons why eligible children are excluded from getting the CSG. This is attributed to the people who apply for CSG using Umzinto SASSA office stay far from the office hence transport costs are high. This study reveals that most of the people who apply for CSG

are unemployed and are from disadvantaged families, as such application and transport costs to the office to submit CSG application also become a burden. Thus, those who cannot afford to travel to the offices end up not applying thereby leading to the delay or exclusion of income-eligible children to access CSG.

This study indicate that income limit is also one of the reasons why some children are excluded from CSG. This is so as the study reveals that guardians apply for the grant while they earn enough money to take care of their families as stipulated by child support grant policy, resulting in their children being excluded. This also can be linked to CSG application education as well as lack of information on CSG application process.

Submission of incomplete documents by guardians has been identified as one of the major reasons why children are always excluded from receiving the grant. Though SASSA officials revealed there has been technological advancement in the application process, however, caregivers still submit incomplete documents when applying for CSG. This, however, shows that SASSA demands a lot of documents which people find it difficult to compile. For this study, the birth certificate was identified as the important document when applying for CSG which if missing applicants fail to access grant. This supports Patel *et al.* (2015) who reported that though there has been a technological improvement in the administration of grants.

#### **4.2.2. Survival strategies and ways of fending for the CSG excluded children**

The results from this study show that the CSG saves as the main source of income for most families in Umzinto. This study reveals that to survive families with excluded children combine grant monies all family members are receiving to buy basic needs for the family. This, however, shows that child support grant is serving its purpose of poverty alleviation and meeting human needs. These findings support Jung *et al.* (2015) who note that social welfare's sole purpose is to provide basic needs as well as reducing inequalities between social groups defined by socioeconomic status. However, with the social grant being the main source of income indicate Umzinto community's high dependency on government's provision. These findings are also in line with Jung (2015) who also noted that the introduction of social welfare creates a high dependency on the government.

#### **4.2.3. Ways to assist excluded eligible Children to receive social grants.**

This finding demonstrated that not only the government or SASSA has a part to play in assisting disadvantage families. Findings of this study show that to assist excluded children, there is need for social workers to work with SASSA in the identification of disadvantaged families as well as making constant follow-ups with poor families thus educating people on CSG application. In addition, to assist excluded children the study revealed that there is need for SASSA officials to always visit communities educating them on CSG application process thus reducing the number of excluded eligible CSG children due to lack of knowledge.

#### **4.2.4. Community leader's involvement in assisting excluded Children**

This study found out that community leaders in Umzinto are not playing a significant role in assisting CSG excluded children. The study reveals that some people do not see community leaders influence on CSG. This however can be attributed to the fact that everything about CSG is handled by SASSA, as such people chose to go straight to SASSA offices skipping community leaders. However, the study also shows that political community leaders assist with other things which are not connected to SASSA application or reasons related to excluded eligible children. This also can further be since everything about CSG is administered by SASSA and political leaders lack the information as well.

#### **4.2.5. Whether Child Support is helping or not**

This research shows that child support is the main anchor in the provision of basic needs as well as the welfare of children in Umzinto thus addressing primary financial and social challenges in Umzinto. These findings in Umzinto also support the findings by Sanfilipo (2012), who also reported that the CSG has been crucial in alleviating poverty and promoting access to education for the beneficiaries. Findings of this study also show positive benefits of CSG on health and education of children. These findings are in line with the findings of Sanfilipo *et al.* (2012) who reported that children who receive social grants progress in school and have better growth and reduced hunger.

### **4.3. Chapter summary**

This chapter presented the research results and discussed the findings. The main objective of the research was to examine why CSG income-eligible children are excluded from receiving the child support grant. The discussion section, the researcher interpreted the data collected and weighed its similarities and differences with existing literature. Presentation of fraudulent documents, lack of information and misconceptions by caregivers, family politics as well as costs involved in the application of child support were found to be the main reasons why income-eligible children are excluded from receiving the child support grant in Umzinto. The next chapter presents conclusions and recommendations of the study.

## CHAPTER 5

### CONCLUSIONS AND RECOMMENDATIONS

#### 5.0. Introduction

This chapter is a summation of the research study and its findings based on the main objective of the research, which was to investigate the reasons why income-eligible children are excluded from receiving the child support grant. Before 1994, wealth in South Africa was held by the white minority while the black majority were disproportionately poorer, living in extreme poverty and suffering racialised conditions in accessing Child Maintenance Grant (CMG) (Vally, 2016). In 1997, South Africa's democratic government introduced the Child support grant (CSG) to replace apartheid CMG. Since then the Child support grant (CSG) has expanded rapidly and over 12 million recipients each month are receiving the grant. (DSD, 2016). Despite this progress, nationally, to date, almost 18% of income-eligible children are still not accessing the grant and most of these excluded children are prone to be incorrectly excepted from the grant (Ngwenya, 2016). It is essential to note that considering this brief background, there are various aspects that research can contribute to understanding why income-eligible children are still being excluded from receiving the grant during the post-apartheid South Africa. It was against this backdrop that the research undertaken had its main objective to find out the barriers leading to the exclusion of income-eligible child support beneficiaries, using the case of Umzinto rural community. The sub-objectives included (i) to find how eligible children are excluded from the children social grant provision: (Thompson Jr and Strickland III) to find out how the excluded child's guardians view social grant provision and the exclusion of their children; (Thompson Jr and Strickland III) to examine if the excluded child's guardians are aware of the child social grant policy and requirements; (iv) to examine if there are any government initiatives aimed at improving CSG accessibility and delivery in the country.

To address these objectives this research sought to answer the key research question as why qualified children are not able to access the CSG in Umzinto. The sub questions included (i) how eligible children are excluded from the child support grant provision? (ii) how do the excluded child's guardians view social grant provision and the exclusion of their children? (iii) are the excluded child's guardians aware of the child social grant policy, requirements for accessing the grant? (iv) What are the government initiatives aimed at improving child grant accessibility and delivery in South Africa?

A total sample size of 10 participants where eight were Umzinto community members and guardians of eligible social grant excluded children; and two were SASSA workers in Umzinto who are responsible for communicating and administering social grant application process was utilised. The study was conducted using a qualitative method. Qualitative research focuses on providing detailed experiences of a phenomenon in society to understand the reasons behind human behaviour (Kothari, 2012). The study used snowball as well as judgmental sampling to select participants. This study utilised a one-on-one in-depth interviews and observations as investigation methods and analysed the data thematically. The study found out that reasons for eligible children exclusion differ from applicant to applicant and are mainly based on the information each applicant presents to SASSA officials. This includes the presentation of wrong information, submission of fraudulent required documents, and failure to meet minimum requirements. family politics, lack of proper education, communication and information about the child support grant are also some of the reasons. Therefore, this chapter summarises, concludes and gives recommendations of the research study.

### **5.1. Summary of major findings.**

This study investigated barriers leading to the exclusion of income-eligible child support beneficiaries, using the case of Umzinto rural community. The following summaries provide brief insights into the major findings of this study according to the guidelines of the key themes presented in the previous chapter.

#### **5.1.1. Theme 1. Reasons why eligible children are excluded from receiving the child support grant.**

Reasons, why eligible children are being excluded from the Child Support grants, differed with the experience one had, and information caregivers presented to SASSA offices. Findings of this study and the reasons cited by participants include the presentation of wrong information, family politics, failure to meet minimum requirements as well as fraud.

This study established that caregivers submit fraudulent documents to access child support grant. The presentation of fraudulent documents indicates how desperate people are for the support grant. Family politics was also identified as one of the reasons why income-eligible children are delayed and denied access to child support grants. This is because of family infighting and hatred which then results in the delay and exclusion of the income-eligible child from the child. Lack of information is also one of the main reasons why eligible children are excluded in Umzinto. This is because people are not fully knowledgeable about the CSG application process. This study showed that Umzinto community still lack proper CSG application education as well as lack of communication to communities on the requirements to access social grant. Transport costs, as well as costs involved in the application process, when applying for CSG was identified as one of the reasons why eligible children are excluded from CSG. Submission of incomplete documents by guardians was identified as one of the major reasons why children are always excluded from receiving the grant. Though SASSA officials revealed there has been technological advancement in the application process, however, caregivers still submit incomplete documents when applying for CSG.

#### **5.1.2. Theme 2: Survival strategies and ways of fending for the CSG excluded children.**

This study established that Child support grant serves as source of income for most families in Umzinto. This study reveals that to survive families with excluded children combine grant monies all family members are receiving to buy basic needs for the family. This, however, shows that child support grant is serving its purpose of poverty alleviation and meeting human needs.

#### **5.1.3. Theme 3: Ways to assist excluded eligible Children to receive social grants and community leader's involvement in CSG.**

All SASSA officials stressed the need for social workers to make constant follow-ups with the families in communities making recommendations and educating people. All participants reported that for effectiveness, SASSA must find ways to visit communities than waiting for people to visit their offices. A high number of participants (60%) reported that they never reported cases of their excluded children to the community leaders. Results of this study reveal that most of the people in Umzinto do not see any effort and any role community leaders are playing to assist the excluded children hence the reason they do not report to them.

#### **5.1.4. Theme 4: Whether Child Support is helping or not as well as health and education benefits.**

All SASSA officials and other participants interviewed for this study reported that CSG is greatly helping in their families. All participants reported that CSG is the main anchor for the provision of their family's basic needs as well as the welfare of their children and grandchildren. Results of this study show that CSG has a positive effect on children and their education. All participants interviewed highlighted that CSG is assisting in alleviating poverty as well as assisting families with the education of children.

#### **5.2. Theoretical contribution**

The study used the Legitimate Expectation theory and Fineman's theory of vulnerability. Some of the findings of this study tended to validate the perspectives from these theories.

The theory perspective on the expectation that public policy is there to fulfil the interests of the public and uplift their lives was validated by this study as SASSA is obligated to process applications of people who apply for grants. Thus, people who apply, do so with the expectation that their applications will be approved for the betterment of their lives. In this study, these expectations are met by giving grants to eligible children who have not been receiving the grant while they qualify for the grant which is the duty of SASSA. The legitimate expectation theory adopts a pluralistic approach, and, in this case, this is related to expectations of eligible and deserving children who are not receiving the Child support grant.

In line with the central thesis of Fineman's theory of vulnerability, states that as people are vulnerable, public policy is there to help reduce the same vulnerability. This was shown in the results of this study, as all participants interviewed were unemployed hence depends on the state to provide for them and their families. Fineman posits that societal institutions has an obligation to disburse social provisions for the security of the population. This assertion is also validated by the findings of this study by the strictness of SASSA officials who require people applying for the grants to bring required documents and this applies to everyone regardless of class. In addition, regardless of gender male or female everyone is eligible to apply for the grants.



### **5.3. Study conclusions**

In line with the findings of this study through regardless of sex everyone is eligible to apply for the social grant, however, for Umzinto community it can be concluded that unemployed single mothers make the majority of people who apply for social grants on behalf of children and are the ones who seek social assistance more than men. In terms of age, this study concludes that most of the caregivers and people who seek social grants for children are young mothers.

In line with the reasons why eligible children are excluded from receiving social grants, this study concludes that reasons for exclusion differ with the experience one had, and the information applicants present to SASSA officials. This includes the presentation of wrong information, failure to meet minimum requirements as well as submission fraudulent papers. Family politics, lack of proper education, communication and information about the CSG are also some of the reasons this study concludes as the main reasons why eligible children are excluded from receiving the social grant in Umzinto. Issues related to the documentation in this study leads one to the conclusion that SASSA must find ways to be in contact with home affairs to confirm documents.

In terms of roles, community leaders are doing to assist eligible excluded children, this study concludes that Umzinto community leaders are not working enough to assist excluded eligible children in Umzinto. The study further concludes that Umzinto community leaders are also not well informed on the processes and requirements of children to access the CSG.

Though interviewed participants reported that they are aware of minimum requirements to access CSG, However, because eligible children are excluded from receiving CSG, this study, therefore, concludes that Umzinto community lack information and there is no proper education given to the community about CSG. This study further concludes that Child Support Grants are helping greatly the Umzinto community. Child Support Grants are the main anchor for the provision of basic needs as well as the welfare of their children and grandchildren in Umzinto.

### **5.4. Recommendations**

The study found that the entire burden of social security in South Africa falls on the government. The researcher recommends the government to equip citizens with entrepreneurial skills to enable them to support themselves and even create jobs.

The study also revealed that there is poor communication from SASSA, and people are still not fully aware of the minimum requirements. Therefore, SASSA officials ought to come up with educational programmes, where they visit communities educating people on the grant application process. In order to assist eligible excluded children to receive social grants, this study further recommends that social workers ought to make constant follow-ups with the families in communities, making recommendations and also educating people about social grants. Such communication can help reduce exclusion of legible children from social grant and travelling costs for the already poor recipients. Turning to the SASSA mechanisms, it is recommended that the department's system should be upgraded and that measures should be put in place to ensure that all eligible recipients are covered. In terms of future studies, given that the study revealed that some members of the community that are eligible for social grants are not receiving them, it is suggested that research be conducted on why this is the case and what steps can be taken to remedy the situation.

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## Appendix A



UNIVERSITY OF  
KWAZULU-NATAL  
INYUVESI  
YAKWAZULU-NATALI

20 September 2019

Miss Khanyisile Peacefull Nzuza (213516804)  
School Of Social Sciences  
Howard College

Dear Miss Nzuza,

Protocol reference number: HSSREC/00000440/2019

Project title: Barriers contributing to the exclusion of eligible child support grant beneficiaries in Umzinto rural community of KwaZulu-Natal, South Africa

### **Full Approval – Expedited Application**

This letter serves to notify you that your application received on 09 September 2019 in connection with the above, was reviewed by the Humanities and Social Sciences Research Ethics Committee (HSSREC) and the protocol has been granted **FULL APPROVAL**.

Any alteration/s to the approved research protocol i.e. Questionnaire/Interview Schedule, Informed Consent Form, Title of the Project, Location of the Study, Research Approach and Methods must be reviewed and approved through the amendment/modification prior to its implementation. In case you have further queries, please quote the above reference number. PLEASE NOTE: Research data should be securely stored in the discipline/department for a period of 5 years.

This approval is valid for one year from 20 September 2019.

To ensure uninterrupted approval of this study beyond the approval expiry date, a progress report must be submitted to the Research Office on the appropriate form 2 - 3 months before the expiry date. A close-out report to be submitted when study is finished.


Yours sincerely,

  
Dr Rosemary Sibanda (Chair)

/spm

---

Humanities & Social Sciences Research Ethics Committee  
Dr Rosemary Sibanda (Chair)  
UKZN Research Ethics Office Westville Campus, Govan Mbeki Building  
Postal Address: Private Bag X54001, Durban 4000  
Website: <http://research.ukzn.ac.za/Research-Ethics/>

Founding Campuses:  Edgewood  Howard College  Medical School  Pietermaritzburg  Westville

**INSPIRING GREATNESS**

## Appendix B

### Informed Consent Document

Dear Participant,

My name is **Khanyisile Nzuza (213516804)**. I am a Masters' candidate studying at the University of KwaZulu-Natal, Howard College Campus. The title of my research is **Barriers contributing to the exclusion of eligible child support grant beneficiaries in Umzinto rural community of KwaZulu-Natal, South Africa**. The aim of the study is to investigate barriers leading to the exclusion of income-eligible child support beneficiaries, not to be able to access the Child Support Grant. I am interested in interviewing you to share your experiences and observations on the subject matter.

Please note that:

- The information that you provide will be used for scholarly research only.
- Your participation is entirely voluntary. You have a choice to participate, not to participate or stop participating in the research. You will not be penalized for taking such an action.
- Your views in this interview will be presented anonymously. Neither your name nor identity will be disclosed in any form in the study.
- The interview will take about 45 minute
- You have a right to agree and not agree to recording; there will be no penalty for not agreeing to recording.
- The record as well as other items associated with the interview will be held in a password-protected file accessible only to myself and my supervisors. After a period of 5 years, in line with the rules of the university, it will be disposed by shredding and burning.
- If you agree to participate please sign the declaration attached to this statement (a separate sheet will be provided for signatures)

I can be contacted at: School of Social Sciences, University of KwaZulu-Natal, Howard College Campus,  
Durban. Email: [213516804@stu.ukzn.ac.za](mailto:213516804@stu.ukzn.ac.za)  
Cell: **0820648171**

My supervisor is **Dr. Gabisile Mkhize** who is located at the School of Social Sciences, Howard College  
Campus, Durban of the University of KwaZulu-Natal. Contact details: email  
[mkhizeg2@ukzn.ac.za](mailto:mkhizeg2@ukzn.ac.za) Phone number: **013 260 7614**

The Humanities and Social Sciences Research Ethics Committee contact details are as follows: **Ms  
Phumelele Ximba**, University of KwaZulu-Natal, Research Office, Email: [ximbap@ukzn.ac.za](mailto:ximbap@ukzn.ac.za),  
Phone number +**27312603587**.

Thank you for your contribution to this research.

#### DECLARATION

I..... (*full names of participant*) hereby  
confirm that I understand the contents of this document and the nature of the research project, and  
I consent to participating in the research project.

I understand that I am at liberty to withdraw from the project at any time, should I so desire. I understand  
the intention of the research. I hereby agree to participate.

I consent / do not consent to have this interview recorded (if applicable)

SIGNATURE OF PARTICIPANT

DATE

.....

## Appendix C

### IPHEPHA LESIVUMELWANO SOKUBA INGXENYE YALOMSEBENZI.

Uyabingelelwa wena oyingxenywe,

Igama ngingu **Khanyisile Nzuza (213516804)**. Ngingu Mfundi wezemfundo ephakeme esigabeni Masters. Ngifunda Enyuvesi yaKwaZulu Natal ese Howard Campus. Isihloko semsebenzi/sophenyo lwami sithi **izinqinamba ezidala ukuthi abantwana abafanelekile ukuthi bathole isondlo sikhulumeli bangayitholi yini, ngaphansi kwendawo yase Mzinto KwaZulu Natal lana South Africa**. Inhloso yalesi sfundo/ uphenyo ukuphenya kabanzi lezo zinkinga ezibangela ukuthi abanye babantwana abangiyitholi lemali yesondlo kube kufanelekile kudalwa yini. **Nginothando lokwazi lokukubuza imibuzo nokwazi imibono yakho ngaloludaba**

Uyacelwa ukuba wazi lokhu :

- Lonke olwazi ozulukhipha lapha luzo Sebenza ngaphansi kwesikole kuphela
- Ukuba ingxenywe kwakho, kusekuzikhetheleni kwakho. Isinqumo sakho ukuba ingxenywe yalolu cwaningo , futhi unemvumo yokuyeka uma usuthanda. Angeke wajeziselwa ukuyeka.
- Imibono yakho kulelicwaningo ayizikusho ukuthi ivela kuwe, noma ngabe yini ethinta igama lakho angeke ivezwe.
- Lolucwaningo luzothatha amaminithi awu 45.
- Unemvume yokuvuma nokungavuma ukube sisebenzise isithatha mazwi uma senza ucwaningo kuwe. Angeke wajeziselwa ukuth awuvumanga.
- Isithatha mazwi Kanye nokunye ukuthinta imibono yakho evele kulolucwaningo, kuzogcinwa endaweni ene password. Okulapho yimi Kanye nothisha wami kuphela abazba nelungelo phezu kwawo iminyaka emihlanu. Ngomthetho wenyivesi kodedelwa mhla kuzoshiswa.
- Uma uvuma ukuba ingxenywe yalolucwaninga , uyacelwa ukuba usayine leliphepha.

Mina ungangithola la ku : School of Social Sciences, University of KwaZulu-Natal, Howard College Campus, Durban. Imeyili : [213516804@stu.ukzn.ac.za](mailto:213516804@stu.ukzn.ac.za)  
ucingo : **0820648171**

U thisha wami ngu **Dr. Gabisile Mkhize** naye ungamthola ku School of Social Sciences, Howard College Campus, Durban of the University of KwaZulu-Natal. Imininingwane yakhe : imeyili [mkhizeg2@ukzn.ac.za](mailto:mkhizeg2@ukzn.ac.za) inombolo yakhe : **013 260 7614**

U Humanities and Social Sciences Research Ethics Committee imininingwane yakhe : **Ms Phumelele Ximba**, Inyuvesi yaKwaZulu Natal, Research Office, Email: [ximbap@ukzn.ac.za](mailto:ximbap@ukzn.ac.za),  
ucingo lwakhe +**27312603587**.

Ngiyalibonga igalelo lakho.

#### ISIFUNGO

Mina .....ngiyaqinisekisa  
ukuthi ngiyaqonda ngokubhalwe nokuqukethwe ileliphepha Kanye nalolu cwaningo, futhi  
ngiyavuma ukuba ingxenye enkulu kulolu cwaningo .

Ngiyaqonda ukuthi ngikhulelekile ushenxela nganeno kulomsebenzi uma nginesifiso salokho .  
ngiyayinqonda ingqikithi yaloluphenyo, ngalokhe ngiyavuma ukuba ingxenye yalo.

Ngiyavuma / angivumi ukuba kube nesithatha mazwi ngami kuloluphenyo.

UKUSAYINA KOYINGXENYE

USUKU

.....



## Appendix D

### **Interview questions**

#### **Section A: Demographic Characteristics**

1. Name and Code Name.....
2. Date.....
3. Place .....
4. Sex:
5. Age:
6. Marital status
7. Level of education completed
8. Religious affiliations
9. Employment status
10. Monthly income
11. Family size (only the living):

#### **Section B: Questions**

##### **Issues attached to social grant provision, making the child legible and not legible**

12. How many children under your care, legible for the grant but are not receiving it? (mention age and sex)
13. What are the reasons child is (the children are) not receiving the grant?
14. Have you ever reported the issue to SASSA officials, and what was their advice? How far are you in resolving the situation? Any progress? If yes, what? If no, why?

15. How have you been using to look after (or take care of) the child since they are not receiving the grant?
16. Who has been assisting you to look after the child? If there is, who and what type of assistance? If none, why?
17. As the guardian what do you think should be done to help all legible children for the grant to receive their grants?
18. Have you ever approached any other SASSA officials or community leaders to report about your legible child who is not receiving the grant? If yes what did, they say
19. What do you think SASSA workers, should do to help and assist all eligible excluded children and to better the community?
20. Have you reported the matter to the community leaders in your area? If yes, how? If no, why?
21. What are the community leaders doing to assist children in your community to access children to receive grants? If nothing, why?

#### **Awareness of the child social grant policy, requirements for accessing the grant**

22. Are you aware of the minimum requirements for accessing the social grant?
23. Do all the children under your care meet all these requirements, if yes have you ever reported it?
24. On the minimum requirements to access the social grant, is there some requirements you think are making it difficult for most people to qualify for the grant, if yes why do you say so?
25. Do you think social grants are helping? If yes, how? If not, why?

## *Appendix E*

### **imibuzo**

#### **isigaba sokuqala: imininingwane**

1. Igama.....
2. Usuku.....
3. Indawo .....
4. Ubilili:
5. Iminyaka:
6. Isimo sakho somshado
7. Amazing' emfundo yakho
8. Inkolo
9. Isimo sakho somsebenzi
10. Imali yanyanga zonke
11. Isibalo sabantu ekhaya:

#### **Igigaba sesibili.**

**Izinkinga mayelana nokunikezela ngesondlo sabantwana, ezidala ukuthi umtwana ongakwazi ukuthola imali ye social grant angayitholi.**

12. Bangak' abantwan' abangaphansi kwesandl' sakho, abakulungel' ukuthol'isondlo sabantwana kodw' abangasaitholi. Ngicel' ush'iminyaka yabo Kanye nobulili babo.
13. Engab' isiph' isizath' esidal' ukuth' laba bantwana bengayamukel' imali yesondlo.
14. Ngaphambilin' uke wabazis' abasebenzi bakaw sassa ngalesi simo? Imuph' isiph' isixazululo noma ukwalulekwa owakuthola kubo? Ingabe usuhambe wafikaphi nokuzama

ukuxazulula leyonkinga. Uma bakunik' isixazulolu bathin' uma ungazange uwubike lomonakalo ingabe kungani?

15. Ingabe abantwana ububanakekela kanjani njengoba kade bengakwazi ukuthola imali yesondlo?
16. Ubani umuntu obekulekelela ukunakekela abantwana. Ingabe uma ubekhona ubekusiza ngani. Uma ebengekh' obekusiz' ingabe kungan' ebengekh' umunt' okwazil' ukuksiza?
17. Njengob' ungumunt' onakekela abantwan' yini ocabanga ukuthi ingenzeka ukuze abantwana abakulungel' ukuthola isondlo.?
18. Uke wazama ngaphambilin' ukuthola usizo kumphathi womphakathi noma komunye wabasebenza kwa sassa ukubika lendaba yokungaholi komtwana imali yakhe yesondlo ebe efenelekile. Uma uke walucela usizo bakuphendula bathini.
19. Ucabanga ukuthi yini engenziwa amalunga asebenza kwa sassa ukusiza abantwana abakulungele ukuthola imali yesondlo kodwa abangitholi. Bapinde benza kangcono emphakathini.
20. Wake walubika loludaba kubaphathi bomphakathi wangakani, uma walubika walubika kanjani, uma ungakaze ukibike ingebe yini eyaadala lokho.
21. Ingabe ikona kuphi okwenziwa okwenziwa abaphathi bomphakathi wakho ukusiza abantwana abangakwazi ukithola imali yesondlo/ uma kungekho abakwenzayo ucabanga ukuthi kudalwa yini lokho?

### **Awareness of the child social grant policy, requirements for accessing the grant**

22. Ingabe uyayazi imigomo nemibandela okumele uyigcine noma izinto okumele uqikelele ukuthi unazo ukuze umntwana athole isondlo sabantwana?
23. Ingabe bonke abantwan' abangaphansi kwesandla sakho banakho konke okudingakaly' ukuze umtwan athol' isondlo sabantwana? Uma kunjalo, uke walubika loludaba?
24. Kukho konk' umunt' obheke umtwana okumele abanakho ukuze ingane ithole imali yesondlo, ingane kukhona na okwenza kubenzima kakhul' ukuth' umtwan' angayitholi imali yesondlo uma engenakho? Uma uthi yebo kungan' usho njalo.

25. Uma ucabanga imali yesondlo iyasiza? Uma uthi yebo isiza kanjani? Uma uthi cha kungan' usho kanjalo?

**Interview questions**

**Section A: Demographic Characteristics**

1. Code Name.....
2. Date.....
3. Place .....
4. Sex:
5. Period (Years) at SASSA.....
6. Age:

**Section B**

**Issues attached to social grant provision, making the child legible and not legible**

7. For the period that you have worked here, what are the main reasons some legible children who applies for the grant are denied the grant?
8. Since these are poor children from the poor families, as SASSA, what other provisions to have to further assist the guardians or caregivers to meet the requirements?
9. As SASSA, what do you think should be done to reduce cases of legible children for the grant but not able to receive the grant?
10. Do you think social grants are helping? If yes, how? If no, why?
11. What has SASSA (and the government) been doing or is doing to improve child grant accessibility?
12. In your opinion what are the biggest issues? Any suggestion for faster and effective resolution so that all legible children can equally have access to the grant?

## Appendix G

### Imibuzo

#### Isigaba sokuqala: Imininingwane

1. Igama .....
2. Ususku .....
3. Indawo .....
4. Ubulili:
5. Isikhathi neminyaka Sebenza kwa SASSA.....
6. Iminyaka:

#### Isigaba sesibili.

#### Izingqinamba mayelana nokunikezelwa kwemali yesondlo kubantwana abafanelekile ukuyithola kodwa abayitholi .

6. Ngokwesikhath' osusi sebenzile lapha kwa SASSA ingabe isiph' isizathu esidala ukuth abantwana abafaka iscelo semali yesondlo bengayitholi kodwa befanelekile ukuyithola, kodwa betholakale bengayitholi.
7. Njengoba laba kungabantwan' abahlwempu futh' abasuk' emndenin' ehlwempu, ingabe ikuphi nina njengo SASSA enikwenzayo ukubasiza laba ababanakekelayo ukuze bakwazi ukuthol' imali yesondlo  
njengo SASSA, ikuph' eningakwenz' ekutheni nehlis' izinga labantwan' abangayithol' imali yesondlo kodwa befanelekile ukuthi bayithole. Do you think social grants are helping? If yes, how? If no, why?
8. Ingabe ikuphi u SASSA akwenzile Kanye nohulumeni ukuze kubelula ukuthi imali yesondlo ifinyelele kubo bonke abantwana abafanelekile ukuthi bengayithola.

9. Ngoko mbono wakho. Iziphi izindlela okungenzeka ngazo ukuze kubelula kubo bonke abantwana ukuthi kubelula ukuthi abantwana bonke bayithole ngokulingana lemali yesondlo?