
**RESPONDING TO THE NEEDS OF SOUTH AFRICAN
MILITARY VETERANS THROUGH THE PROVISION OF
BENEFITS**

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Declaration

I, **Ndiyamthanda Matshoba**, student number 210524282, hereby declare that the Master's thesis titled:

RESPONDING TO THE NEEDS OF SOUTH AFRICAN MILITARY VETERANS THROUGH THE PROVISION OF BENEFITS

is my own work and that it has not previously been submitted for assessment or completion of any postgraduate qualification to another University or for another qualification.

Signature **Date**

ABSTRACT

For the better part of freedom and democracy, the contribution and sacrifices of military veterans has been largely neglected and this is supported by the little research that deals with military veteran benefits and the provisioning of these benefits. It is upon this background that the study attempted to ascertain the meaning of military benefits and how the Department of Military Veterans (DMV) ensures the roll-out of benefits to the military veteran's community. To determine the variations between human needs and the importance of the needs to human functioning, the study utilized Lawrence Hamilton's (2003) Human Needs Theory. The data was derived from a Needs Analysis Study conducted by the DMV. The findings revealed a number of factors affecting the provisioning of benefits by the DMV. These factors centre on the capacitation of the DMV, the role of umbrella bodies and the overall participation of military veteran's in development agenda's. The thesis concluded by making recommendations which look at bettering the delivery of services to military veterans while at the same time empowering the military veterans segment so that military veterans do not feel disenfranchised within society.

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LIST OF ACRONYMS

ANC	African National Congress
APLA	Azania Peoples' Liberation Army
AZANLA	Azania Peoples Liberation Army
BDF	Bophuthatswana Defence Force
CDF	Ciskei Defence Force
DMV	Department of Military Veterans
M-Plan	Mandela Plan
MK	uMkhonto we Sizwe
NCCR	National Coordinating Committee for Returnees
NP	National Party
PAC	Pan Africanist Congress
PTSD	Post-Traumatic Stress Disorder
SACP	South African Communist Party
SADF	South African Defence Force
SANDF	South African National Defence Force
SANMVA	South African National Military Veterans' Association
SWAPO	South West Africa People's Organization
SWATF	South-West Africa Territorial Force
TDF	Transkei Defence Force
ZANLA	Zimbabwe's National Liberation Army
ZANU-PF	Zimbabwe African National Union Patriotic Front
ZIPRA	Zimbabwe People's Revolutionary Army

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Chapter One: Background, Research Problems and Objectives

1.1 Background

The decades preceding 1994 represented much suffering for people of colour in South Africa as the oppressive apartheid system was in full swing. Though the apartheid regime dominated for well over forty (40) years from, 1948-1994, people of colour had already been oppressed and marginalised as a result of colonisation. Much has been written about the period of colonisation and its impact on South Africa and it is not the researchers' wish to recycle what is already known and exists.

Apartheid history necessitated black resistance and compelled freedom fighters to take up arms and fight the unjust and inhumane conditions. It is also important to note that going forward, throughout the thesis, people of South Africa will collectively be referred to as blacks or whites not in the narrow racist sense but to denote all persons who, by law or tradition, are discriminated against socially, politically and economically (Isaacs, 1976, p. 7). The term 'blacks' will collectively be referring to African, Coloureds and Asian people whilst the term 'white' will be used for people of European descent (Adair & Powell, 1988, p. 17).

It is not in the interest of this dissertation to examine the definition of apartheid but instead, this dissertation looks at the apartheid policies and its draconian laws which were specifically passed to perpetuate income poverty and exacerbate income inequality within the black community. Institutional racist laws were introduced to curtail the labour, political and economic activity and other democratic rights of black people and the term '*apartheid*' was chosen to define these exact laws (African National Congress, n.d., p. 4).

The discriminatory policies included, amongst others: the Representation of Natives Act No. 12 of 1936 which removed blacks from the common roll in 1936 (Glücksmann, 2010, p. 15); the Natives Act No. 67 of 1952 which required black people over the age of 16 to carry identification documents with them at all times; the Bantu Education Act No. 47 of 1953 which, alongside the Extension of University Education Act No. 45 of 1959, were respectively established to prevent black people from receiving an education that would allow them to aspire to hold high key positions within society and to also put an end to black students from attending white universities and thus creating separate tertiary institutions for the distinct racial groups (Glücksmann, 2010, pp. 16,18).

The apartheid system also created a binary between blacks and whites. On the one hand, blacks had restricted opportunities for employment or self-employment through discriminatory public policies. Blacks were limited to low-quality public education and healthcare, and were physically confined to impoverished parts of the countryside or cities as a result of the Land Act of 1913 which allocated only 7% of arable land to African people.

On the other hand the white minority was thriving as the fertile land was in their hands and they benefitted from discriminatory public policies, which created a social and political hegemony as people of colour had become their subjects (DISA n.d., 14). Thus, the apartheid government had ensured sustained repressive public policies that kept the black majority in the periphery politically, economically, culturally and socially.

Though the official banning of liberation movements such as the African National Congress (ANC) and the Pan Africanist Congress (PAC) came after the Sharpeville Massacre in 1960, the apartheid government had already begun targeting anti-apartheid movements such as the Communist Party and the ANC during the 1950s through the enforcement of the Suppression of Communism Act (1950), which enabled the State to shut down any party or organisation advocating dangerous anti-apartheid notions and ban individuals (Asmal, et al., 2011, p. 27).

The Unlawful Organisations Act No. 34 of 1960 deemed public gatherings organised by political organisations such as the ANC and the PAC as unlawful (Glücksman, 2010, p. 18). Through the Acts mentioned above, one can note that the many objectives of the apartheid regime included the perpetuation of income poverty, political disorientation and the exacerbation of income inequality amongst blacks.

The banning of anti-apartheid organisations post-Sharpeville also resulted in the detaining and sentencing of political leaders in 1964 thus leaving a gaping hole in black politics in South Africa (Maaba, 2001, p. 431) . Consequently throughout the 1950s, anti-apartheid organisations such as the ANC and the PAC, for instance, had a plan for the future which would ensure continuity under conditions of illegality and exile through the use of a cell system which then gave birth to uMkhonto we Sizwe (MK) and Poqo which became the armed wings of the ANC and the PAC respectively (Lissoni, 2008, p. 130).

The plan was given the go ahead through the adoption of the Mandela Plan (M-Plan) in 1953 to prepare the ANC for the possibility of underground work as a response to the intensification of State repression and violence against peaceful protesters (ANC, 2010, p. 7). For the M-Plan to materialize much emphasis had to be placed on political education to educate people on

politics through lectures and discussions which were passed down from one person to the other and thus creating a body of intellectuals well quipped to make sense of issues affecting the world and advance the strategies and tactics of the organisation (Mandela, 1995, p. 135).

MK and Poqo adopted a very active underground approach which established the armed wings external presence, with many cells operating in other African countries and abroad. By the time members of the armed wings went into exile in the 1960s, many of them had already been politicised (Lissoni, 2008, p. 321) and the main mandate of MK personnel, who were largely South African Communist Party (SACP) members, was to ensure the recruiting of additional personnel and carry out acts of sabotage and boycotts. Though MK members had already been politicised, MK relied heavily on the ANC for political guidance, leadership and financial support (Lissoni, 2008, p. 267).

In the late 1980s, as the struggle moved to the negotiating table with the National Party (NP) government losing control of “virtually every sphere of apartheid, with banned ANC flags flying, public facilities renamed, government officials confronted by school children, jailed activists holding hunger strikes, and clergy illegally marrying mixed-race couples” (Kurtz, 2010, p. 4), upon close examination the apartheid government had no choice but to be forced into negotiations with “terrorists” by virtue of prevailing circumstances that made the country ungovernable.

During the negotiation process, the ANC continued reiterating, amongst its prerequisites for negotiations, the unconditional release of political prisoners, safe return of exiles, unbanning of all political organisations and constitutional adjustments to allow level grounds on the negotiation process (Savage, 2000, p. 1). As a result, on the grounds of the Indemnity Act of 1990 and other agreements with the apartheid government, political prisoners were released and individuals were granted permission to return to South Africa in the early 1990s (Savage, 2000, p. 3)

Upon their return from underground, exile and prison, political leaders of MK and the Azanian Peoples Liberation Army (AZANLA) which succeeded Poqo in 1968 (South African History Online , 2017, p. 1), immediately participated in the negotiation process with the goal of establishing a democratic South Africa that would encompass the following principles:

A unitary, non-racial, non-sexist, non-exploitative, fully democratic, rejecting ethnicity, accepting the rights of religion, language, culture and other rights entrenched in the Bill of Rights; a new system before the law and a new legal system supervised by a non-racial, independent judiciary (Phillips, 1990, p. 5).

Throughout the lengthy negotiation process, between February of 1990 and April of 1994, negotiators had at all times remain cognisant of the fact that the needs and desires of the people had to be reflected in every step, that the people ought to be involved in every step and not just in the ratification of a document (Phillips, 1990, p. 6). These needs included basic human rights and the fundamental freedoms that every natural person should enjoy on the basis of being human, like shelter, sanitation, decent healthcare, clean water, electricity, infrastructure development, and freedom of association and movement.

In the past, the kind of support given to military veterans was only reserved for former conscripts and was lacking in the sense that the care issued to former conscripts had been focussed on post-traumatic stress Disorder (PTSD), which was further limited to patients who were permanently disabled by PTSD after going through assessments and the need to convince an unnerving panel at 1 Military Hospital. Subsequent to the assessments, former conscripts were provisioned medication, hereafter no additional form of therapy and counselling would be provided once conscripts had vacated their military positions (Connell, n.d., p. 2).

In the case of former liberation fighters, the need to make provisions for this group only began getting government attention in 2007 through President Zuma with the Military Veterans Act later being enacted in 2011, which obligated the State to provide former liberation fighters with, *inter alia*, access to healthcare, subsidised public transport, education, skills and job training and burial support. It was also through the Act (2011) that former liberation fighters were permitted to access medical cover at 1 Military Hospital and other military hospitals based on income assessments (Connell, n.d., p. 3).

The traumatic experiences former conscripts and former liberation fighters suffered have been felt throughout the military veterans' community to an extent that PTSD requires State intervention to adequately assist veterans in overcoming disorders caused by trauma.

PTSD only forms one aspect of the broader issues faced by veterans, which require State intervention in responding to the challenges such as the many who sacrificed their formal education and thus were in need of support in terms of employment opportunities. At the dawn of democracy, it was apparent to veterans that government support would be required in order to respond to veterans' issues of welfare and compensation for their contribution in the struggle (Nell & Shapiro, 2012, p. 29). With no source of income, it would be very hard for military veterans to sustain their own livelihoods as well as their families with seventy-five percent (75%) of ex-combatants without jobs (Nell & Shapiro, 2012, p. 53).

During the period 1994-2007 the military veterans' discourse had not been a political concern for Thabo Mbeki's administration. Much of this lack of concern for the plight of military veterans can be pinned on Mbeki's distant political proximity to MK, as the non-statutory force had played no role in Mbeki's leadership ascent (Nell & Shapiro, 2012, p. 31).

It is therefore worth noting that the gap in the political relation between Mbeki and former non-statutory forces contributed immensely to the neglect of the plight of the military veterans' community as there were other issues higher on Mbeki's agenda than the veterans' community.

In order to gain the attention of the State, military veterans had to find a way of influencing the South African political landscape for the sake of their interests. To achieve this, the veterans' community threw their weight behind a candidate which would support and take into consideration the plight of veterans, especially the former non-statutory members. This supposed candidate was Jacob Zuma who was a former MK member himself and who came out on top in the ANC's national elective conference in 2007 held in Polokwane. The success of Zuma essentially meant that the ANC, as the governing party had to ensure that it implements of the resolutions related to addressing the plight of military veterans (Nell & Shapiro, 2012, p. 45).

It is evident that it was through the 2007 Polokwane resolutions that the State committed itself to addressing the needs of military veterans as stated in Resolutions 39-41 of the ANC 52nd National Conference, which noted the poor state of the welfare of veterans who required adequate social and economic integration (Nell & Shapiro, 2012, p. 48).

This was an important and commendable step as it meant that the State recognised the veterans' destitute state to the extent that resources would be channelled through the Ministry of Defence and Military Veterans to the veteran's community regardless of the formation a person belonged to. The need for the establishment of the DMV was further supported by the Constitution (1996), which stresses the need the implementation of policies and formal institutions focusing on poverty alleviation strategies (Khonyane, 2004, p. 87).

Another important factor worth noting is that, for State security purposes, it was important for the State to take military veterans under its wings. This was mainly because this community could possibly be a threat to the stability of the State due to their military training if their outcries were not addressed. The instability would be in the form of crime and lawlessness (Nell & Shapiro, 2012, p. 30), compounded by violence factors which contribute to ex-

combatants' potential for violence (Gear, 2002, p. 2). Evidently, in the interest of national security, the threat of military veteran action could not be ignored as it required immediate attention.

It is against this background that the DMV was established to cater specifically for the needs and aspirations of military veterans in recognition and appreciation of their selfless sacrifices for the attainment of freedom in South Africa. The DMV derives its mandate from the Military Veterans Act 18 of 2011, which requires the Department to provide national policy and standards on socio-economic support to military veterans and their dependents, including benefits and entitlements to help realise a dignified, unified, empowered and self-sufficient community of military veterans (Department of Military Veterans, 2015, p. 11).

The Military Veterans Act 18 of 2011 places an obligation on the State to roll out social services to military veterans and their dependants if applicable as stipulated in Section five (5) of the Military Veterans Act. The services include the provision of the following benefits to military veterans and their dependants:

- Military Pension
- Housing
- Free access to military health services
- Free/subsidised access to public transport
- Skills acquisition and education support
- Job placement
- Burial support
- Entrepreneurial support services
- Counselling

Once again, if one looks closely at the benefits provided to military veterans by the Department, one would note that the benefits are not different from the universal services discharged to the public by public institutions that were specifically established to promptly respond to socio-economic issues afflicting society, but rather are a replicate of the public policies for a focussed targeted group.

Although only six years old the DMV, like any other seasoned government department, has been marred by service delivery protests. Thus, the main research objective is to suggest insights into ways of improving provision of benefits to military veterans which will eventually curb military veteran service delivery protests and sit-ins which centre on the roll-out of benefits. Therefore, this dissertation is concerned with whether or not the DMV meets the needs of the veterans.

1.2 Research Problem

The contribution and sacrifices made by military veterans have been given little attention and, to a certain extent, were largely ignored and neglected by successive black led governments for the better part of the era of freedom and democracy. There is a dearth of research that deals with military veterans' benefits and the satisfaction or dissatisfaction of military veterans with regard to the provision of these benefits.

1.3 Research Questions

- What are the military veteran's benefits?
- Are military veterans satisfied with the benefits that have been rolled out by the DMV?
- What are the implications of the military veterans' satisfaction or dissatisfaction with the roll out of benefits?

1.4 Research Objectives

- To ascertain what the military veteran's benefits are.
- To examine whether military veterans are satisfied with the benefits that have been rolled out by the DMV.
- To determine the implications of military veterans' satisfaction or dissatisfaction with the roll out of benefits.

1.5 Outline of Chapters

Chapter One: Background, Research Problems and Objectives

This chapter provides the background and the rationale of the study. The chapter also presents research questions and research objectives.

Chapter Two: Literature Review and Theoretical Framework

This chapter discusses the contested concept of a military veteran and reviews military veterans' benefits in South Africa. The chapter then reviews the provisioning of military

benefits in Zimbabwe and Namibia. The chapter concludes with a critical discussion of human needs as its framework.

Chapter Three: Research Design and Methodology

This chapter discusses qualitative and quantitative research designs respectively and demonstrates the usefulness of the qualitative approach, as a mode of studying a social phenomenon in its natural setting, is appropriate for the study. This chapter also indicates that, in addition to secondary sources, the research utilised the DMV's Needs Analysis Study and military veterans' memorandum as its primary sources. The study has employs the use of taxonomy as its component of analysis.

Chapter Four: Data Analysis and Discussion

The chapter reports on the data and conclusions reached through analysing the four major findings of the study which, amongst others, centre on the factors which affect the roll out of benefits. In addition, the findings of this chapter, serve to support the basic tenants of the human needs theory. It is through the findings that concluding remarks can be made.

Chapter Five: Conclusion

In light of the research findings, this chapter makes concluding remarks which serve to challenge the DMV in improving its methods of providing for the community it is obligated to serve.

Chapter Two: Literature Review and Theoretical Framework

Introduction

This chapter begins with a discussion of the contested concept of a military veteran. The chapter then reviews the provisioning of military benefits in South Africa, Zimbabwe and Namibia. To conclude, the chapter critically discusses the Lawrence Hamilton's human needs theory which centres on how needs shape human functioning.

2.1 Literature Review

The significance of this literature review chapter is to illustrate knowledge documented in an effort to strengthen the position of the study. The literature review seeks to discuss the authenticity of the problem statement in an effort to show support of the problem statement. The outcome of such discussions of the problem statement then places the researcher in a better position to agree or disagree with existing knowledge and the reasoning behind taking a certain logical position. Thus, conducting the review will enable the researcher to find literature that proves or disproves the problem (Faryadi, 2012, p. 113).

However, having noted the significance of this chapter, it is important to note the literature review section will take the format of firstly discussing the various definitions of who a military veteran is. Secondly, the chapter will highlight the significance of military veteran's benefits. Finally, upon highlighting the significance of military veteran benefits, the chapter will then illustrate the manner in which military veterans' benefits in other African States such as Zimbabwe and Namibia, have been compensated by their respective governments. Also important is that this section will justify its selection of focusing on just MK as a former non-statutory force.

2.1.1 Military Veterans

For Heineken and Bwalya, the definition of a military veteran differs from one context to the next. While there are challenges pertaining to the definition of who a military veteran is, the DMV defines a military veteran as:

A South African citizen who rendered military service in any statutory and non-statutory organisation, on all sides of the liberation War, from 1960 to 1994. A military veteran is also someone who served in the Union Defence Force before 1961; or became a member of the South African National Defence Force (SANDF) after 1994, and has

completed his/her military training and no longer performs military service, and has not been dishonourably discharged from the military organisation or force (Republic of South Africa , 2011, p. 4).

In other literature, military veterans are generally referred to as ex-combatants. Ex-combatants are “understood as having identities which are closely associated with being trained or mobilised for combat duties during and after the liberation struggle” (Harris, 2006, p. 40). Harris’ classification of military veterans being ‘ex-combatants’ is important to the study as it takes into consideration individuals who were part of forces during the liberation struggle, be it in statutory or non-statutory forces. MK defines a military veteran as a person, regardless of colour, sex or creed who joined MK outside or inside the country, who was trained by MK Commanders, and gave part of his/her life to the struggle against apartheid (African National Congress, 2012, p. 4).

Though there are various definitions of a military veteran, this study will adopt the definition provided by the Military Veterans Act (2011), Umkhonto weSizwe and Harris (2006). This is because these definitions are aligned to the liberation struggle history. Therefore, in defining a military veteran one has to take note of the armed forces, statutory and non-statutory forces or conventional and guerrilla forces, which formed part of the liberation struggle.

The statutory forces include member of the South African Defence Force (SADF), members of the Transkei Defence Force (TDF), members of Ciskei Defence Force (CDF) and members of the Bophuthatswana Defence Force (BDF). SADF was mostly made up of white South African conscripts who were socialised through school education, as well as the church and the media. In such a socialised environment members were subjected to indoctrination which defended apartheid through the idea that training was for the protection of the country (Baines, 2014, p. 176).

Among the non-statutory forces recognized by the DMV are MK, APLA and the African National Liberation Army (AZANLA). Although these forces were not necessarily trained in conventional military techniques, these non-statutory forces of the liberation struggle were set-up to carry out acts of sabotage as a form of rebellion against the oppressive apartheid government (Lissoni, 2008, p. 267). All these non-statutory forces were integrated into the SANDF at the dawn of democracy which signified more than the end result of a strenuous negotiation process between statutory forces and non-statutory forces who were former enemies (Bredenkamp & Wessels, 2012, p. 243). These non-statutory forces were later recognised as forming part of the eight (8) founding members of the South African National

Military Veterans' Association (SANMVA) which is the only military veteran's umbrella body recognized by the Military Veteran's Act (Republic of South Africa , 2011, p. 4).

There are similarities among definitions of a military veteran held by MK Military Veteran Act (2011) and Harris (2006). Thus, for the purpose of this study, it is imperative to fuse these definitions as they assist in unpacking the underlying features of a military veteran of the liberation struggle.

This study aligned itself with the definitions found in the literatures of Cock (1993), Harris (2006), Heineken & Bwalya (2013) and the Military Veterans Act (2011) which, amongst other characteristics, qualify military veterans or ex-combatants as both female and male individuals who were part of conventional and guerrilla forces. It is also important to remain cognisant of the limitations these definitions provide, one of them being that these definitions do not take into consideration individuals who may not have been part of statutory or non-statutory structures and yet in one way or the other made contributions to the liberation struggle.

As a result of the exclusion of some individuals from the military veteran definition, there has been an outcry from these individuals who feel that they should qualify to be called military veterans and therefore their sentiments are that they should also be beneficiaries of the Military Veterans Act (2011). To a large extent, the definition has been limited to an individual, statutory or non-statutory, who carried arms during the liberation struggle. Thus, much of the literature is exclusive of individuals, young and old, who in one way or the other played a part in the liberation struggle either through political or violent activities they took part in. As Mashike (2007) notes, different individuals contributed to the struggle for liberation in different ways with some individuals assisting in providing safe house support, courier work and reconnaissance to guerrilla combatants. In addition, there were also individuals who were responsible for building underground structures (Mashike, 2007).

The existence of the Military Veterans Act (2011) and its provisions is a result of government's attempt to not only define a military veteran in the context of South Africa but also to socially and economically upskill military veterans to a level which would honour their sacrifices made during the liberation struggle. Indeed, there are objections to the existence of the DMV and one might argue that if one of the objectives of the DMV is the honouring of the contributions made by individuals in the liberation struggle, the focus of the DMV should then not only be on non-statutory forces alone.

Perhaps an answer to the issue would have to centre on the current political position of the State which, *inter alia*, seeks to repair past injustices. In essence, any policy the State accepts should not be reversed justice in its design by punishing those who, before the new dispensation, were pro-apartheid. Thus, counterarguments to the question would revolve around the mere fact that South Africa now practises democracy and one of the precepts of democracy is the spirit of reconciliation whereby enemies of the past are reconciled. Therefore, if the DMV was divisive in nature by excluding members of statutory forces, then it would be acting in a hypocritical manner, more especially coming from a government which calls itself democratic.

However, as stated previously, former members of non-statutory forces were later recognised as military veterans under the South African Constitution (Republic of South Africa , 2011, p. 4). This recognition did not only warrant the provisioning of benefits to former members of non-statutory forces, but rather it also broadened the conversation relating to the military veterans community in South Africa.

2.1.2 Military Veterans Benefits

Although the study focuses on South African military veterans, it is important for the study to examine how African states such as Zimbabwe and Namibia have addressed military veteran benefits. The justification given for focusing on Zimbabwe and Namibia is mainly that these states illustrate the conditions which lead to military veterans being provided benefits. The examination of African states expands ones understanding of the military veteran benefits in the African context.

There is no universal definition of who a military veteran is. The varying definitions of a ‘military veteran’ imply that there is also a variation in military veterans’ benefits across countries. As Heinecken & Bwalya (2013) note, veterans’ benefits may be inclusive of pensions, psychological support, formal education and job creation amongst others (Heinecken & Henrietta, 2013, p. 33).

Recognising the important role played by non-statutory forces in the liberation struggle, post-1994, translated to the classification of former members of non-statutory forces as military veterans who were entitled to military veterans’ benefits.

The administering of liberation struggle benefits in South Africa differs from the process in countries which simply provide benefits to members of branches who have served their time and are retiring. The approach to addressing the provision of benefits to liberation struggle veterans vary in that States who find themselves in such positions formulate new policies for the veterans (Alejandro, 2002, p. 2).

These military veterans' policies amount to legalised entitlements such as pensions and other forms of monetary assistance. The Special Pensions Act of 1996 is an example of how military veterans' entitlements become part of legislation where a person is entitled to receive a monthly pension (Alejandro, 2002, p. 4).

From the above, it is evident that the kinds of benefits provided by States to military veterans are largely influenced by the historical background of the military veterans' segment. These benefits are designed to address a particular kind of deprivation experienced by former liberation fighters during the liberation struggle. It is therefore these experiences which have required the kind of State intervention which responds to the needs of military veterans.

In retrospect, there is no doubt that the deprivation challenges of the military veterans' community coincide with those of the broad spectrum of the South African population living in poverty, which are in also need of assistance (Human Sciences Research Council, 1994, p. 4). But it is due to certain special circumstances, such as the suffering caused by participation in the liberation struggle that members of non-statutory forces are given special consideration, such as entitlement to benefits.

The losses that were suffered by military veterans were not limited to physical or emotional losses, ex-combatants were also deprived of the ability to participate in social activities such as, receiving adequate education and training and raising families. In addition, another challenge threatening ex-combatants were the psychological scars of war and hardships which caused ex-combatants to suffer from PTSD. PTSD further impacted ex-combatants negatively as it resulted in the emotional alienation of ex-combatants from society. The negative impact became especially prominent upon their return from exile as they were expected to be re-integrated into the daily patterns of society.

While the National Coordinating Committee for Returnees (NCCR) attempted to assist ex-combatants financially, Cock's study illustrated the hardships faced by former MK ex-combatants upon their return. The study highlighted the inability of ex-combatants to establish

financial security which as a result impacted negatively on the maintenance of their families (Cock, 1993, p. 4). Financial insecurity further resulted in the majority of ex-combatants living in poverty and being forced to rely on relatives and communities for their survival and the survival of their families (Human Sciences Research Council, 1994, p. 10).

A further impediment which directly affected ex-combatants was not having sources of income which would assist in poverty alleviation amongst the military veterans segment. As a result, many ex-combatants were willing to accept any form of employment in order to support their families (Human Sciences Research Council, 1994, p. 10).

In addition to the challenge of unemployment affecting ex-combatants upon their return, another fundamental hindrance in relation to employment was the non-recognition of qualifications acquired abroad which, most of the time, were not directly related to military activities. On the other hand there was the employment issue which associated with insecurity and harassment as ex-combatants, caused them to feel threatened by the police and thus resulting in the inability of ex-combatants to look for work (Human Sciences Research Council, 1994, pp. 13-14).

This context anchors the researcher's belief that the design of the military veterans benefits stipulated in Section five (5) of the Military Veterans Act (Republic of South Africa, 2011, p. 4) are not ahistorical, rather, these monetary and non-monetary benefits seem to address the deprivation needs of non-statutory members of which these needs stretch far back to the period of the liberation struggle. Since the needs of military veterans stretch so far back in history, it is of importance that the benefits are equitable and sustainable in their design (Alejandro, 2002, p. 5).

The compensation of military veterans is not a new phenomenon in the African context and takes on many variations. Although the compensation of military veterans throughout African States such as Zimbabwe and Namibia has at times been questionable as a result of mismanagement of the process, the general idea of compensating veterans has been there. Whether or not the political will existed to actualise the provisioning of military benefits is another matter.

2.1.2.1 Zimbabwe

Zimbabwe's military veterans' landscape has been based on the pursuit of legitimacy and power with veterans demanding recognition in the form of benefits to accommodate their need. Throughout the years, veterans have been appealing to government for employment, promotions, business loans, land, pensions, and positions in the ruling party and government (Kriger, 2005, p. 249).

The Zimbabwean government's first attempt in responding to veteran appeals was based on preferential hiring in local government institutions. By mid-1980, government had introduced Heroes Day to commemorate those who had fought and died fighting for freedom and independence. Again, there was a level of favouritism on the part of the ruling government as preference was given to the high-ranking male dominated political Zimbabwe African National Union Patriotic Front (ZANU-PF). In addition, there were preferential hiring and promotions in the uniformed services (Kriger, 2005, p. 252).

Amongst the benefits government provided were disability pensions which were legislated by the War Victim's Compensation Act (22) of 1980. The Act (1980) was designed to incorporate ex-combatants and their civilian supporters who had been excluded from the Rhodesian regime's scheme (Anon., 1980). Yet again, there was dissatisfaction with the disability payments as ex-combatants felt that the money was too little causing them to reject the pension pay-outs. The kind of recognition that disabled ex-combatants deemed appropriate included pensions for their dependants, life pensions, a well-paid job, allowances for the unemployed, free medical and dental care, housing and free schooling for the children of deceased ex-combatants (Kriger, 2005, p. 255).

Post-1987, through the incorporation of a compensation scheme, benefits attempted to accommodate all ex-combatants. This scheme would allow for ex-combatants to claim for PTSD (Kriger, 2005, p. 257). As a result of calls for the broadening of the category of war victims, the disability pension was not dependent on whether disability had been sustained during war or through witchcraft (Kriger, 2005, p. 259).

Despite an existing compensation scheme and government's recognition of the urgency of redressing inequities (Kriger, 2005, p. 260), government promises remained unfulfilled. Failure in fulfilling these promises was caused by the fact that the potential solutions such as increasing life pensions, were not sustainable and triggered more conflict (Kriger, 2005, p. 263).

Although the Constitution of Zimbabwe has determined which institutions should give support to veterans, such a determination has not guaranteed the actual provisioning of benefits to veterans. Rather, it has been a violent struggle between the State and the Zimbabwe People's Revolutionary Army (ZIPRA) and Zimbabwe's National Liberation Army (ZANLA) veterans, which began with the 1997 violent protests against the ruling party ZANU-PF. An outcome of the wave of violent protests led by veterans which engulfed Zimbabwe was the extraction of lump-sum payments and monthly war service pensions (Kriger, 2004, p. 1).

A unique feature with Zimbabwean veterans was the fact that the ruling party used this segment as a partner in colluding in an organised campaign of violence and intimidation in rural areas and thereafter awarded the war veterans association Z\$ 20 million for their involvement (Kriger, 2004, p. 3).

Unfortunately, the relationship between the ruling party and the veterans quickly faded during the period of 2000 – 2001 and, like any relationship, the end of this relationship left veterans feeling betrayed (Kriga, 2003, p. 166). The main reason behind the end of the relationship between the ruling party and the veterans was that the relationship between the two partners had become one characterised by violence and intimidation, tarnishing the image of the government and the war veterans as a result (Hunzi, 2001, p. 1).

Although the relationship between Zimbabwe's war veterans and the ruling party had come to an abrupt end, it did not essentially mean forfeiting the provisioning of benefits to military veterans.

Nevertheless, the end of the relationship meant that the ruling party would have to change the kinds of benefits the State would offer veterans because, up to 2002, it seemed as though the only way veterans were being honoured by the State was through their loyal participation in the activities of purging, which included, amongst others, land invasions (Kriger, 2004, p. 7).

The end of the relationship between government and Zimbabwe's war veterans, as illustrated above, resulted in a rather long delay in the provisioning of benefits to Zimbabwe's war veterans. Much of the delay was due to a number of factors, which included the compensation meant for Zimbabwe's war veterans being used for what Cook called, Mugabe's "internal distribution of patronage" (Cook, 2012, p. 99). Funds were claimed for serious disabilities

which were either not as serious as claimed or blatantly false and thus money from the compensation fund was plundered (Africa Confidential, 1997, p. 11).

Moreover, approximately 70 000 members of the Zimbabwean National Liberation War Veterans Association staged protests which involved disruptions of Mugabe's diplomatic engagements. The pressure from veterans eventually led to Mugabe surrendering to the veterans' outcries and demands and giving each veteran Z\$ 50, 000, plus a monthly pension of Z\$ 2,000. Mugabe's strategy for these pay-outs to veterans was not simply to get the veterans off his back, especially knowing the damage they are capable of as noted above, but partly of Mugabe's strategy was to have veterans as a powerbase outside his ZANU PF party (Africa Confidential, 1997, p. 12).

Instead of being a result of neglect, Kriger (2005) pins the dissatisfaction to the politics of reparations where it becomes a competition over who suffered the most since veterans have the impression that their material recognition should not be exceeded by public welfare assistance (Kriger, 2005, p. 270).

2.1.2.2 Namibia

In 1989 the Namibian war ended allowing for fighting forces to enter the phase of demobilisation. It was after demobilisation that there was a realisation that there were no policies put in place for reintegration and rehabilitation (Preston, 1997, p. 459).

Upon the return of ex-combatants, much division occurred within the ex-combatants group in terms of their placement within Namibian society. The South West Africa People's Organisation (SWAPO) returnees returned from exile and filled most of the top government positions, whilst returnees who had obtained education abroad became part of higher public service and contributed to the emerging middle class (Metsola, 2015, p. 103).

Left outside on the periphery to fend for themselves were those which Metsola (2015) characterises as ex-combatants who never made it further than the combat fields and refugee settlements, as well as the former the South-West Africa Territorial Force (SWATF) and Koevoet former fighters. Thus it remained clear that the realities of SWAPO, SWATF and Koevoet former were not the same as the realities for some were about daily survival.

As a result the imbalance in terms of employment opportunities occurred. The majority of the former SWATF and Koevoet fighters were not only unemployed but lacked the skills required to assist them now that they were part of civilian life. Against such a backdrop it is not surprising that tension existed within the side-lined groups as a result of socio-economic factors (Metsola, 2015, p. 103), such that they organised themselves, demonstrating against unemployment and calling for compensation from SWAPO and the government (Metsola, 2015, p. 104).

Right from the first demonstrations there were fruitful results, with ex-combatants getting registered and receiving once-off demobilisation gratuity packages of R1, 400 and training (Preston, 1997, p. 455).

The Namibian State began positioning itself in such a way that, through legislative mechanisms, it created initiatives which would give ex-combatants opportunities not only in the public sector but also in the private sector. This was achieved through the basis which required companies applying for government tenders to employ ex-combatants (Republic of Namibia, 1997, p. 12), whilst in the public sector programmes for vocational training were provided to enable former fighters to up-skill themselves in carpentry, plumbing, bricklaying etc. (Preston, 1997, p. 463).

Although there were quite a number of initiatives to respond to the issue of ex-combatants in Namibia, ex-combatants still continued to demonstrate for recognition and a slice of the pie. As Metsola (2015) notes, most of these government initiatives failed, citing lack of sustainability (Metsola, 2015, p. 106). Thus arguably, these initiatives were quite willy-nilly lacking in long-term planning and implementation strategies with regards to the reintegration of ex-combatants and access to basic needs such as food and shelter.

Furthermore, the tension during the demonstrations by ex-combatants was further exacerbated by other ex-combatants, such as former members of SWAPO who were considered affluent and elite, while the rest of the ex-combatants were barely surviving (Metsola, 2015, p. 107).

One can note that with more demonstrations in Namibia came positive responses from government which at this stage was feeling the pressure applied by ex-combatants as even non-combatant former exiles, who were mostly women, were recognised and reintegrated. The

aged, disabled ex-combatants and orphans of ex-combatants received the benefits they required through funds which were established (Republic of South Africa , 2000, p. 4).

Extensive pressure was applied by Namibian ex-combatants such that a Ministry of Veterans Affairs was established with the Veterans Act being given the green light in 2008. This Act (2008) made provisions for the registration of veterans and their dependents in order to qualify for the benefits (Metsola, 2015, p. 116). The Act (2008) needed constant adjustments to other features such as burial and agricultural support (The Namibian, 2014, p. 1) as a way of responding to the various waves of demonstrations which continued to persist, regardless of the existence of the Ministry.

What is most notable in all cases of South African, Zimbabwean and Namibian veterans is the fact that compensation has become an issue which governments cannot ignore due to the potential security threat posed by veterans. It goes without saying that the issue of compensating veterans for their contributions is imperative as compensation deals with what is at the core of veteran needs.

Furthermore, it is also important to note that the type of compensation differed from one State to the next. Zimbabwean war veterans were entitled to welfare benefits and were promised 20% of State land as a form of resettlement (Sadomba & Nancy, 2006, p. 10) while a ministry dealing with veteran affairs was also established in their name (Dzinesa, 2009, p. 115). In Namibia, similar to the South African case, the provision of benefits to military veterans has been legislated by the Veterans Act (2008) which seeks to provide ex-combatants with material benefits, such as monthly pay-outs, and acknowledge their sacrifices and status (Lalli, 2010, p. 599).

In essence, the provision of benefits to military veterans has been a position adopted by many African States involved in the liberation struggle. Although benefits can be wide ranging, literature has illustrated how the nature of military veterans' benefits are determined by the socio-economic needs of military veterans from one African State to the next. In essence, military veterans' benefits are wide ranging but their focus is mainly on ensuring that States provide veterans with resources which are aimed at improving the livelihoods of military veterans.

Despite the rich and complex military veteran's history, the study limited itself only to focusing on the non-statutory forces. Within the non-statutory wing, the study zoomed into examining the needs of only MK veterans.

The decision to focus only on MK was because of a number of factors which centre on the fact that amongst other non-statutory forces, former members of MK were the segment that had been impacted the most by the lack of economic integration during the integration process, due to their high numbers. Lack of economic integration prevented former MK members from securing a livelihood for themselves and their dependants (Lamb, 2003, p. 3). As a result, this limitation impacted former MK members the most and thus placing former MK members at the forefront in highlighting socio-economic challenges of the military veterans' community and demanding government responses to such challenges. It is important to note that in the case of the study, the impact measures include the membership numbers within non-statutory forces.

Seemingly, former members of MK have throughout the years been at the forefront of quite a number of planned protest action ranging from threats to block tourists, target government buildings and cars and evict government employees from townships if their demands for economic integration are not met (City Press, 2000, p. 5). In recent years, there have been quite a number of MK-led protests which have seen the participation of other former non-statutory forces (Mashike, 2004, p. 96) and yet again, at the centre of these marches have been grievances which focused on alerting government to the plight of military veterans.

The mere fact that MK would allow other non-statutory forces, such as APLA, to participate in the protests illustrates an important aspect which recognises the need to mobilise the the broad identity of former liberation fighters, irrespective of their military background (Mashike, 2008, p. 453).

2.2 Theoretical Framework

The theoretical framework serves as the structure and support for the rationale for the study, the problem statement, the purpose, the significance, and the research questions. The theoretical framework provides a grounding base, or an anchor, for the literature review, the methods and analysis (Grant & Azadeh, 2014, p. 12). In the case of this study, the human needs theory serves as an adequate to build the study on.

The human needs theory provides a clear theoretical explanations regarding how human needs should be conceptualised and contextualised. Furthermore, the utilisation of the human needs theory assists the researcher in predicting future events and possibilities. In addition, this section seeks to critique the human needs theory, based upon the objectives of the study.

2.2.1 Human Needs Theory

Founding theorists of basic human needs, such as Abraham Maslow, have substantiated the theory of human needs, maintaining that some needs take precedence over others. If there are needs which take precedence over others, then what that means is that needs are positioned in a hierarchy, which Maslow termed the “hierarchy of needs” which was a pyramid consisting of four levels with physiological needs sitting at the bottom of the pyramid whilst esteem needs are at the top of the pyramid as each level of need builds upon the previous level (Boeree, 2006, p. 5).

It would be useful for the study to supplement Maslow’s position with a rather contemporary theory of human needs. Here, the intent is not to undermine the works of Maslow; rather, the study seeks to explore what contemporary theorists have to say about the human needs subject. Through such an exploration, the position of the human needs theory is further strengthened, in particular by the standpoints of Lawrence Hamilton (2003).

Hamilton’s (2003) argument seeks to shine a more realistic light onto the needs which qualify human functioning in the contemporary context rather than trying to fit human needs into a box which has boundaries and places humans and their needs in one category. As Hamilton (2003) suggests, there is a problem with classifying needs as being subjective or objective means to other goods as this creates subjective or objective harm. As a result, general needs ought to be defined in terms of full human functioning, to provide a means of understanding the causal determinants of particular felt needs, and how they shape human functioning (Hamilton, 2003, p. 22).

The problem Hamilton (2003) encounters with the more generally accepted definitions of needs is that they are ambiguous and create a shopping list of human needs which cannot be chopped and changed. Rather, Hamilton’s (2003) stance is that human needs constitute different forms and are felt, recognised and conceptualised differently. Thus, Hamilton (2003) proposes the inclusion of general vital and agency needs, which are not intended to be taken as

actual conditions or normative underpinnings but are rather intended as a means to facilitate thinking about needs in their different forms and to classify needs according to categories which have a causal inter-relationship (Hamilton, 2003, p. 23).

To explain the causal inter-relationship further, Hamilton (2003) notes that:

Human beings begin by having to satisfy their “natural needs” in order to exist. These needs are universal but the form they take and immediate; that is, they relate to the “subjective” or “contingent” need of a specific individual, to how they are subjectively experienced. Through the development of the means of meeting these needs, which involves the deferral of gratification and the development and division of labour, an interdependent ‘system of needs’ arises (Hamilton, 2003, p. 26).

To further substantiate his position, Hamilton (2003) begs the assistance of political philosopher Hegel (1969) whose stance is that a need emerges as a response to both material necessity and imaginative forays into new ideas and ethical concerns (Hegel, 1969, p. 8).

Once needs emerge they are defined as social needs which are a “combination of immediate or natural needs and the spiritual needs” (Hegel, 1969, p. 194). The emergence and development of social needs occur when abstract needs, because of their impact on social life, are recognised as being important for the livelihood of man (Hegel, 1969, p. 192).

While needs differ from one society to the next, Hegel (1969) is aware that although the world is constantly changing, there are certain universal needs such as food, drink (water) and clothing which are “characterised by individual action directed at meeting individual needs” ...and they are not simply a generalisation of a collection of particulars (Hegel, 1969, p. 190).

To further illustrate the universal element of social needs, Hamilton states that universal social needs change when concepts change “as they encapsulate the particular and universal”; therefore, they act upon the world (Hamilton, 2003, p. 27).

Upon Hegel’s (1969) analysis, Hamilton’s (2003) position is clear, that needs effectively determine how humans interpret reality whilst at the same time either conserving or transforming the very same reality which they have interpreted. Therefore, it is the material reality created which determines the significance and applicability of concepts and thus determining which needs are particular and which needs are more general (Hamilton, 2003, p. 27).

Furthermore, Hamilton's (2003) stance is that there are particular needs and wants which end up resulting in a general need and, therefore, it becomes important not to assume that all general needs stem from a natural necessity (Hamilton, 2003, p. 27).

According to Hamilton (2003), the categories of needs consist of; A) vital needs; B) particular social needs; and C) agency needs (Hamilton, 2003, p. 24) which will be further explained below.

2.2.1.1 Vital Needs

Central to vital needs are the necessary conditions for human existence, which are not necessarily determined by genetics or biology. There is no doubt that there are some needs which are rooted in our biology, but what one needs to be cognisant of is that human biology has been influenced by historical and cultural determinant which result in generally felt and generally agreed-upon needs which are not strictly uniform nor are they felt by all humans (Hamilton, 2003, p. 29).

The mere fact that vital needs are not always felt by all humans does not mean there is no place for them. Instead, they remain as vital needs which, if not met for a period of time, can result in impaired human functioning (Hamilton, 2003, p. 31).

Hamilton (2003) describes vital needs as an open continuum that is comprised of health needs where on the extreme left side one finds needs like oxygen and water. In the middle would be those needs required for continued existence. However, these do not necessarily determine 'healthy' functioning but are required to sustain life; yet but they are not necessarily sufficient to sustain on-going basic life such as minimal rations of food and minimal protection from the elements. On the extreme right side of the continuum are the needs necessary for on-going minimal functioning such as clothing, shelter, and time for and ability to exercise and participate in social entertainment (Hamilton, 2003, p. 30).

Hamilton's (2003) basic needs approach is more appropriate in the sense that it is more contemporary and does not simply put basic needs in one stringent category that does not take into consideration historical and social underpinnings which affect human functioning.

Furthermore, as much as Hamilton's (2003) analysis is contemporary, it is founded on the principles of Hegel which show an understanding of the universal aspect of social needs and the dangers associated with being confined to this universal element. Hamilton provides a

different outlook as compared to modern theorists such as Doyal & Gough (1991) who tend to focus on developing a hierarchical list of universal goals, through basic to intermediate needs which analyse the human condition (Doyal & Gough, 1991, p. 14). A further explanation to why some modern theorists view needs as being universal is because not all human need drives can be justified as needs (Doyal & Gough, 1991, p. 36).

2.2.1.2 Particular Social Needs

In simple terms, particular social needs are described as being the most common form of need expressed through drives or goals. Particular social needs include a broad spectrum of uncontested needs which are either the focus of public policy or are seen to be of private concern. Central to particular social needs are need-claims which demand justification. For instance, 'A needs X in order to get Y. In this instance, in order to get X one needs to give justification why X is needed and that justification is found in Y. Essentially, Y is the crucial normative variable which holds greater weight because it makes reference to the objective vital human needs (Hamilton, 2009, p. 343).

Particular social needs are interpreted as having either private or public sources and consequences. For these needs to be met at a societal level, the society concerned acknowledges that they require State intervention and are legitimised as the minimum requirements for meeting vital needs and agency needs. In this regard, the State's role is to ensure the provision of adequate shelter, water, income, and transport and these needs are what Hamilton (2009) calls public ineluctable needs (Hamilton, 2009, p. 33). Public ineluctable needs are the unavoidable needs which Hamilton (2003) claims are interpreted as legitimised necessities and they place the State in a position of providing welfare (Hamilton, 2003, p. 34).

Beyond public ineluctable needs are private ineluctable needs which are as those needs which are felt as 'drives' or 'impulses' (Hamilton, 2003, p. 34) in other words particular needs that are often seen as a means to meeting vital needs (Hamilton, 2003, p. 35).

2.2.1.3 Agency Needs

Amongst the two categories of needs already mentioned, agency needs are "general ethical and political objectives that relate to human functioning and the performance of valued social tasks within social roles." Agency needs are considered enablers of human functioning in the

sense that they are means of achieving general on-going goals. Thus, in the words of Hamilton (2003), “agency needs are developed and met, and in the process, they enable individual full human functioning.” Therefore, agency needs provide humans with the ability to function fully, individually and politically (Hamilton, 2003, p. 35).

According to Sen (1984), these enablers are defined as satisfier characteristics which are a combination of all characteristics which have the property of contributing to the satisfaction of basic needs (Sen, 1984, p. 155).

Having established the three categories of needs and having distinguished between private and public ineluctable needs, Hamilton (2003) further notes that *wants* and *needs* are satisfied by commodities that are directed at satisfying private ineluctable needs. As a result, in an effort to satisfy other needs, unintended consequences are incurred, such as commodities being produced not for the satisfaction of needs but rather for the satisfaction of luxury wants. The consequence here is that these commodities generate, satisfy and distort unintended new needs and thus making needs causally related to wants (Hamilton, 2003, p. 68).

Notwithstanding the existence of unintended needs, Hamilton (2003) highlights that a causal factor that determines a need becoming a need is the existence and feelings of, and interaction with, other individuals, and therefore, a need only becomes a need if it is felt by others and enjoys the recognition of the need as a necessary means of human functioning (Hamilton, 2003, p. 76).

The human needs theory illustrated by Hamilton (2003) is applicable to the veteran’s community as these needs give justification to the benefits required by veterans by placing needs on a hierarchy that takes into consideration the changing dynamics of human functioning. Taken together, Hamilton’s (2003) categories of needs are all relevant to the Military Veterans Act (2011). For instance, vital needs seeks to deal with the basic necessities of veterans, while agency needs speak to the issue of recognition and honouring whereby human functioning and performance are valued. Particular needs are relevant because these needs are influenced by the particular context. In the context of military veterans, for example, veterans state that they need a housing benefit in order to have shelter.

As a State entity, the DMV recognises the impact the liberation struggle had on former liberation fighters, to such an extent that the impact of participation in the liberation struggle prevented individuals from obtaining certain provisions which were essentially needs which

needed to be addressed to allow for full human functioning. In the case of former liberation fighters, one cannot claim that these former fighters have achieved complete human functioning when, amongst their clarions, are issues of PTSD-related issues hampering human functioning.

Therefore, until the State institutions such as the DMV step in to resolve inhibitions affecting human functioning one cannot claim that the agency needs of military veterans have been responded to. More importantly, if these inhibitions are not resolved then the daily human functioning of military veterans as individuals is essentially affected. Thus, resolving the PTSD issues of military veterans allows military veterans to move on and focus on achieving on-going goals which affect human development.

2.3 Limitations of the Human Needs Theory

The fulfilment of one need does not necessarily mean the automatic shift to the next stage of need fulfilment (Yong, 2012, p. 1). In the case of military veterans for instance, if supposedly all veterans were provisioned with all of the benefits in terms of on the Military Veterans Act (2011) this would not entirely mean that all of their needs would have been met.

This is mainly because the provisioned benefits are limited in cases where a veteran needs to be reunited with those they were fighting against whilst in the trenches, for the sake of complete forgiveness and complete well-being. One cannot deny that such a desire exists and should be addressed as a social need which forms part of Hamilton's basic needs. As simple as this illustration might be, it does highlight the stance that different individuals are driven to satisfy different needs at a certain time (Yong, 2012, p. 1).

Another weakness of Hamilton's theory is that it assumes that an individual's fulfilment or lack thereof is only achieved when a particular need is met. As Yong argues, an individual's fulfilment can be achieved from another fulfilled need higher up in the hierarchy (Yong, 2012, p. 1).

Again, Yong's analysis clearly emphasises the point that the lack of one need does not equal the lack of fulfilment of another need. Therefore, one can still move up the ladder to fulfil another need higher up in the hierarchy regardless of a lack of the fulfilment a particular need below in the hierarchy.

It is the researcher's belief that in order for the expectations of military veterans to be met, one has to take into account that military veterans and the DMV are in a relationship which constantly needs adjustments. As much as the focus of military veterans is directly on the benefits, veterans are cognisant of the fact that the Department is in a position whereby it is not possible to provide them with all of the benefits stipulated in section (5) five. It is upon this realisation that this relationship reaches a compromise in order to allow for a functioning relationship.

This realisation does not essentially mean that the promises made to veterans by means of the existence of the Military Veterans Act (2011) and their expectations simply fade away. Instead, realistic agreements have to be made and changed so as to make room for the will of veterans which, firstly, differs from one veteran to the next and, secondly, changes daily, meaning that the needs of veterans are not limited to those illustrated in the Act (2011); nor is the level of priority given to each benefit the same.

It is important to also note that the weakness in Hamilton's (2003) human needs theory is that it does not take into consideration issues of period or rather time gaps which delay individuals from accessing human needs at the same time. Mainly, this is a result of a number of factors which prevent individuals, in this case military veterans, from accessing benefits at an expected point in their lives due to their participation in the struggle. Their participation in the struggle has placed a hold on certain aspects of their lives to such an extent that many of them still lack the most basic needs.

To expand on the paragraph above, one must note that from 1994 to 2011 no military veterans' ministry was established to address veteran needs. As a result, due to the non-existence of an institution, such as the DMV, which addresses the needs of military veterans, there was considerable growth in the needs of veterans.

What is important to note is that, although there is a gap in the provisioning of benefits to address the needs of veterans, what is central is that veterans' needs are no different to the needs of Hamilton (2003) as one can extrapolate from the benefits provided for by the Military Veterans Act (2011). Although the benefits in the Act (2011) could not necessarily be placed in a hierarchy, there are similarities between the military veterans' benefits and Hamilton's (2003) theory, as all categories of needs are addressed by the Act (2011) in one way or the other.

2.4 Justification for using Human Needs Theory

As noted in the introduction, the importance of theoretical framework is that a framework assists in structuring the dissertation. In the case of this study, the selection of the Human Needs Theory is relevant to the study as the underpinnings of the theory outlines the causal determinants of felt particular needs, how the needs shape human functioning and does not place basic needs in one category. Effectively, the theory factors in certain circumstances and conditions that affect human functioning since humans do not experience the same struggles meaning that human needs differ from one person to the next.

Furthermore, it is through Human Needs Theory that one is able to incorporate the military veteran's community in order to explain their socio-economic position which has been a result of a number of factors which have had a negative effect on their human functioning. Thus, the theory allows one to understand why military veterans require certain benefits and effectively explains how those benefits provided by the state address certain needs required for human functioning.

2.5 Conclusion

This chapter has highlighted a number of important factors worth considering concerning who constitutes a military veteran in the South Africa context. From the onset, it was imperative to note the complexity of defining a military veteran in South Africa. The definition of military veterans has gone beyond simply referring to military veterans as individuals who participated in combat but, moreover, encompasses non-statutory members who opposed the oppressive apartheid regime.

Furthermore, this chapter noted the gender aspect in which the chapter highlighted the role women cadres played in both statutory and non-statutory forces respectively. The inclusion of gender further stretches the definition of a military veteran and challenges notions which fail to recognise the role played by women involved in the armed struggle.

It was therefore essential for the chapter to take into consideration the varied characteristics of the armed struggle as this characterisation enables one to note the significance of the existence of the military veterans' benefits existing today.

Moreover, this chapter made comparisons between veteran benefits provided by States such as Zimbabwe and Namibia. The motive behind such comparisons was to illustrate how military

veteran benefits are structured and the gaps they seek to fill. Evidently, the issuing of benefits differs from one State to the next. Thus, the benefits provisioned to military veterans in South Africa seek to bridge the gap of deprivation suffered by members of statutory and non-statutory armed forces for their participation in the liberation struggle.

To assist in the manner to which the DMV makes provisions for the military veteran's community, the chapter utilised Hamilton's human needs theory as a possible approach guiding the DMV in determining which provisions would respond to the needs of military veterans.

Therefore, despite the limitations of Hamilton's human needs theory, the theory remained applicable to the study as it addressed the question of needs in relation to humans. Although Hamilton's focus was not specifically on the military veterans community, this approach was significant in that it highlighted the fact that the needs of the military veterans community are not isolated from those needs required by humans in general, and the inability to respond to a particular category of needs does not necessarily mean failure to respond to other needs in other categories, as human needs allow for room for flexibility.

Chapter Three: Research Design and Methodology

Introduction

This chapter outlines a detailed description of the steps the study adopted to generate first-hand evidence to answer the research questions of the study. The detailing of the steps taken describes the most appropriate approach that yields the best results in accordance to the nature of the study.

3.1 Research Design

Defined as a set of plans and procedures for research, research design is informed by the worldview assumptions of the researcher in relation to the study, the nature of the research problem, the researcher's personal experiences and the audience of the study (Creswell & Plano, 2008, p. 4). Moreover, Burns and Grove (2003) define research design as "a blueprint for conducting a study with maximum control over factors that may interfere with the validity of the findings" (Burns & Grove, 2003, p. 195).

Though the researcher selects the most appropriate approach best suited for the nature of the study, the researcher, regardless of the complexity of the study, ought to select the design of the research from the two types of design, namely qualitative and quantitative designs (Creswell & Plano, 2008, p. 4). These research designs effectively guide the research approach of the study and the type of results the research generates. Although this study is designed to be qualitative in nature, for the purposes of clarification it is important to individually describe the quantitative approach.

3.1.1 Quantitative Approach

Research that is quantitative in nature is founded on the positivist theory as it uses measurable variables that verify existing theories or hypotheses or questioning them (Effective Learning Service, n.d., p. 1).

It relies primarily on the collection of quantitative data which uses a top-down approach as the researcher tests the hypotheses and theory with data. Data is based on precise measurements, using structured and validated data collection instruments. Data is then analysed in a manner that will identify statistical relationships with the view that results will produce generalised findings. The findings are produced as a statistical report with correlations,

comparisons and reporting of statistical significance. Human behaviour is regular and predictable and often the research objectives are to describe, explain and predict a phenomenon. Research is often done under controlled conditions hence its objective nature. This data is often used to generate new hypotheses based on the results of data collected about different variables (South Alabama, n.d., p. 2).

A further description of quantitative research describes this type of research as “the systematic empirical investigation of observable phenomena via statistical, mathematical or computational techniques”. Central to quantitative research is the development and employment of mathematical models, which are largely statistical, and theories concerning a certain phenomenon (Bhawna & Gobind, 2015, p. 49). Therefore, a number of experiments are conducted and measured to generate results which describe a phenomenon.

Besides the characterisation of quantitative research mentioned above, the classification of quantitative research is threefold. The first quantitative approach is *descriptive* research and this approach involves identifying and associating a particular phenomenon, based on an observational basis as a means of seeking correlation between two or more phenomena. The second classification of quantitative research is *experimental* research, whereby the researcher investigates the outcomes of a treatment of what is being studied. The third classification is *causal* research, whereby the independent and dependent variables are studied in order to establish the relationship i.e. cause and effect, between the variables (Bhawna & Gobind, 2015, p. 49).

As a result of the description given above and because of what this study was seeking to achieve, it became apparent that enforcing a quantitative approach would not be ideal for the study as the researcher would have not been able to capture and express the raw emotions and responses of the participants. Such a hindrance would then impact negatively on data analysis, hence the choice of a qualitative method.

3.1.2 Qualitative Approach

The research design of the study was qualitative and focused on generating insights into ways of improving the provision of benefits to military veterans which will eventually curb service delivery protests and sit-ins by military veterans related to the provisioning of services.

Qualitative research is based on a naturalistic research paradigm which produces multiple realities that can be studied only holistically and cannot be predicted or controlled although some level of understanding can be achieved. It is naturalistic in the sense that the research is conducted in the natural setting for which the study is proposed (Learning & Learning, n.d., p. 44).

Furthermore, Bhawna and Gobind (2015) argue, that qualitative research is a model which unpacks a social phenomenon in its natural setting without manipulation. Furthermore, qualitative research turns the world into a series of representations which include field notes, interviews, conversations and recordings amongst others. From the interpretations, a qualitative researcher interprets a phenomenon as explained by the participants (Bhawna & Gobind, 2015, p. 50).

For qualitative research, the researcher and the research participant cannot remain separate or independent. They interact and influence one another. Moreover, findings also cannot be generalised beyond the study sample as knowledge gained from the study is in the form of “working hypotheses”. The relationship between cause and effect cannot be tested since there are multiple realities that are continually changing, so it is impossible to distinguish causes from effects. The research is subjective and value bound as the researcher contributes his or her own values (Learning & Learning, n.d., p. 35).

Upon adopting qualitative research for a study, the researcher has a vast array of qualitative approaches to select from: case study; ethnography study; phenomenological study; grounded theory study; and content analysis (Bhawna & Gobind, 2015, p. 50).

A qualitative approach was appropriate for the study since the study was based upon capturing data through the utilisation of interview transcripts of the previously conducted Needs Analysis Study, which conducted face-to-face and telephonic interviews. The selection of a qualitative approach enabled the researcher to analyse the primary data consisting of recorded verbal and non-verbal interaction. In instances of non-verbal communication, the utilization of a qualitative approach was of importance as it the approach captured the tone, facial expressions and hand gestures and thus enabled the researcher to identify how certain types of questions stirred the differing emotions.

In addition, the utilization of a qualitative approach enabled the researcher to consult various documents for further analysis. Therefore, because the study was seeking to generate results

that factor in all factors influencing and affecting military veteran benefits, a qualitative approach was more favourable.

3.1.3 Mixed Methods

The main premise of a mixed methods approach is the understanding that combining a quantitative approach and a qualitative approach produces an understanding of research problems. To assist in adequately understanding the research problem, a mixed methods approach focuses on collecting, analysing, and mixing both quantitative and qualitative data (Creswell, 2003, p. 5).

As an approach that is hybrid in nature, the effectiveness of a mixed methods is tested in the effectiveness of the two combined research approaches. This essentially means that collecting and analysing qualitative and quantitative data ought to be thorough so that when both datasets are mixed, there is a better understanding of the problem than if either datasets had been used alone (Creswell, 2003, p. 7).

Essentially, the objective of a mixed methods approach is not to undermine the usefulness of a standalone qualitative or quantitative approach. Since the objective of a mixed methods is to assist in broadening and strengthening the researchers understanding of the research problem under investigation. Therefore, the use of a mixed methods approach does not disqualify the studies researchers who elected to utilize either a qualitative approach or a quantitative approach.

3.1.4 Data Collection

Curry, Nembhard and Bradley (2009) argue that the process of data collection and analysis for qualitative research is quite iterative as it requires the researcher to move back and forth between the data collected and the data analysed to allow new avenues of inquiry (Curry, et al., 2009, p. 1446).

Through the researcher's interaction with participants, in qualitative research, the researcher becomes the primary instrument of data collection and analysis (Miles & Huberman, 1994, p. 315). As mentioned above, qualitative research seeks to understand and explain a social phenomenon which comes to the researcher as words spoken and actions expressed by participants (Morehouse, 1994, p. 45).

Evidently, as noted above, it was thus imperative that throughout the data collection process, the researcher had adequate research tools for data capturing and collection purposes.

It is important to note that although the researcher utilised the interview transcripts of the DMV Needs Analysis Study for data collection. For the Needs Analysis Study, the DMV employed face-to-face and telephone interviews as the main tools of data collection. The main purpose of conducting interviews is to allow for the researcher to collect information from participants in a systematic and structured format (WBI Evaluation Group, 2007, p. 1).

The manner in which telephone interviews were conducted was different from the manner in which face-to-face interviews were facilitated. Firstly, with all telephone interviews, after retrieving the contacts of the military veterans from the DMV database, the researcher made contact with the participants, explained the study, asked for their permission to participate in the study and commenced with conducting the interviews. Everything that was expressed by the interviewee was scribed in a note book during the interviews and was expressed as data collected.

The process of conducting face-to-face interviews meant that the researcher had to contact the desired participant over the telephone to request their participation and then setup appointments with willing and available participants.

The DMV research team then travelled to the areas in which the willing participants reside to collect data. At this point in time the DMV research team had already reached an understanding with the participants such that upon the arrival of the research team and the commencement of the interview sessions, there was mutual respect as the participants responded honestly and freely to the questions.

During the one-on-one interview sessions the primary data collected were the verbal accounts of the participants which were tape recorded. As McMillan and Schumacher (2006) note, tape recording interviews ensures the completeness of the verbal interaction and provides material for reliability checks (McMillan & Schumacher, 2006, p. 355).

The use of tape recorders during interviews did not undermine the effectiveness of note taking whilst conducting the interviews. The process of note taking and tape recording went hand in hand to ensure effectiveness and thoroughness. Furthermore, note taking warrants the

reformulation of questions and probes and records nonverbal communication which facilitates data analysis (McMillan & Schumacher, 2006, p. 355).

From nonverbal communication the participant expresses a deeper shared meaning in which case the researcher should take note of the tone, facial expressions and hand gestures used by respondents when responding to questions (Onwuegbuzie, et al., 2010, p. 699). Nonverbal communication is thus assessed by use of an emotion-based model which is associated with facial expressions stemming from everyday emotions expressed in the social context. These emotions are happiness, sadness, anger, fear, disgust, and surprise (Onwuegbuzie, et al., 2010, p. 701).

Employing this method of nonverbal communication as described by Onwuegbuzie, et al (2010) was critical to the study as it enabled the researcher to identify how certain types of questions stirred the differing emotions amongst participants. It was only after the interviews had been conducted and data was collected by the DMV that the researcher came into the picture to utilise the data from the interview transcripts. Much of the researcher's focus with the interview transcripts was mainly on questions which addressed the objectives of the researcher's study. The focal questions will be highlighted in the paragraphs below.

In addition to the interview transcripts, the dissertation also made use of a memorandum submitted on the 6th of April 2016 by protesting military veterans to the DMV for the sake of gathering evidence. From this memorandum, which outlines the outcries of military veterans, the researcher was able to draw on a number of relevant issues of importance to this study.

Moreover, the study consulted documents such as the Constitution of South Africa (1996), the Freedom Charter, published research papers and journal articles for further analysis. Furthermore, the study made use of available data on military veterans from documents in the DMV.

3.1.5 Sampling

The sampling process determines the scope in which participants are chosen in terms of their number and comprises a number of different types of sampling schemes to choose from. These sampling schemes are largely dependent on the nature of the study. The sampling strategies of inquiry available to the researcher are (Onwuegbuzie & Leech, 2007, p. 240):

Sampling Design	Description	Source
Parallel sampling design	Is the comparison of two or more cases in order to understand the underlying phenomenon, assuming that the collective voices generated by the set of cases lead to data saturation.	(Onwuegbuzie & Leech, 2007, p. 243)
Nested sampling design	Represents sampling strategies that facilitate credible comparisons of two or more members of the same subgroup, wherein one or more members of the subgroup represent a sub-sample of the full sample. Usually, the selection of key informants, nested sampling designs are used	(Onwuegbuzie & Leech, 2007, p. 246)
Multilevel sampling design	“Facilitates credible comparisons of two or more subgroup that extracted from different levels of study.”	(Onwuegbuzie & Leech, 2007, p. 248)
Convenience sampling design	“Is the selection of a sample of participants from a population based on how convenient and readily available that group of participants is. It is a type of nonprobability sampling that focuses on a sample that is easy to access and readily available.”	(Salkind, 2010, p. 1)

Source: *Various Sources*

For the purpose of the study the researcher elected to make use of existing data which comprised interview transcripts from the DMV. Making use of the convenience sampling strategy enabled the researcher to determine the make-up of the sample. It thus allows the researcher to include or exclude groups based on accessibility. The researcher's freewill was thus made possible by the fact that the convenience sampling process gives room for the researcher to select the most accessible subjects (Marshall, 1996, p. 522).

The usefulness of convenience sampling is that it does not necessitate a large sample size since the objective is not to make statistical generalisations (Ritchie, et al., 2003, p. 81).

The method in which convenience sampling was employed by the study was through the random selection of ten (10) former members of MK from responses of the interviews already conducted in the needs analysis study by the DMV which was seeking to understand the plight of military veterans in all nine (9) provinces. Aspects of the data collected from the interview transcripts of the needs analysis study were utilised since the data was readily available for the researcher. It was then up to the researcher discretion to select the tenth (10th) interview transcript which was conducted with a DMV provincial coordinator who is also a former MK member. The selection of the provincial coordinators interview transcript was mainly to serve as the voice and opinions of DMV provincial coordinators.

It is important to note that, although there are members from other various non-statutory forces, the focus of the study was on former members of MK as this non-statutory force has the highest number of personnel registered on the military veterans database with 10 745 military veterans as compared to APLA which has 4 316 registered veterans (defenceWeb, 2017, p. 1).

It is important to note that the results from the interview transcripts did not necessarily represent the views of the entire military veteran's community. Even so, the results would yield worthy of consideration despite the limited number of the sample.

3.1.6 Data Analysis

The outcomes of data collection in qualitative research vary as they depend largely on the tool of analysis which has been utilised. The study has employed the use of taxonomy as its component of analysis which is defined as a "formal system of classifying multifaceted, complex phenomena according to a set of common conceptual domains and dimensions" (Curry, et al., 2009, p. 1446). Therefore, it was through the comparisons of diverse and complex

phenomena that the research outcomes of the study were produced. These outcomes were then compiled in a taxonomy.

Theoretically, the method in which a taxonomy is constructed is through the arrangement of text into primary fields and grouping actual phrases together, which emerge from the interviews and related to a specific phenomenon. Following this step is the collection of all phrases or narratives on various categories. According to Atkinson (1996), the third step “allows for the researcher to come to grips with what he or she has been looking for, what those interviewed actually say about the various categories of the topic” (Atkinson & Abu El Haj, 1996, p. 440). Thus through the third step the researcher is able to identify where the problems and successes lie. The fourth and final step requires the researcher to then summarise the content illustrated in the taxonomy into key issues, represented through written reports, with the results presented as direct quotations from participants (Atkinson & Abu El Haj, 1996, p. 440).

The initial phase of the construction of the study’s taxonomy was to go through the interview transcripts individually and select narratives related to similar categories and placing them into one subcategory. Furthermore, within the taxonomy the researcher attempted to illustrate the responses of the interviewees exactly as they were without attempting to manipulate them, even if there was repetition in the responses of participants.

The researcher then began finalising the taxonomy in *Annexure C* by means of going through the original transcripts to check if no important information was left out.

After having constructed and finalised the taxonomy, the researcher began presenting the content of the taxonomy as findings of the study through the process of summarisation which would present the narratives as the main findings of the study.

3.2 Conclusion

This chapter has highlighted the two dominant research approaches in an effort to select the most appropriate approach in relation to the nature of the study. Without seeming to overlook the effectiveness of utilising a quantitative approach, the researcher opted for a relatively qualitative approach which would effectively assist in determining not only the design of the study but also the objectives of the study.

The study is based on primary data collected from the DMV's needs analysis study. The researcher illustrated how the original data was collected by the DMV research team. In an effort to augment the collected data for data analysis purposes, the researcher made use of a taxonomy which involved the central placement of key issues emerging from the interview transcripts. This was done in an effort to not only to place the key issues into primary fields but also to obtain findings using former MK military veterans as a sample.

Chapter Four: Analysis and Discussion

Introduction

The main purpose of the study was to investigate the provision of benefits to military veterans in relation to their needs, using a sample of ten (10) interview transcripts of former MK veterans to produce data results. The design of the study was qualitative in nature as it was seeking to unpack social phenomena in their natural setting without manipulation of the explanations provided by respondents.

For the completion of the study it is imperative to analyse the data collected for the purpose of answering the research questions. Thus, this chapter proceeds with qualitatively interpreting the interview transcripts found in the DMV's needs analysis study (2016) which was seeking to understand the plight of military veterans and the manner in which benefits are provided. Furthermore, this study also took into consideration the memorandum of dissatisfaction handed over on the 6th of April 2016.

As stated in the previous chapter, the main concern of qualitative research is the production of research based on multiple realities studied in their most natural settings in order to represent a particular social phenomenon as presented by the respondents. In addition, for data analysis purposes, the study employed the use of a taxonomy which classifies complex phenomena according to their common conceptual domains.

It is imperative to note that the terms 'respondents', 'participants' and 'subjects' will be terms used interchangeably to refer to individuals who gave their consent to participating in the study.

4. 1 Analysis of Interview Transcripts

It is upon this background that this chapter focuses on the results of the interviews as illustrated by the taxonomy. The main purpose of analysing the needs analysis interview transcripts was to ascertain whether the provision of military veteran's benefits by the DMV met the needs of military veterans. It is important to note that for the purpose of the study, the researcher only selected questions responding to the objectives of the researchers study from the original DMV interview transcripts.

4.2. Interview Questions

- 4.2.1 What is the level of the military veterans' awareness of the benefits provided by the DMV?
- 4.2.2 Has the military veteran accessed any of the military veterans' benefits?
- 4.2.3 Which benefits has the military veteran received?
- 4.2.4 Was the quality of service delivery of the benefits provided satisfactory?
- 4.2.5 What mechanisms can be employed by the DMV to improve service delivery and ensure wider access to benefits?

Further, from the interview transcripts the researcher also took note of respondent's biographical information which noted the respondent's:

- Employment Status;
- Gender;
- Age;
- Number of dependants;
- Highest academic qualification

The findings suggested varying views concerning the military veteran benefits and the manner in which the benefits are delivered. The respondents varying outlooks largely influenced their perceptions of the services rendered by the DMV and the respondent's interactional experiences with the DMV. In this study, the respondents' experiences will at times be quoted verbatim.

4.3 Biographic Profile of Respondents

Participant	Employment Status	Gender	Dependents	Highest Education Level	On the DMV database Yes/No
1	Unemployed	Male	5	Grade 10	Yes
2	Unemployed	Male	4	Grade 4	Yes
3	Self-employed	Male	4	Grade 10	Yes
4	Employed	Male	2	Grade 12	Yes
5	Employed	Female	3	Grade 11	No
6	Self-employed	Male	4	Grade 6	Yes
7	Unemployed	Male	2	Grade 12	Yes

8	Unemployed	Male	6	Grade 8	No
9	Employed	Male	4	Grade 12	Yes
10	Self-employed	Female	2	Grade 12	Yes

Source: Table 4.3.1

Table 4.3.1 indicates that in the study there were two (2) female respondents, while eight (8) male respondents made up the majority of respondents. There is therefore a gender imbalance between male and female respondents in terms of head count.

4.3.2 Question 1: What is the level of the military veterans’ awareness of the benefits provided for by the DMV?

Respondents reported that they were aware of the benefits provided for by the DMV but their level of knowledge about the benefits was largely influenced by a particular need at a point in time.

Since all respondents indicated that they have dependants their level of knowledge about the education benefit would be higher than a veteran who happens to not have dependants.

Some respondents noted that they were aware of the fact the DMV offered counselling as part of the benefits but most of them reported that they had not utilised such a benefit solely under the assumption that receiving counselling after so many years in exile would be pointless as the damage had already been done.

Although there were respondents who did not want to receive any counselling as they did not see the effectiveness of receiving such treatment, there were some respondents who reported to the researcher that they desperately required counselling for themselves and their families.

Respondents requiring counselling stated that the experiences of exile have created dysfunctional families amongst numerous families in which relatives were heavily involved in the struggle and thus *“generations struggle because of something that can be solved through counselling.”*

4.3.3 Question 2: Has the military veteran accessed any of the military veterans' benefits?

This question was dependent on whether or not the respondent/s had been captured on the DMV database. Overall, respondents answered this question in two parts. (1) Access to the benefits and (2) Access to the DMV as an institution.

As indicated in *Table 4.3.1* from the overall number of respondents, two (2) respondents were not on the DMV database and consequentially, the 2 respondents did not have access to the DMV benefits. The majority of the subjects reported that they are on the DMV database and the benefits which they accessed was dependent on a particular need at a point in time.

Thus, from close examination, one can note the relative interplay between question 1 and question 2. Though the majority of respondents claimed to have access to the DMV benefits, the researcher noted that there were frustrations pertaining to the process of accessing the benefits.

The subjects noted that at times access to the benefits became a tedious and confusing process as one respondent mentioned that he *“does not know how the processes of issuing benefits work as there are challenges every time the DMV needs to issue out a particular benefit.”*

As a result, upon close examination, the researcher noted a shared sentiments amongst most respondents, as they reported that being on the DMV database did not guarantee access to DMV benefits. Another respondent further noted that his applications were at a *“standstill”* due to limited or no form of communication between the respondent and the DMV concerning the status of the applications.

Another point raised by most respondents was the issue of the inaccessibility of the DMV. Respondents explained that limited access to the DMV is a further hindrance to accessing DMV benefits.

Respondents further explained that since provincial offices at times are unable to assist them and since all respondents deemed the national call centre as being ineffective, travelling to Pretoria where the DMV Head Office is situated becomes the only option if matters are to be resolved.

A few respondents reported that when faced with the challenge of not being able to access the DMV telephonically or physically, they needed to rely heavily on employees working in the DMV Head Office, who respondents happened to know, to be “runners”. These respondents explained that the “runners” became the only point of connection between the DMV and the respondents. Respondents using the “runners” system claimed that this system was not entirely effective nor ideal as at times respondents were not able to make contact with the “runners” claiming that the “runners” at times did not pick up calls nor respond to missed calls thus leading to the respondents’ problems not being resolved.

4.3.4 Question 3: Which benefits has the military veteran received?

The researcher noted that all respondents indicated that they had dependants, as illustrated in *Table 4.3.1*. The dependents were either their wives, husbands or children, with all respondents indicating that they had children who required educational support. Although all respondents admitted to knowing about the existence of DMV educational support, some were quick to note that they were unfortunately not receiving the DMV educational support though they had applied for the programme. The reasons varied, as some respondents noted that there was no form of communication from the DMV about the status of their education application. The lack of communication by the DMV created problems between respondents who were parents and had applied for educational support and the schools their children went to, as respondents fell behind with regards to the payment of fees.

Quoted above are the sentiments of respondents, and upon close examination the researcher noted that the respondents valued themselves in monetary terms and if this value was not met then their level of service delivery satisfaction decreases.

Other respondents mentioned the reasons as to why they were not receiving other benefits besides educational support, such as housing, was not because they were not aware or had not applied for such benefits but rather they had applied but the application process became stagnant mostly on the part of the DMV they claimed.

The eight (8) respondents who are on the database explained that they had all received health cards which allowed for them to access State hospitals. The only problem one respondent incurred about this benefit was that not all state hospitals recognised DMV health cards as legitimate, and as a result patients were turned away in some cases.

During the interviews one of the respondents claimed to have been receiving special pension from the DMV whilst others claimed not to have been aware of the existence of such a benefit, which elicited statements from respondents suggesting that *“the DMV does not care for the community it serves.”*

Many of the respondents claimed that the DMV had been selective in issuing benefits. The researcher noted that the majority of the respondents perceived the DMV as being a department which only issues benefits to families who are in the limelight, in this case respondents referred to families like the Mandela’s and Sisulu’s. One female respondent, whose child was killed in Yugoslavia whilst in training and was thus buried there, stated that:

I do not understand why my child was buried in a foreign country which I have never been to and never buried in South Africa, where he belonged. Yet the DMV, with the assistance of other parties, is able to assist families such as the Kotane’s to bring back the body of Moses Kotane. I am pleading for fairness from the DMV to return my child and provide me with trauma counselling for my stress.

Further, the researcher also noted that the economic status of many respondents influenced their answers, with one respondent even giving the DMV zero (0) in terms of service delivery. All respondents, whether employed or unemployed, highlighted their destitute status by way of comments such as the following:

I can’t even afford R10 electricity;

The last time I had money to afford cool drink was in 1994;

I cannot be beggar for the rest of my life after I fought for this country;

There’s money in the DMV but I cannot access it because of corruption;

The DMV is destroying me deliberately;

Right now I am so poor, I have nothing under my name and if I died today I would scream ‘FUCK’ because I did not wish to die in this situation. At least the DMV should just give me a lump sum so I can at least die having owned something.

4.3.5 Question 4: Was the quality of service delivery of the benefits provided to you satisfactory?

Though most respondents had received some sort of benefit from the DMV, the researcher noticed a high level of dissatisfaction coming from the respondents. This dissatisfaction arose as respondents reported the hardships they had to go through to access the benefits they were currently receiving. As indicated in *Table 4.3.1*, four (4) of the interviewees were unemployed, and the main concern which came from these interviewees was the issue of the costs incurred when applying for DMV benefits.

The unemployed respondents noted that since there are no DMV offices in the municipalities in which they reside, the respondents are then forced to travel long distances to get to the DMV provincial offices. The unemployed respondents noted that travelling to the DMV provincial offices meant that respondents had to borrow money from relatives and neighbours to pay for travelling expenses. Usually, as the respondents noted, applications were only processed after many times of traveling back and forth to provincial offices, trying to access DMV benefits and this process often took more than four (4) months.

The same sentiments were shared by the employed respondents. As one respondent noted: *“Traveling back and forth to DMV provincial offices affects my finances negatively as it has made me unable to provide for my family for the rest of the month nor has the Department reimbursed me for all of my troubles.”*

As indicated above, eight (8) out of the ten respondents reported to have received health cards, and besides an isolated issue and the issue of transport, the general shared sentiments amongst the respondents was that the health cards were effective and that they received quality services from military hospital bases around the country. The main concern of the respondents was that only health card holders could utilise the health cards, as dependants were excluded from the benefit and because of this exclusion their dependents were suffering. This was corroborated by one emotional, unemployed, diabetic respondent in the Western Cape town of George and a father of two whose children suffer from diabetics, who stated:

Being an unemployed father who is diabetic and whose children are also diabetic is very difficult for me because I cannot afford to provide my children with the proper quality of treatment for their condition which has advanced. I am forced to sacrifice my treatment to my children using the DMV health cards.

Thus, the researcher noted that though there were recipients of DMV benefits, the respondents felt that at times these benefits were limited and *“not in touch with reality”*.

A further concern noted by the respondents who were issued with health cards was that the health cards could only be utilised in military hospital bases, not in State hospitals. All of the respondents who had utilised the health cards in military hospital bases also noted that though military hospital bases provided quality health services, the hospital bases were not accessible enough, as the military hospital bases were situated far from the places in which respondents reside.

Further, though articulated differently amongst the respondents, most respondents stated that once there is political interference in the provision of benefits then military veterans who are not politically connected suffer. This came as some respondents mentioned that the quality of the delivery of benefits had largely been influenced by their mother associations which some respondents noted was SANMVA which *“have become corrupt as the associations have not put the interests of military veterans first and have dragged their feet in ensuring that military veterans are serviced effectively and efficiently by the DMV.”* As a result, those respondents who knew about the existence of SANMVA saw the importance of the existence of the umbrella body but questioned the motives of individuals who were leading the association, with one respondent calling SANMVA *“mute to the destituteness of military veterans.”* Two (2) respondents claimed not to have even known about the existence of SANMVA.

Further, some respondents noted the little impact SANMVA has had as respondents stated that there had been no accountability on the part of SANMVA. With SANMVA’s lack of accountability, some respondents felt it worsened the service delivery of the DMV.

The non-existence of well-resourced DMV provincial offices is baffling as the only form of representation the Department has within provinces are two (2) provincial coordinators per province who are expected to service all military veterans within their respective provinces. This places immense pressure on provincial coordinators, as this type of situation requires them to perform roles which are well above them, while at the same time having to attend meetings at the DMV headquarters in Pretoria.

4.2.5 Question 5: What mechanisms can be employed by the DMV to improve service delivery and ensure wider access to benefits?

The responses to this question were twofold with all respondents firstly suggesting that in terms of the provincial offices of the DMV, in order to improve service delivery the DMV had to first capacitate DMV provincial offices as *“there are only two provincial coordinators per province who are expected to service all veterans in the province.”* Further, all of the respondents suggested that provincial offices need to be situated in their local municipalities rather than having one office for each province. Since most respondents noted that DMV provincial offices had become the respondents main source of DMV information, many of the respondents claimed that there was a disjuncture between the provincial offices and the national office. One respondent in Mpumalanga noted that:

I sent through to my provincial coordinator one of my DMV applications to send to national office; when I decided to go visit my provincial office for other things I realised that all along my application was lying in one of the boxes with other applications which had not been sent to the national office. I did not understand why after all this time the forms were still here and still today I have not received a response from the national office.

Secondly, in terms of the national office, respondents reported that there is a lack of communication between the national office and provincial offices and also between the national office and military veterans. Respondents further elaborated that all DMV newsletters and applications are not communicated in the home languages of the respondents.

As illustrated in **Table 4.3.1**, more than half of the participants interviewed had not completed matric which meant that the respondents' level of education was below par and most of the respondents battled to articulate themselves in English. As a result, most of the respondents suggested that one mechanism which could be used by the DMV to improve service delivery would have to be changing the medium of instruction to a language which best suits the respondent. This was illustrated as respondents claimed to have completed DMV application forms more than twice as a result of not being able to clearly understand the instructions of the application which were written in English. One of the respondents noted that: *“though I cannot speak English properly, this did not mean that the DMV should treat us the way that it is treating us.”*

Some respondents indicated that *“the DMV should not have a client vs. service provider relationship; the relationship of the Department and military should be more than that.”*

Though in **Question 4.3.4** the researcher received mixed reactions to SANMVA, the researcher also noted that not all respondents resisted the potential effective role SANMVA could play in improving the service delivery to military veterans. This came as one respondent in Mafikeng who was aware of the existence of SANMVA noted that *“since the association knows about the plight of military veterans, as its members are on the ground, SANMVA is then better positioned to echo the outcries of military veterans in order to serve as a DMV watchdog and ensure that military veterans are listened to, are taken care of and are constantly consulted when departmental changes are made, especially when these changes have an effect on service delivery.”*

From the respondents’ comments made above, the researcher noted dissatisfaction amongst participants caused by the disjuncture between respondents and the DMV. This disjuncture was further noted in the memorandum which was presented by protesting military veterans to the DMV management. From the memorandum, the researcher noted that military veterans felt that the DMV had become dysfunctional. This came as the veterans noted that the Department had not rolled out all benefits to military veterans as outlined in Section 5 of the DMV Act (2011). Through the thirteen (13) point memorandum relating to service delivery, the veterans demanded that, within a thirty (30) day period, the DMV should ensure that, amongst others:

- All outstanding bursaries are paid to all relevant education institutions;
- All outstanding medical bills are paid to doctors who had treated military veterans;
- The credibility of the DMV database is completed;
- All veterans have access to free public transport;
- All outstanding military veterans pensions are paid;
- Military veterans get assisted with skills and knowledge opportunities;
- Resources and operational functions of the DMV are decentralised to provincial and regional level;
- Burial support is paid; and
- A report is compiled stating the number of houses which the DMV has built and allocated to veterans since April 2013 and the roll out plan for the 2016/17 financial year.

4.3 Discussion

In the interpretation of results, the main tendencies and patterns are discussed with reference to the research questions, as the purpose of this study was to analyse the provision of the benefits alongside the actual needs of military veterans in South Africa.

The findings provide some interesting insights into the needs of military veterans in South Africa. The findings also provide evidence of the perceptions of military veterans into how the DMV responds to their needs. The evidence provided is explained through a thematic process which illustrates the issues highlighted by the veterans. In addition, the essence of such thematic explanations is to illustrate how the findings of the study support and explain the human needs theory as categorised by Hamilton in the previous chapter.

4.3.1 Destituteness of Military Veterans

Overall, respondents illustrated a bleak picture concerning the poor state of their livelihoods and the nature of their basic needs. What respondents were crying out for were not fulfilling needs one would consider extravagant, for the issues largely centre on bread and butter issues, which highlight the military veterans need for basic essentials to sustain minimal human functioning such as food, housing and education. The need of military veteran's to have food, clothing, healthcare, housing and education centre on vital needs which impact on one's social life and are thus deemed important to the livelihood of a person. These vital needs always remain constant despite the evolvement of human development. Because of their importance, vital needs cannot be replaced by other needs as they are essential for human survival. In essence, providing for vital needs combats elements of abject poverty affecting destitute respondents.

As Silecchia (2008) notes, impoverished people often have short-term needs they require such as adequate access to drinking water and sanitation in order to sustain life and live with dignity (Silecchia, 2008, p. 117). It is thus clear that the concerns of the destitute their dire circumstances are that of abject poverty.

With unemployment being a major problem affecting many South Africans, the military veteran's community is thus not immune to widespread unemployment which is why it is not surprising that the findings of the study indicate a prevalence of poverty. Therefore, within the military veterans community, unemployment creates a whirlpool of conditions which result in

a domino effect that breeds poverty and is evidenced by homelessness, unemployment and lack of access to basic services.

Moreover, unemployment, as a limitation, breeds anger and resistance amongst poor military veterans who attempt to manoeuvre the daily challenges presented by economic exclusion. The anger is further exacerbated by the existence of the DMV which, according to military veterans, is doing very little to address the needs of the destitute, and thus spilling over to protests as this group of poor military veterans gather themselves to show dissent towards the DMV for failing to respond to their plight.

As noted by unemployed respondents, the lack of income has taken away their buying power such as buying electricity. Access to electricity and the ability to buy electricity is categorised as a minimal need since it is a need that is not as universal and essential as the need for shelter and food. The need to buy electricity is driven by which part of the world one lives in, as people's priorities of needs tend to differ from country to country. In the South African context, access to electricity is not borne by the population nor is it supported by the Municipal Systems Act (2000), in terms of section 73 (1)a, which places a prerogative on municipalities to prioritise basic needs and makes provision for basic municipal services, including electricity (Republic of South Africa, 2000, p. 73). Hamilton (2003) considers the need to buy electricity in the category of particular social needs which are needs born out of the recognition that part of the State's responsibility is to make provisions for public ineluctable needs as the State is the provider of welfare.

However, simply looking at lack of access to electricity as being an issue concerning municipalities is problematic as it fails to consider the root cause of the problem, which in this case is the high rate of unemployment which is a national problem with approximately 21, 2 million South Africans unemployed (Statistics South Africa, 2016, p. 6).

Many of the benefits respondents claimed to need rest on the idea that their contribution and sacrifices in the liberation struggle should be honoured through the provisioning of benefits. Thus, respondents felt that the time wasted by participating in the liberation struggle could have been used to acquire income and education but because of their involvement in the liberation struggle and the oppressive hand of the apartheid regime, such efforts could not be possible. It is therefore not surprising to hear some respondents utter expressions such as, "*I cannot be a beggar for life after I have fought for this country*" or "*The DMV is destroying me deliberately.*" Such expressions are examples of agency needs which rest on satisfying,

distorting and generating unintended new needs which satisfy private ineluctable needs of luxury wants (Hamilton, 2003, p. 68). Evidently, some of the needs respondents consider as essential are in actual fact unnecessary for human functioning, as this need is not felt by all respondents in the military veteran community.

4.3.2 Access to the DMV

From the researchers' analysis of the participants' responses, it is evident that the overall opinion of the military veterans was the need of having well-resourced provincial DMV offices, as the existing setup not only places demands on provincial coordinators but also on military veterans. Such a dilemma points to the need to have well-resourced provincial DMV offices to which access will be central in order to accelerate service delivery to military veterans, as suggested by the participants.

Limited access to the DMV has affected military veterans especially those in far-flung provinces as many of them are forced to travel to DMV headquarters at their own expense. This is solely because military veterans are of the perception that they are not attended to at provincial level and that if they attend to their own matters, instead of depending on provincial coordinators, their applications might be processed faster.

As respondents noted, the DMV is too centralised and unreachable and this centralization goes against the Single Public Service (SPS) bill tabled in 2007, which seeks to promote access to services by creating service delivery points from which citizens can access services (Kroukamp, 2010, p. 35). In the case of the DMV, as a public institution, it is imperative that it establishes warm bodies consisting of provincial offices at the local level which are well capacitated in order to improve the functioning of the Department to produce satisfactory delivery of services to military veterans.

It is also evident that the lack of communication between the DMV and other government stakeholders creates a stumbling block for servicing military veterans. The main reason for this occurrence is that departments, such as the Department of Health (DoH), have not quite grasped how it should service the military veterans community. This limited knowledge has largely been due to the fact that the terms of reference have yet to be outlined. Consequently, military veterans arrive at State hospitals expecting to be serviced but are turned away by these hospitals because of non-recognition of the health cards military veterans provide.

So, when institutions of government fail to recognise one another due to lack of communication and blurred roles, it is those at the receiving end who suffer, which in this case are the military veterans requiring health assistance and having no medical aid to allow them access to private hospitalisation.

As Zigomo (2014) argues, approximately half of South Africa's healthcare spending is consumed by the private sector which, because it is made possible by medical schemes, benefits only a very small segment, i.e. sixteen (16) percent of the population (Zigomo, 2014, p. 2). Thus, in essence, much pressure is placed on the public health sector to respond to the eighty (80) percent excess of the population (approximately around 40 million South Africans) who are without private health insurance (World Health Organisation, 2010, p. 820).

To avoid the high costs of hospitalisation, many South Africans, including the military veterans community, are forced to utilise public hospitals, resulting in the overburdening of hospitals caused by the high numbers of patients. Moreover, because of the lacklustre performance of primary healthcare clinics in relation to dealing with out-patients (Mojaki, et al., 2011, p. 109), the result is that priorities in public hospitals now have to consider both out-patients as well as in-patients who require more attention simply because people have adopted the mind set of bypassing primary healthcare clinics because of their neglected states (Edmeston & Francis, n.d., p. 42).

When one consider the above illustrations of the high level of unemployment amongst the respondents and the exorbitantly high costs of private healthcare in South Africa, it becomes obvious as to why the participants depended so much on public health institutions rather than private institutions.

Therefore, it is not by choice but rather because of the circumstances in which respondents find themselves that they need to rely on public healthcare which does not require individuals to be employed in order to get assistance as opposed to access to private healthcare. Therefore, the challenges of inaccessibility and the high costs, *inter alia* challenges, have been the main driving forces behind respondent's choice of public health care.

4.3.3 The Importance of SANMVA

Another interesting revelation by the respondents was the importance of having an umbrella body whose interests focus on the issues of military veterans. Within the military veterans community such a body takes the form of SANMVA whose main functions includes, the

mobilisation of all individual associations to ensure that all military veterans are aware of all of the benefits that are provided by the DMV and other government departments (Parliamentary Monitoring Group, 2016, p. 1).

Interesting to note that the participants' viewpoints regarding the existence and main role of SANMVA revealed mainly dissatisfaction. Participants noted the importance of having such an umbrella body to perform a role that of overseeing how the DMV engages with military veterans and always having the best interests of military veterans at heart.

The participant's standpoint amounted to dissatisfaction with the current role performed by SANMVA officials who, according to participants, are not serving the best interests of military veterans but rather their own personal interests. Although participants noted that there is a need for an umbrella body, they also noted that their dissatisfaction with SANMVA had reached a point whereby they were failing to recognise SANMVA as an association for military veterans as the association has become largely politicised.

The politicisation of an intermediary organisation such as SANMVA has been deemed problematic by participants and such a problem overshadows the actual responsibilities of the association which, when functioning adequately and ethically, is better positioned to understand and elevate issues of military veterans. This is mainly because, individuals who ensure the daily functioning of the association are military veterans themselves and this further augments the stance of participants that SANMVA is in an advantageous position respond to the plight of military veterans. However, this position would be advantageous only if the association would distance itself from politicisation and allow itself to focus solely on the military veterans community and assist the DMV in responding to the needs of military veterans.

4.4 Conclusion

This chapter examined the data provided by respondents through the use of a taxonomy to determine whether the benefits provided by the DMV were meeting the needs of military veterans. The findings identified key issues and illustrated them as key themes. The data analysed in this chapter supports Hamilton's (2003) theory of human needs and confirms that it is not just a floating theory since the findings incorporated vital needs, particular social needs and agency needs. It appeared that there are factors affecting the provisioning of benefits, which include inconsistent application of processes, political interference within associations,

and poor planning. These factors require immediate attention in order for the DMV to cope with its responsibility which is that of providing benefits to military veterans.

Chapter Five: Summary, Recommendations and Conclusion

Introduction

This chapter reflects on this study, particularly on the purpose, process and conclusions of the research in an effort to ascertain whether the objectives have been achieved. The chapter begins with a brief reflection of previous chapters before making recommendations.

Chapter one provided insight into the historical circumstances which created the need for the provisioning of military veterans' benefits in South Africa. In addition, the chapter posed research questions which centred on the roll out of benefits by the DMV. The questions were answered in subsequent chapters.

Chapter two went on to discuss the contested concept of a military veteran and reviewed military veterans' benefits in South Africa and how these benefits are designed to respond to the plight of veterans. As a means of comparison, the chapter then reviewed the provisioning of military benefits in Zimbabwe and Namibia. The chapter concluded with a critical discussion of human needs as its framework, mainly through exploring the works of Hamilton (2003) which discussed the standard needs that ought to be met for human functioning. These needs were categorised as being namely: vital needs, particular social needs, and agency needs.

Chapter three analysed interview transcripts through the use of a taxonomy which simplified the data provided by the 10 randomly selected interview transcripts of former MK members and explained the selection of the respondents. The former MK members had participated in a needs analysis study conducted by the DMV.

Through its mode of analysis, Chapter four presents major findings. Central to these findings was the DMVs roll out of benefits. In addition, the chapter incorporated the human needs theory in order to highlight the relevance of the theory to the study. The analysis of the data revealed the benefits received by military veterans which included, education support, healthcare and burial support. Moreover, the study also revealed the rate at which the benefits were being provided. Based on the feedback received from respondents, the study established that there was no efficiency in the provisioning of benefits. Lastly, the study revealed that the inadequate roll out of benefits created tension and confusion within the military veterans community, for dissatisfaction was common amongst respondents as evidenced by protests. Therefore, the questions the study posed were answered.

Based on the analyses and findings of the previous chapters, this chapter makes recommendations as a means of enhancing the ways in which the DMV can better respond to the needs of military veterans. It should be noted that the recommendations are not based on a representation of all non-statutory members nor do they undermine the progress that has been made by the Department. Although the results are not all-encompassing of various segments of the military veterans community, the results do serve to draw attention to the factors affecting the provisioning of benefits.

While it is acknowledged that further multifaceted issues may exist, this study has nevertheless revealed a number of issues which serve as the study's major internal and external factors affecting the provisioning of benefits to military veterans. In as much as the recommendations might not be binding nor cover every aspect of the military veterans community, the recommendations do serve to assist the DMV.

5.1 Recommendations

5.1.1 Capacitation of the DMV

For the DMV to be a functioning department which responds to its constituency, management needs to provide capacitation with regards to infrastructure and human resources. For instance, the Department cannot be represented by a single building that is meant to administer every matter concerning the military veteran's community. Such an approach evidently leads to the DMV being physically accessible to only a portion of the military veterans, namely those who have the resources to visit the offices in person.

It is therefore important for the DMV to ensure that it capacitates itself through the establishment of provincial satellite offices, which will not only serve as administration sites but also as information dissemination points which are accessible to military veterans. This would lessens the burden on the national office, located in Pretoria, and would enable this office to focus on pressing issues rather than having to concern itself with minor issues such as the military veteran database registration.

5.1.2 Re-Examining the Role of Umbrella Bodies

The study makes a further recommendation to the effect that umbrella bodies such as SANMVA, should act as watch dogs responsible for maintaining accountability within the DMV. Moreover, since SANMVA is relatively unknown and since become politicised, perhaps

its foci needs to be remodelled and examined to ensure that it fulfils its duty of upholding the interest of military veterans. This re-examination will allow for parity amongst the military veterans, as veterans will no longer feel as though umbrella bodies belong to certain elites and serve their interests. Therefore, bodies such as SANMVA should act honestly and openly to address issues of oversight, otherwise the reason for their continued existence will remain questionable.

5.1.3 Military Veterans' Participation in Developmental Agendas

Lastly, it is recommended that the DMV should begin to view itself as a progressive department. To this end, the Department should align the benefits it provides to developmental agendas such as the Sustainable Developmental Goals and Agenda 2063, in order to establish the role of military veterans going forward. This will allow for military veterans' contributions to play a role in developmental agendas instead of being viewed as a segment that makes no developmental contribution to the State.

The participation of military veterans in the developmental agenda's will be beneficial to the DMV as the benefits issued to military veterans will constantly be guided by these progressive developmental agendas. This approach allows for the improvement of the nature of benefits by structuring them in line with the conditions of the military veterans who also happen to be a microcosm of the South African society.

Much of the dissatisfaction expressed by military veterans points to the fact that military veterans feel as though they are not getting their fair share of the pie. It is quite unfortunate that such a perception exists. In order to salvage this situation and change perception, the DMV needs to create parity in its issuing of benefits to avoid unpleasant stigmas. Salvaging the situation is doable as the pie is big enough for all military veterans.

5.2 Conclusion

Through the critical analysis and interpretation of the findings, this chapter has thus come up with recommendations to how the DMV can better position itself in responding to the needs of military veterans. The findings revealed that the problem lies especially in the lack lustre manner in which the benefits are issued.

While the DMV provides benefits to military veterans and their dependants, it is important to note that this study limited itself to only MK military veterans and thus the results were not

representative of the entire military veterans segment. Moreover, this study does acknowledge that there might be certain benefits which are issued in a manner which is fast and proper.

Although these results are not representative, they do play an important informative, role as they illustrate issues which exist and therefore need to be addressed in order to avoid problems which may recur. These problems pertain, amongst others, to the lack of human capacity, communication breakdown, relationship breakdown between SANMVA and military veterans, slow processing of applications, politicisation of the DMV and limited knowledge of the verification process.

There is therefore no doubt that not responding to these issues impacts negatively on service delivery and weakens the DMV and the manner in which it is perceived by the community it serves. Thus, going forward, it is important for the Department to take into consideration the recommendations made and, moreover, to challenge itself in its duty of provisioning benefits to military veterans by becoming a department that is proactive rather than reactive.

Furthermore, the DMV should put an end to viewing the challenges it faces as insurmountable as this amounts to a defeatist attitude. By doing so, the disenfranchised feeling which military veterans have could be curbed and a sense of belonging restored. A sense of belonging can only be restored once the DMV becomes less of a partisan department and more of a progressive and inclusive department which aligns itself with progressive agendas seeking to improve basic human development.

There is no doubt that with sufficient capacitation and cooperation, the DMV has enough potential to go beyond simply ensuring that the needs of all military veterans are met in order to restore the dignity of military veterans.

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military veterans

Department:
Military Veterans
REPUBLIC OF SOUTH AFRICA

Private Bag X943, Pretoria, 0001, 1052 Festival Street, Hatfield, Pretoria

RESEARCH INFORMED CONSENT FORM

1. Needs Analysis Study

The DMVs Research Directorate seeks to conduct research based on the needs of the community it serves. Through a needs analysis, an assessment of the benefits currently provided for by the Department ought to be examined in order to determine whether or not the benefits provided for by the Department are what military veterans need or require.

A thorough research, unpacking these structural imbalances is essential to provide options. This research shall serve as an unwavering catalyst for efficient service delivery to military veterans because of its comprehensive design in looking at the shortfalls of the Department in the rollout of benefits to military veterans satisfactorily.

The Research Unit therefore requests your permission to participate in this study through either/or one-on-one interviews, focus group interviews or telephone interviews. Your contribution is essential as it will unpack the structural imbalances. Furthermore, your participation will broaden the Department's understanding of the needs of military veterans to determine whether benefits meet expectations.

This research will serve as a vehicle for other projects that may arise in providing guidance to the Department with regards to information pertaining to policy formulation, policy analysis and producing evidence-based policies.

Your participation is entirely voluntary. There is no payment or reward attached to your participation, nor is there any censure linked to a refusal to participate. Your loyalty to your association will not be affected nor is it being questioned through your

participation or lack of participation. You are also free to withdraw from the research process at any time without ill feeling or consequences.

Your names and identities as research participants will not be revealed through the research process. All records of your participation will be treated with the utmost security.

The interviews would last approximately thirty (30) minutes and participants will be interviewed once, with your permission like to record this interview. The recordings of your interview will be deleted after the mandated time for storage of collected data.

The original transcripts the data has been collected from is solely kept by the Department using their own storage and disposal method to ensure safety and integrity of the data set. Copies of data collected from the original transcripts will be securely stored, retained by the researcher and shared responsibly for possible future use.

Should you have any questions about the research at any time, please do not hesitate to contact the Research Directorate

2. Research Directorate Contacts:

Director: Mr. D.L.T Mathole
Department of Military Veterans
Room 121,
Hatfield,
Pretoria

Ph: 082 990 4256

Email: diapoltt@outlook.com

Annexure B

DECLARATION

I.....(full names of participant)
hereby confirm that I understand the contents of this document and the nature of the
research project “Military Veterans Needs Analysis Study” 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.

SIGNATURE OF PARTICIPANT

DATE

.....

Annexure C

Taxonomy

<i>Respondent 1</i>	<i>Respondent 2</i>	<i>Respondent 3</i>	<i>Respondent 4</i>	<i>Respondent 5</i>	<i>Respondent 6</i>	<i>Respondent 7</i>	<i>Respondent 8</i>	<i>Respondent 9</i>	<i>Respondent 10</i>
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Awareness of benefits provided	Access to benefits	Benefits received	Quality of service delivery	Mechanisms to be implemented to improve service delivery
The DMV is important and has a purpose, I would be dead without it.	On the database but not receiving education support	Medical card	Provincial offices are effective but are under staffed.	DMV should consider communicated to military veterans via email as an option.
I know of the Counselling benefit but for me personally, it is too late to provide me with it.	I have been applying for education support since 2014, it turned out that the application was faxed to the wrong place, the Eastern Cape office	Special Pension Fund	There is no communication from DMV.	Staff the Western Cape provincial office, the provincial coordinator is overloaded.
I have to come to provincial office to source out information.	I've always been on the database.	A man has to provide for his family.	The benefits are enough but the problem is with the slow processing of applications	Spread the DMV to Western Cape regions.
Got injured in exile and filled out forms for compensation but no one from DMV has come forth to say whether or not they received my forms.	Transport to hospital is not comfortable as seating arrangements get disturbed.	I have a health card which also has problems on its own.	Received no communication from the education unit regarding receipt of proof of payment for my children's school.	The DMV should be like any other Department.

Awareness of benefits provided	Access to benefits	Benefits received	Quality of service delivery	Mechanisms to be implemented to improve service delivery
SANMVA does not exist, never existed, only saw it when it was established.	I am not receiving education support and I am struggling to pay for the special needs school as I short of R17 000.	Although I am on the database, I have not received any benefits.	Sometimes the DMV does not pay doctors so I can't further consult with an outstanding payment.	SANMVA should exist as a voice of veterans because we are from different organisations.
If someone comes here and wants to council me about what happened 24 years ago, it's late now.	There's no information on how to access information	Only receiving pension	Sometimes you are referred to One Mil at a time when there is no transport.	I suggest that the Mpumalanga provincial office should be capacitated.
I am aware of educational support because I have a child with special needs	I am sick physically and emotionally and not getting the care that I need.	Special Pension.	The DMV raised my expectation to place my son in the special needs school but it is not delivering.	Maybe if we received counselling first, the department wouldn't be in this situation because military veterans in important positions in the department would be performing better if they were counselled in the first place.
The DMV is relevant as it is meant to provide basic needs.	There's a lot of time wasting when it comes to veterans accessing benefits.	Burial support, the department is very good with this benefit, it's as though they excelling in it to simply get rid of veterans.	The people the DMV has hired aren't doing what they've been hired to do, they are doing something else.	Provincial offices are more convenient
Benefits are blueprints, they are there but they are not delivered. This affects me because I'm so poor I can't even afford to cool drink	Unclear about how a veteran gets a house.	Special pension which is Mandela's initiative.	Associations are corrupt, they drag their feet and this affects the DMV negatively.	DMV needs to avail its transport for military veterans who seek medical assistance.
I'm so poor, I have nothing under my name and if I died today I would scream fuck because I did	Secure me and my family by allowing us to have access to the benefits. I cannot be a	Not receiving anything	Everything is standing still.	Whoever "qualifies" should occupy DMV positions in order to assist in service delivery.

not wish to die in this situation.	beggar after fighting for freedom.			
Awareness of benefits provided	Access to benefits	Benefits received	Quality of service delivery	Mechanisms to be implemented to improve service delivery
Only knew about the DMV last year.	The well-known surnames of Mandela and Sisulu are the only families receiving benefit.	Special Pension, there are no other benefits.	DMV is deliberately destroying me.	The provincial needs more man power.
Aware of the benefits but I'm not receiving them.	The DMV is not accessible to me, had to go to the head office in Pretoria because the provincial office was not assisting me.	It's only now that I am being assisted to receive counselling.	I've been filling in so many different forms but the response is always negative as we never receive any feedback.	Counselling should be continuous.
Access to benefits is influenced by access to the database and this has implications on military veterans.	When I apply for benefits at the DMV I don't get any responses.	Apparently, I'm not even on the database so there are no benefits that I am receiving even though we have filled in forms time and again. Last year, the DMV came to verify us and we were told we were on the database, when we tried applying, we were told that suddenly we are not on the database.	DMV service delivery is a zero and the none existence of service delivery impacts negatively on our lives.	I don't want the department treating me as though I am a kid.
The process of getting into the database is not clear.	I am not on the database, I do not even know how the database works so I do not know how to access the benefits.	Medical card.	I am frustrated with the DMV especially the education unit.	If only the DMV would give me a lump sum so I can at least die owning something.
Everything is on paper but nothing is implemented.	Secure me and my family by allowing me to have access to benefits, I	Benefits should cover all our children. For example, education support only caters	The application process is complicated.	The DMV needs to sort out their system.

	cannot be a beggar after fighting for freedom of this country.	for two children. What about my four other children?		
Awareness of benefits provided	Access to benefits	Benefits received	Quality of service delivery	Mechanisms to be implemented to improve service delivery
The DMV isn't working for me.	Most military veterans in the Worcester area do not have force numbers. We are called to stadiums and made to fill up forms that would assist us in getting force numbers but nothing happens.	Medical card but beneficiaries are not covered and that is not good because I do not live alone, I have a wife and kids. Why can't the Department do something for them?	There's a communication breakdown military veterans and SANMVA.	The DMV should communicate to me in my mother tongue Sesotho or Sepedi.
DMV has not impacted on my life since I don't receive all benefits.	I know about the benefits e.g. Housing.	I suffer from chronic illnesses such as high blood pressure and diabetics but even through my illness the DMV is not supporting me.	Things are moving extremely slowly.	Families are falling apart because of lack counselling.
It seems like only those who are senior in the structures of APLA and MK are in the know.	I am currently staying in a shack and I am struggling to get the housing benefit.	Special pension and medical card which only works for me and not my family.	I feel like I am being sabotaged by the department.	Have at least two satellite offices in municipal offices in Mpumalanga.
My perception of the DMV is negative since the Department never gives feedback. DMV is destroying me deliberately.	I will die known as the veteran that was destitute. I really do not feel boastful of the Department.	I am receiving counselling in Pretoria using my medical card.	I feel like I'm being sabotaged by the DMV because I am physically and emotionally sick and I'm not receiving anything from the department.	I'd like the DMV to communicate with in my mother tongue, SiSwati.
We have a local committee that gives us information related to the DMV and we also get			DMV does not recognise parallel structures, DMV only recognizes SANMVA structures. As a result, a lot of	DMV and SANMVA need to work together and come to the locals preaching one gospel.

more information from the provincial offices.			things have been done incorrectly.	
Awareness of benefits provided	Access to benefits	Benefits received	Quality of service delivery	Mechanisms to be implemented to improve service delivery
DMV just wants to show face during funerals and as if they have always cared.	I hear about the housing benefit but it seems like it's for people in the Southern Cape		Service delivery is not met. Due to slow processing of applications, no response coming from the DMV, time wasting.	Eliminate corruption within the DMV.
			The process of getting into the database is not clear. As a result, everything is standstill.	The DMV needs to change its systems.
			DMV encouraged us to setup cooperatives and we did but we have never heard from the DMV since then.	I have lost family members because I did not receive counselling upon my return from exile.
			It is actually shameful being a military veteran.	I know lots of stories of veterans who need counselling. Generations suffer because of something that can be solved. So definitely, the DMV needs to prioritise on counselling.
			I worked extremely hard but I have never got recognition as a result my kids are not taken care of.	I would like the DMV to clarify the criteria for issuing houses.
			The DMV bus is not effective, it cannot even pick-up patients when they are sick. I do not even have money to call the military hospital and if I can't get through to the hospital, there are travelling costs.	Seniors were supposed to be given priority on the database.

Awareness of benefits provided	Access to benefits	Benefits received	Quality of service delivery	Mechanisms to be implemented to improve service delivery
			Application processing is too slow, the DMV is slowing down the process. 5 years later, getting on the database is still a problem.	State on our applications what has been completed incorrectly rather than not saying anything at all.
			The DMV is our Department but somehow they fail us.	Counselling should have been the 1 st things we received upon returning from exile but unfortunately the politicians did not see it that way. Maybe if we received counselling then maybe the Department wouldn't be in the state that it is because military veterans who work for the DMV would be performing better if they were counselled in the 1 st place.
			SANMVA is failing me, they do not know my living conditions	Counselling should be continuous.
				Whoever “qualifies” should occupy DMV positions in order to assist in service delivery.
				Skill veterans with financial management to facilitate a legacy of money. DMV needs to assist us with avenues to utilize we can utilize our money so we do not dig ourselves into a hole.

Awareness of benefits provided	Access to benefits	Benefits received	Quality of service delivery	Mechanisms to be implemented to improve service delivery
				There is one person dedicated to verifying a million people. SANMVA should be the ones assisting in the verification.
				Provincial office has to be strengthened because they are more accessible.